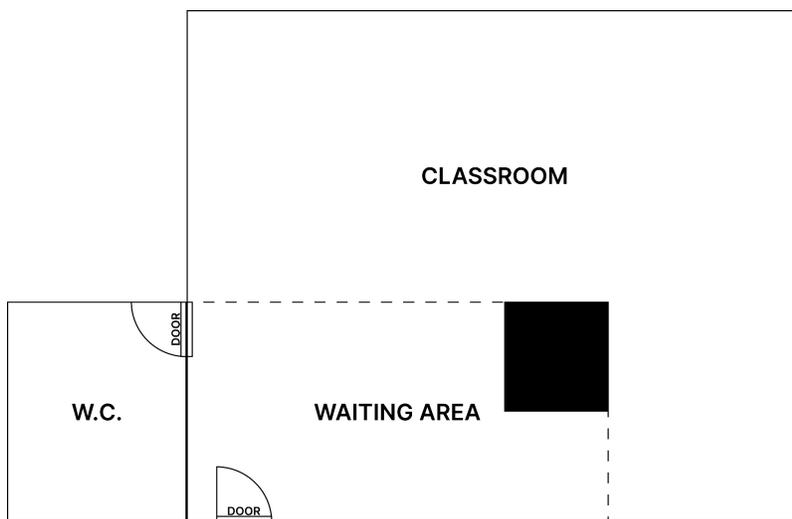


Policies and Procedures

CLASS OBSERVATION IN GROUP PIANO AND INDIVIDUAL PIANO CLASSES POLICY: **Group Piano and Individual Piano are a drop-off class without caregiver participation.** One parent or caregiver may observe from the designated waiting area for the duration of the class. Due to space constraints, only one parent/caregiver per child is permitted inside Piano Buds in a Pod and must adhere to all Policies and Procedures. Creating a sound-free learning space is our top priority, as students learn to play the piano through attentive listening.

You may drop-off the student or wait inside the classroom, however:

1. **The green area rug with animals is reserved for students only.** Accompanying persons are asked to remain in the designated area, seated on the bench or on the small area rug by the door entrance. In our group setting, where multiple students take turns at the grand piano, all accompanying persons are required to remain outside the students' peripheral view to support focus during class.
2. **Silence is required at all times.** Accompanying persons waiting inside must remain quiet for the entire class. If noise continues, you may be asked to step outside. Thank you for your understanding and cooperation.
3. **No strollers are allowed inside the classroom:**
 - a. At the concierge desk, ask for Piano Bud's designated stroller parking space.
 - b. The concierge will direct you to the stroller parking space at the concierge desk or the community hall, where there are security cameras at the entry doors, on the same level.
 - c. Take your valuables with you.
 - d. Take the elevator to Floor 1, at Suite 101, and attend the class.





Policies and Procedures

MEDIA RELEASE: By registering and participating in Piano Buds in a Pod programs, lessons, or events, parents, guardians, students, and accompanying adults grant permission for photographs, videos, and audio recordings of themselves or their children to be used exclusively for Piano Buds in a Pod's promotional materials, social media, educational purposes, and program illustrations. These materials will not be sold or distributed outside of these purposes. If you do not wish for your child to be included, please notify the school administrator in writing at pianobudsinapod@gmail.com at the time of registration.

PARENT RECORDING POLICY – PIANO BUDS IN A POD: At Piano Buds in a Pod, we are committed to fostering a respectful and secure learning environment for all students. Parents and guardians are welcome to take brief photos or videos of their own child during class. However, continuous surveillance devices, including any cameras or audio recorders that monitor the classroom, are not permitted. This policy is in place to:

1. Avoid unauthorized or undisclosed video and audio capture of other students or instructors
2. Respect the privacy rights of all children and families present
3. Comply with New York State laws regarding wiretapping, audio recording, and student privacy

FOOD / ALLERGIES: We have students with different allergies! If you must eat at Piano Buds in a Pod, please limit food to a light, tidy snack — no crumbs, no peanuts or tree nuts, no choking hazards.

SCHOOL CLOSINGS DUE TO WEATHER CONDITIONS: Piano Buds in a Pod is closed when New York City Public Schools close for snow or inclement weather. Piano Buds in a Pod does not offer makeup classes due to weather-related closings.

BABY BEETHOVEN ATTENDANCE & MAKE-UP CLASS POLICY: To request a make-up class, email pianobudsinapod@gmail.com and request a make-up class code for a 1-Class/Drop-In Ticket to use for your make-up session. Misuse of this code is not permitted and will lead to immediate cancellation of the booking.

GROUP PIANO ATTENDANCE & MAKE-UP CLASS POLICY: Book your make-up piano class up to 6 days in advance, subject to availability. Students who are absent from a Group Piano class are permitted to attend another Group Piano Class as a make-up, subject to seat availability. Advance written notice is required to transfer a class within the same course period. Holidays will be accommodated only with prior notification. Eligibility for make-up classes is limited to students with active enrollment in the same term. No more than three (3) make-up classes shall be scheduled per course. No refunds, credits, or extensions will be granted for missed classes. This policy is firm and non-negotiable. To request a make-up class, email pianobudsinapod@gmail.com and request a make-up class code for a 1-Class/Drop-In Ticket to use for your make-up session. Misuse of this code is not permitted and will lead to immediate cancellation of the booking.

INDIVIDUAL PIANO ATTENDANCE & MAKE-UP CLASS POLICY: Book your make-up piano class up to 6 days in advance, subject to availability. Students who are absent from an Individual Piano



Policies and Procedures

class are permitted to attend either an Individual Piano Class (30 minutes), a Group Piano Class (45 minutes), or use 30 minutes of unsupervised practice time on the digital piano as a make-up, subject to seat availability. Advance written notice is required to transfer a class within the same course period. Holidays will be accommodated only with prior notification. Eligibility for make-up classes is limited to students with active enrollment in the same term. No more than three (3) make-up classes shall be scheduled per course. No refunds, credits, or extensions will be granted for missed classes. This policy is firm and non-negotiable. To request a make-up class, email pianobudsinapod@gmail.com and request a make-up class code for a 1-Class/Drop-In Ticket to use for your make-up session. Misuse of this code is not permitted and will lead to immediate cancellation of the booking.

Important Note: **We do not offer make-up classes that extend course dates into the next term.** This policy is firm and strictly enforced. If you know in advance that you'll miss specific dates within a course, you may choose to pay per class instead of enrolling in the full course. Pay-per-class bookings open 6 days before each class.

MAINTAINING YOUR CLASS TIME SLOT: For currently registered students, your class time slot will be temporarily reserved for you before the next course begins (with a cut-off date). To secure your spot, you'll need to use a private booking password when registering and paying for the course. After the cut-off date, any unbooked class slots will be released and made available to the public.

CANCELLATION BY THE STUDIO: In the event that the studio cancels a class for any reason (e.g., teacher illness, inclement weather), a full refund will be issued to the students.

REQUESTING A REFUND: Please note that all refund requests must be made in writing to the studio administration within the specified timeframes outlined in this policy. Refunds will be processed within a reasonable timeframe, typically within 15 working days of the request being received to your original payment method. To do so, please send an email to pianobudsinapod@gmail.com requesting a refund.

1. If refunds are requested before the start of a class we will apply a 10% cancellation fee.
2. For course ticket bookings, refunds are permitted up until four (4) weeks after the start of the classes in a course ticket booking. However, a 20% cancellation fee will apply for the remaining classes.
3. For Class Pass purchases, a 20% cancellation fee applies to the unused portion.
4. No refunds will be granted after four (4) weeks into the start of the classes in a course ticket booking. Piano Buds will provide a credit that can be applied towards future classes without any cancellation fees.

MODIFICATIONS TO TERMS & CONDITIONS: Piano Buds in a Pod reserves the right to update and change the Terms and Conditions from time to time without notice. Any alterations to Products or Services shall be subject to the Terms and Conditions. Continued use of a Product or Service after any such changes shall constitute your consent to such changes.