



Welcome families!!

We are so excited to be making music with you and your little one! Here is a little info on what to expect along with our policies and guidelines.

Our research-based program is designed to introduce your children to fantastic music in a fun, joyous, and bonding way. We explore music from around the world, incorporating songs and musical styles that your children might not otherwise get exposed to. We bring in ideas of music theory, rhythm, harmony, etc as well as child development, but always present it in a way that is easy to grasp, and easy for anyone to jump right into. Which bring us to our first rule....

Participate! You are your child's best teacher, and the more that you are involved in the class, and participating, the more that your child will get out of it. The participation and modeling of parents and caregivers, regardless of musical ability, is essential to your child's musical growth.

Classroom Rules + Etiquette:

- **Please come on time:** The lesson plan is designed to help you and your children to get engaged in the class. We find that when kids are on time, they not only experience the whole arc of the class, but get into it in an organic way that is much less challenging than if they miss those first few "focus" songs. Of course, we all know that a late nap, last second poopie diaper or trip to the potty chair is inevitable at times, so, on occasion, please still come to class - just be aware that it can be very distracting to other families. If you have a child that has a harder time getting focused, it will definitely help them to come at the beginning! However, if you know you will miss beyond the first 10 minutes of class, please consider scheduling a makeup instead of rushing in late, making it no fun for you or baby.
- **Cell phones:** Please turn off phone ringers and refrain from talking on your phone during class
- **Keep chatting to a minimum!** Of course, we want you to have a great time, and meet other wonderful families, but please socialize before or after class. We do our best to create a musical 45 minutes for children and their caregivers, and your child is very keyed in to your voice! Plus, our emphasis is placed on the relationship between parent and child, (not parent/parent).
- **Shoes off:** Our classroom is carpeted and we do our best to keep it clean, fresh and free of debris, especially for crawling babies. So we would appreciate it if you took yours (and your child's) shoes off. We promise not to judge an overdue pedicure!
- **Act your age:** Each child participates at his or her own level of singing, moving, listening, watching and exploring. We do not expect or require that children sit in their caregiver's lap throughout the class. Caregiver participation is the best way to keep the children interested in the circle. For a child at a very exploratory stage of their development, try coming early to class to give them a chance to explore before we start.
- **Running:** We strongly discourage running for safety reasons. The thing with running, is that it is like an invitation to other children to run, and they always accept that invitation! Not only does the quality of the class quickly diminish, but more importantly it is dangerous and distracting. for

all of the families. It's important to keep in mind a child's age and developmental stage. An 18 month old trotting around does not present the safety issue that an older child does. If your older child is running, please go over to your child, make good eye contact, and calmly ask them not to run and/or redirect them. It is often helpful to ask them to show you other ways that they can move (i.e marching, jumping, twirling, skipping, etc) and try some of these movements with them yourself! Sometimes stepping outside of the classroom for a minute can sort of "break the spell". If your older child is a runner, please let them know the class expectations ahead of time- prepping them can do a world of good!

- **Child's behavior:** Parents & caregivers are responsible for the behavior of their children. You must be ready to re-direct if your child or children attending with you engages in any behavior that is unsafe to themselves or anyone else or is causing or contributing to class disruption. If during the class your child is consistently behaving in a way that presents a safety issue for others (i.e. hitting, biting, pushing, throwing things or running wildly) or is disrupting the class by loud screaming, please take your child out of the room for a moment until the behavior is resolved, but then please come back in! If the behavior persists during the session, Cathy will contact you to discuss strategies and options. It is also your job to keep your child safe. We create the safest environment that we can, and use child-safe instruments and props, but as we all know, children can injure themselves on air, so please keep an eye on your child! **Toys:** Please leave toys at home or in the car as they can be distracting to your child and other children during class.
- **Siblings/Guests:** Siblings under 9 months at the beginning of the session may attend classes for free when attending with their registered sibling, (just make us aware). Older siblings and other child guests of the registered family may attend the occasional class, if space permits. Any child attending class on a regular basis must be registered.
- **Caregivers Welcome!** Any caregivers- parents, grandparents, nannies, etc. can bring the children. The whole family is welcome for this musical experience! We just ask them to participate!! And, of course, be mindful of too many guests at once.
- **Food:** Food is not allowed during class, as it can be a distraction to other children as well as possibly causing allergy or clean-up problems. Bottles, breastfeeding and no-spill sippy cups are fine. If you or your child need to eat during class, please step completely out of the classroom and put all food away before returning.
- **Illness:** If you or your child are not feeling well, and you think either of you might be contagious, please do not come to class. See the make-up policy below.

Make up policy:

Make-ups are offered as a courtesy, based on available space and are in no way a guaranteed part of your enrollment.

- No refunds or credits will be given for missed classes.
- You may make-up up to 2 missed class per session, (1 missed class for our shorter Summer Sessions).
- **If the instructor needs to cancel due to illness or emergency** families will be notified and classes will be cancelled that week. The session will then be extended by a week (or more if necessary) to make up the cancelled class(es). **Please be sure that we have the best phone # to contact you.**

- Please contact us at info@littleoversandshakers.com or call the business line at **818-606-8816** with any extenuating circumstances. We will always try to work with you. We want you to get your money's worth!

Scheduling Make ups:

We have an online scheduler through the website to conveniently arrange your makeup classes.

- Because our classes are always at capacity, spots will be made available based on notification of absences. **Please notify us of your absence**, as soon as possible, **by emailing info@littleoversandshakers.com**. This will allow for spots to be opened on the schedule so you and others can arrange make ups.
- **To find the scheduler:** On the website, hover over the schedule tab, and click "Schedule a makeup" on the drop down list. There is also a link on the bottom right side of the home page.
- Be sure to cancel a makeup if you can't attend, (even up to the last minute) or it will still count towards one of your allotted make-ups in the system.

Demos:

We have an online scheduler through the website to conveniently arrange your demo classes.

- Each new family is allowed one free demo class to preview the program.
- **To find the scheduler:** On the website, hover over the schedule tab and click on "Schedule a demo" on the drop down list. (There is also a link on the bottom right side of the home page.)
- Be sure to cancel your demo if you can't attend, (even up until the last minute) or the system will not allow you to reschedule.
- You can also schedule a demo by contacting us directly by email at info@littleoversandshakers.com or by calling us at 818-606-8816

Drop-ins:

Drop ins are not permitted.

- If you are registered and miss your class, please do not drop in to another class without prior permission- as it can overcrowd that class, compromising the quality of the program for everyone including those who have scheduled properly.
- We love that you are telling your friends about our program! Please refer them to the demo scheduler or our contact info if they are interested in trying out a class. We cannot have families drop in without prior permission to demo a class, as our classes are full and we do not want to overcrowd them.

Registration cancellation policy:

- **Prior to first class:** You may cancel your registration any time before the first class and receive a full refund. (However, please note that if you paid via credit card, a \$6 transaction fee will be charged).
- **After the first class of the session, 24-hour grace period:** If you withdraw from the program within 24 hours of the first class, you will be refunded minus a \$20 cancellation fee.

- **After the first class of the session, post grace period:** After the 24-hour grace period, no refunds can be given. This is regardless of whether you attended the first class of the session or not. If a class does not work due to naptime, you are welcome to switch to another class provided that there is space.
- **Cancellation due to under-enrollment:** Classes that do not include at least 6 registrants may be canceled. Class times may be combined, or registered families can switch to another class, or a refund will be given for the remainder of the classes.

Immunizations:

We are working to do our very best to keep all of our children, families and pregnant mommies as safe and healthy as possible.

- We require that all children attending classes be current with their immunizations according to the California Department of Public Health.
- By registering for classes, you are acknowledging that your child's vaccinations are up to date.
- Please email us if your child has deferred immunization for medical reasons. And please be aware that proof of immunization and/or deferment may be required.

Thank you so much for taking the time to read all of the many, many policies!! Please feel free to e-mail us with any questions that you many have or if we can be of help in any way!

Looking soooo forward to moving and shaking with all of you!!

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