

Policies of Mainhattan Music Together

Registration Policy

Families who join our classes for the first time are asked to fill in a page-long registration form, so we can submit your personal information to our computer system and are able to contact you properly. Naturally we treat this information confidentially and don't even dream of passing it on to anyone else without your consent. We will call you or write an eMail to confirm your registration.

As a family returning for a new semester of Music Together classes we already have all your personal details. Therefore, you can just sign our Early-Sign-Up-Sheet to continue classes at the same time and location that you have been visiting the previous semester. **With this signature you agree to our terms and conditions and you are properly registered for the new semester.** We do not write out any additional confirmation letters and will only contact you if anything goes wrong and we need to offer an alternative class to you.

In any case, payment for the semester is due with registration, before the start of classes.

Make-up Class Policy

We want to see you every week, but naturally we understand that scheduling conflicts may occasionally arise. When you notify us in advance at least 24 hours before your class time that you won't be able to join us, your absence will qualify as "make-up-able." In this case, you're welcome to contact our office and schedule yourselves for a make-up class at any other class time with available space during the session in which you've missed class (on a first come, first served, basis). Each family is permitted to make up two classes per six-week (summer), ten- or twelve- week session.

Refund/Cancellation Policy

When you notify us in writing **before your class's first meeting time** that you need to cancel your registration, we'll refund your payment after deducting an administrative charge of 30 Euros.

While we hope, and expect, to hold each class we offer, we must reserve the right to cancel or postpone any session or program that does not meet our minimum participant number requirement. **We encourage you to register early since doing so reserves your space and also helps prevent class cancellations.**

If it becomes necessary for us to cancel an entire session or program, we'll notify you in writing and either refund your payment in full, or issue you a refund which is proportionate to the number of your class meeting times held by that point and the total number of planned meeting times for your class.

Naturally we'll make every effort to reschedule any class meetings missed due to unanticipated circumstances, but we cannot guarantee rescheduling.