



Sprouting Melodies® Class Policies

Thank you for choosing Sprouting Melodies® as your child's music program. We know that this music therapy-based early childhood music experiences will benefit your child and your family for many, many years down the road and we are happy to have your family as part of our program. Please contact us at any time with any questions you may have.

Payments and Discounts

Unless you make an arrangement with us in advance, payment is required prior to the start of classes. We can't guarantee your place in class unless we have a payment or a payment arrangement. We welcome payment plans and other financial solutions to help you manage your budget. Please ask!

We do offer discounts to children enrolled in Early Intervention Services, Siblings and Twins. Occasionally we will offer an Early Bird Special before our sessions. In order to receive the Early Bird Discount, payment must be received in full before the deadline. If you register online, but the payment is not received before the deadline, you will need to pay the full registration fee for the session.

Pro-rated Classes

If you are interested in joining a group that has already started, we do allow classes to be pro-rated and you will pay for the classes that are remaining in the session as long as there is space available in the class.

Reverse Pro-rate: Ideal for Moms and Dads on Family Leave

Because we know what it's like to want to take advantage of every opportunity you have with your little one, we do offer a Reverse Pro-rate for families who will not be able to participate in the full session. This only applies to families who are off work because they need to return to work.

Withdrawals and refunds

Refunds are not given for class registration fees. The only exception to this rule would be in the case that the class you registered for does not run, and no other class works for you. In this instance, you would be issued a full refund.

If you need to withdraw prior to the start of class, a full credit will be given to be used for future classes. After the start of classes, no credits are given for withdrawal.



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Medical Leave

Families that need to take a Medical Leave due to the birth of a child or an extended illness can call the office to make arrangements and a credit will be given to be used for future classes.

Sicknesses and Makeups Policy

We know that kids get sick! Please help us keep our center a safe environment for all children and adults by staying home when your child is not feeling well. Illnesses including vomiting, fever, and diarrhea should be clear for 24 hours before returning to class. If your child has been prescribed an antibiotic, please ask your doctor when it will be safe for your child to participate again in scheduled classes with other babies and toddlers.

We understand that sicknesses, doctor appointments, and vacations can cause us to miss a class. Parents or caregivers may speak with the Sprouting Melodies® Provider™ to possibly arrange a makeup in another age appropriate class with space available.

Holidays and Public School Breaks

If our session runs through a national holiday or public school break, we typically have classes as usual. We intentionally do this to provide an opportunity for parents who work in the schools to schedule makeups. If you have an older child who is off from school on these dates, they're welcome to join us in class. (We love to see the Sprouts who have graduated! Just please let us know in advance who to expect.

Inclement Weather Policy

In case of inclement weather, Sprouting Melodies® will follow the schedule for the local public school district. Please check the listing of school closings online or on TV/radio on the morning of your class. If the local public schools are closed, our classes are canceled. If schools are delayed, morning classes are always canceled, but afternoon classes might be held. In the case of inclement weather on a Saturday, we will make our best decision about closings based on the most recent information and we will contact all families at the numbers and emails they have provided to let you know if classes are cancelled.

Classes missed due to inclement weather can be made up during other classes in the session. Please follow the policies for scheduling makeups.



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Visitors in Class

We often get requests to bring other adult family members to our Sprouting Melodies® classes. We welcome grandparents, aunts and uncles, as well as special family friends or nannies to come and join us! It's a great opportunity for other family members to learn the songs we use and how music can be such a helpful tool to support the child's development. Please let your Music Therapists know the week before if you can so that we are prepared to welcome your guests.

Privacy

Sprouting Melodies® respects your privacy and will never share, sell, or rent your personal information with third parties for their promotional use. Your email and mailing addresses may be shared only with Center for Early Childhood Music Therapy who is the licensor of the Sprouting Melodies® Program. Your information would be shared only for educational and quality assurance purposes. Sprouting Melodies® does send out a e-newsletter which goes to all of our families and community partners. If you prefer not to receive the e-newsletter at anytime, you may unsubscribe via a link at the bottom of the email and you will be removed from the mailing list.

You're welcome to take photos of your child in class. Please be aware of the sensitivity some parents have regarding photographs of their children. If you would like to take photos that include the group, please check in advance to make sure people are comfortable having themselves or their children photographed. This is especially important if you plan to post these images using social media.

Please know that we at Sprouting Melodies® will never include you or your child's photographs in our materials without your written permission.

Return Policy on Merchandise

All CD's, DVD's and instruments sold in our center are final sale. Unfortunately, due to the limited selection we have, we are not able to return or refund merchandise.



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Repetition Reaps Rewards Program

This program is designed to

1. Reinforce that repetition is the real secret to learning, and
2. Thank all of the loyal families who continue to participate in Sprouting Melodies with their children.

Here are the details...

- For every full session that you register for, you will receive a stamp on your Repetition Reaps Rewards Card. (Prorated Sessions will not count towards your 5 classes.)
- After five full sessions, you will receive 50% Off your 6th class!
- Repetition Reaps Rewards cards are for each individual child and stamps can not be combined within your family.
- Stamps can be earned within any Sprouting Melodies® class and can be redeemed throughout the year.

We believe that this is truly a great way to both thank you, the parents, and to support your children in their overall early childhood development!

Friends and Family Referrals Program

Over the years, many of our students have come to our programs based on the recommendations of friends. We do offer a Friends and Family Coupon that you can share with your friends. Ask us about this option.

Gift Certificates (in any amount)

Many of our families have been the happy and fortunately recipients of the gift of music class! This is a great way for family and friends to give birthday and holiday presents that truly enhance the life of the child and the family! Gift Certificates can be purchased over the phone in any amount and can be mailed to the gift giver, or the gift recipient. Gift certificates can also be used towards merchandise purchases or birthday parties.