



Revised: November 1st, 2023, February 10th, 2024, March 20th, 2024, May 25th, 2024, March 3rd, 2025, April 10th, 2025
February 6, 2026

Effective: September 1st, 2023

Program Policies

1. Courses
 - 1) Courses Available
 - Music Performance Course (Saxophone, Trombone, Trumpet, Rhythm Instruments, and Ensemble)
 - Basic Music Course (Singing, Rhythm Activities, Dance, etc.)
 - Learn English with Music 🎵 (English Conversation, Singing, Rhythm Activities, Dance)
 - 2) Number of Times for Lessons
Basically 3 times per month
2. Admission Fee and Monthly Fee
 - 1) Admission Fee
The admission fee is 10,000 yen. The payment method is bank transfer (the handling fee for the transfer is to be paid by the student or his/her parent(s)/guardian(s)) or by cash. Once the admission fee is received, it will not be reimbursed for any reasons. If the student withdraws from the program and comes back to the program, the student must pay the admission fee again at readmission.
 - 2) Monthly Fee
The monthly fee includes sales tax and facility management fee. Once the monthly fee is received, it will not be reimbursed for any reasons, except the reasons indicated in the section 5-2) and the section 6-2) of this document. The payment due date is the end of the month for the following month. The payment method is bank transfer (the handling fee for the transfer is to be paid by the student or his/her parent(s)/guardian(s)) or by cash.
 - 3) Failure of the Payment
If the program does not receive the admission fee or/and the monthly fee by the due date, the program director/manager will contact the student or his/her parent(s)/guardian(s) to remind the due date. After the admission fee and the monthly fee for the 1st month are paid, the 1st lesson will be scheduled. If the payment of the monthly fee is failed for over two months, the student may not be allowed to participate in lessons.
3. Related Costs
 - 1) Lesson Materials
The program director/manager will let the student or his/her parent(s)/guardian(s) know about the lesson materials necessary for the student. The cost of the lesson materials will not be included in the monthly fee.
 - 2) Performance/Recital Opportunities
Participation in any performance/recital opportunities is optional. If the student would like to participate, the program director/manager will inform of the cost beforehand.
 - 3) Other Possible Costs
The program director/manager may suggest to the student or his/her parent(s)/guardian(s) to purchase some lesson materials or participate in some events, considering his/her performance level.

4. Tardiness/Early Departure
 - 1) Please call 080-4271-1107 by the start time of the lesson, if the student is late for the lesson for any reasons or needs to leave the lesson early.
 - 2) The program does not offer a make-up lesson for the student's tardiness or early departure.
 - 3) If the student comes to the lesson late multiple times without prior notice, the student may not be allowed to come back to the program.
5. Absence
 - 1) The program does not offer a make-up lesson or reimburse the monthly fee for the student's absence with his/her reason.
 - 2) If the student needs to be absent from the program for his/her school event or work, the student or his/her parent(s)/guardian(s) is required to inform the program of it by seven days before the lesson/school event day. The program offers one make-up lesson for the absence. If the student or his/her parent(s)/guardian(s) fails to inform the program of it by the date mentioned above, his/her absence is considered as the regular absence and cannot be made-up or reimbursed.
 - 3) If the lesson is canceled with the program/instructor's reason, the lesson will be made-up. If a make-up lesson cannot take place, the pro-rated monthly fee will be reimbursed for the cancellation.
 - 4) If the student is absent without prior notice, s/he may not be allowed to come back to the program. If the student is absent without prior notice multiple times, it may end up with student's withdrawal from the program.
 - 5) Regardless of the reason, the student who is absent from lessons more than two times consecutively and would like to keep the current spot of the lesson, is required to submit the Request for Leave of Absence form and pay the half amount of the monthly fee. Please see the section 9-2) for details.
6. Lesson Cancellation
 - 1) Holidays
Year-end - New Year (Basically, December 29th – January 3rd) and Obon Holiday (August 13th – August 15th).
 - 2) Irregular Cancellation
The lesson may be canceled for any emergency situations, such as disaster, inclement weather, or the instructor's illness. The student will be notified no later than the starting time of the lesson. Please register phone number(s) and email address(es) at admission so that the program can reach the student or his/her parent(s)/guardian(s) in a timely manner. If this is the case, the program offers a make-up lesson. If a make-up lesson cannot take place, the pro-rated monthly fee will be reimbursed for the cancellation.
7. Lesson Schedule Change
The program may ask the student to change the lesson day/date for any unavoidable reasons, such as any issue with the lesson venue or the instructor's schedule.
8. Performance/Recital Opportunities
Participation in any performance/recital opportunities is optional; however, it may be a great chance for the student to perform what s/he has learned. These opportunities may help the student learn social manners as a performer and audience. The program director/manager will inform the student or his/her parent(s)/guardian(s) of these opportunities in advance.
9. Leave of Absence or Withdraw
 - 1) If the student leaves of absence or withdraws from the program, the program needs to be notified of it by the end of the previous month.
 - 2) If the student needs to be absent from the program for any reasons more than two times consecutively and would like to keep the current spot of the lesson, the Request for Leave of Absence form needs to be submitted to the program and pay the half amount of the monthly fee. The acceptable duration of the leave of absence is up to two months (6-time lessons). If the form cannot be submitted, the student or his/her parent(s)/guardian(s) is required to answer questions from the program by email.

- 3) If the student withdraws from the program, The Notice of Withdrawal form needs to be submitted to the program. If the form cannot be submitted, the student or his/her parent(s)/guardian(s) is required to send the information in written/by email.
 - 4) If the student leaves of absence or withdraws in the middle of the month, the monthly fee cannot be reimbursed.
 - 5) If the program is not be notified of the student's leave of absence or withdraw by the end of the previous month, the student or his/her parent(s)/guardian(s) must pay the monthly fee for the month.
- 1 0. Confidentiality
The program will make a best effort to respect the student and his/her parent(s)/guardian(s)' privacy and protect their personal information. The information given to the program will be used only for the program management.
- 1 1. Use of Student's Photo/Name
- 1) Performance/Recital Opportunities
The student's name, grade, and age may be posted in the agenda/program for the performance/recital opportunities. The signed agreement (page 4 of this document) also serves as the permission form for these matters.
 - 2) Website/SNS
For promotion of the program, the program may post photos/video footages of students' performance or/and lesson without their names on the website/SNS. The program will handle this matter carefully based on the agreement indicated on page 4 of this document.
- 1 2. Third-Party's Observation or Interviews
If a third-party requests to observe or/and interview the program and the program director/manage considers the request as an appropriate activity, the program director/manager accept the request without permission from the student or his/her parent(s)/guardian(s). However, if the request includes shooting photos or videos, the program director/manager will reach the student or his/her parent(s)/guardian(s) to obtain the permission beforehand.
- 1 3. Disclaimers
- 1) The program is not responsible for the student's/parent(s)/guardian(s)/companion(s)' injury with his/her/their carelessness during the lesson or any accident that happens on the student's way to the program or home.
 - 2) The program will claim compensation from the student or his/her parent(s)/guardian(s) for any property damage or troubles caused by the student/parent(s)/guardian(s)/companion(s).
- 1 4. Contagious Disease Control
- 1) If any unpredictable situations, such as contagious disease, occurs, and the government instructs the program to limit activity levels, the program may decide to cancel lessons as needed.
 - 2) For prevention of the COVID/Influenza/Strep Throat/other contagious disease, the student and his/her parent(s)/guardian(s)/companion(s) are advised to wear a mask all the time except lesson time.
 - 3) If the student has symptoms, such as fever, diarrhea, vomits, s/he must be "symptoms free" for 24 hours at least without taking medications to suppress the symptoms to come to the lesson. If the student has symptoms for COVID, Influenza, Strep Throat, or any other contagious disease, s/he must stay home.
- 1 5. Revision of the Policies
The program policies may be revised without any notice. The revised policies are posted on the program website in a timely manner.
- 1 6. Other Important Notes
- 1) The instructor will make a best effort to guide the student in a cordial manner. If the student does not follow the instructor's directions or parent(s)/guardian(s) is (are) not corporative with the program, the student or his/her parent(s)/guardian(s) will be contacted by the instructor to discuss these issues and find solutions.
 - 2) The student is required to participate in the lesson with appropriate attire and hygiene (e.g., cutting nails appropriately).

- 3) If the student uses any communication devices or visual supplement, please bring it to the lesson for better communication with the instructor.
- 4) If the student has seizure or allergy cautions, his/her parent(s)/guardian(s) are primarily responsible. If those medical issues unexpectedly occur during lesson, the student's parent(s)/guardian(s) will be notified immediately.
- 5) If the student's parent(s)/guardian(s)/companion(s) observe the lesson, please do so quietly without chatting with others or talking on the phone in the designated area. Those people are strictly prohibited to take photos or videos of other students in the program or post them on their personal SNS.
- 6) If there are any comments/concerns, please contact info@istartmusic.com

AGREEMENT

Date: _____ / _____ / _____

The program policies were explained by the program and I fully understand and agree with all the content indicated on this document.

Name of Parent/Guardian or Student

 or Signature

Mailing Address of Parent/Guardian or Student

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Phone Number of Parent/Guardian or Student

(_____) _____

Name of Student (if different from the above)

Photo Permission for the program website and SNS:

- I authorize the program to use photos with the student's face for the website/SNS.
- I authorize the program to use photos with student's face covered or blurred off for the website/SNS.
- I do not authorize the program to use any photos for the website/SNS.

The program explained the program policies to the person above prior to starting lessons for the student.

Program Name Music for Everyone

Director's Name Kaname Ueno

Manager's Name Yumiko Mori

Signature of the Explainer

 or Signature