



Effective September 1<sup>st</sup>, 2023

Revised November 1<sup>st</sup>, 2023

## Program Policies

1. Courses
  - 1) Basic Music Course (Singing, Rhythm Activities, Dance, etc.)
  - 2) Music Performance Course (Saxophone, Trombone, Trumpet, Rhythm Instruments)
  - 3) Learn English with Music🎵 (English Conversation, Singing, Rhythm Activities, Dance)
2. Tuition and Facility Management Fee (Monthly Charge)
  - 1) Monthly Charge

Sales tax will be added to the tuition. Facility management fee is 500 yen. Once the monthly charge is received, it will not be reimbursed for any reasons, except the reasons indicated in the section 5-2) and the section 7-2) of this document.
  - 2) Payment Methods

Bank transfer (the handling fee for the transfer is to be paid by the student or his/her parents/guardian) or Cash
  - 3) Payment Due Date

By the end of the month for the following month
  - 4) Failure of the Payment

If the program does not receive the payment by the due date of each month, the program director/manager will contact the student or his/her parents/guardians to remind the due date. If the payment 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 parents/guardians know about the lesson materials necessary for lessons. The cost of the lesson materials will not be included in the monthly charge.
  - 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 parents/guardians 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 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 charge for the student's absence with his/her reason.
  - 2) If the student needs to be absence from the program for his/her school event or work, the student or his/her parents/guardians 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 parents/guardians 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 for the program/instructor's reason, the lesson will be made-up. If a make-up lesson cannot take place, the pro-rated tuition will be reimbursed for the cancelation.
  - 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.
6. Possible Reasons for a Make-Up Lesson
- 1) Instructor's illness or family emergency situations.
  - 2) Student's school event or work scheduled for the lesson date.
  - 3) Inclement weather, disaster, or any emergency situations.
7. Lesson Cancelation
- 1) Holidays  
Year-end - New Year (Basically, December 28<sup>th</sup> – January 3<sup>rd</sup>) and Obon Holiday (August 13<sup>th</sup> – August 15<sup>th</sup>)
  - 2) Irregular Cancelation  
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 parents/guardians 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 tuition will be reimbursed for the cancelation.
8. 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 location or the instructor's schedule.
9. 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 parents/guardians of these opportunities at these venues.
10. Recess or Withdraw
- 1) If the student recesses 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 recess the program for any reasons, such as preparation for entrance exam or family trip, the student's spot will be kept for three months at maximum. The Recess Request Form needs to be submitted to the program. If the form cannot be submitted, the student or his/her parents/guardians is required to answer questions from the program by email. If the Recess Request Form is accepted, the student does not need to pay the monthly tuition during his/her recess.
  - 3) If the student withdraws from the program, The Withdraw Request Form needs to be submitted to the program. If the form cannot be submitted, the student or his/her parents/guardians is required to send the information in written/by email.
  - 4) If the student recesses or withdraws in the mid of the month, the monthly tuition cannot be reimbursed.

5) If the program is not be notified of the student's recess or withdraw by the end of the previous month, the student or his/her parents/guardians must pay the monthly tuition for the month.

1 1 . Confidentiality

The program will make a best effort to respect the student and his/her parents/guardians' privacy and protect their personal information. The information given to the program will be used only for the program management.

1 2 . 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 ask the student or his/her parents/guardians for written permission at each occasion.

1 3 . Third-Party's Observation or Interviews

If a third-party requests to observe or/and interview the program and the program director/manager considers the request as an appropriate activity, the program director/manager accept the request without permission from the student or his/her parents/guardians. However, if the request includes shooting photos or videos, the program director/manager will reach the student or his/her parents/guardians to obtain the permission beforehand.

1 4 . Disclaimers

1) The program is not responsible for the student's injury with his/her carelessness during 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 parents/guardians for any property damage or troubles caused by the student.

1 5 . COVID and Other Contagious Disease Control

1) If any unpredictable situations occur, such as COVID or contagious disease, 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 infection, the student is 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 to come to the lesson. If the student has symptoms for Influenza or any other contagious disease, s/he must stay home.

1 6 . 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 7 . 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 prepare for the lesson enough, the student or his/her parents/guardians 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 devises 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 parents/guardians are primarily responsible. If those medical issues unexpectedly occur during lesson, the student's parents/guardians will be notified immediately.

5) If the student's parents/guardians/caretakers observe the lesson, please do so quietly without chatting with others or talking on the phone. Those people are strictly prohibited to take photos or videos of other children/clients in the program or post them on their personal SNS.

6) If there are any comments/concerns, please contact [info@istartmusic.com](mailto:info@istartmusic.com)

**Date:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**The program polices were explained by the program and I fully understand and agree with all the content indicated on page 1-3 of this document.**

Parent/Guardian's Name

Ⓢ or Signature

Parent/Guardian's Address

Student's Name

Ⓢ or Signature

Student's Address

**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