



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.

Class Observation in Group Piano Policy:

Group Piano is 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 to support the focus and learning of both students and teachers.

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.

Creating a sound-free learning space is our top priority, as students learn to play the piano through attentive listening.

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

Thank you for helping us maintain a safe, respectful, and legally compliant space for all.

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:

If you miss your scheduled class time, Baby Beethoven class students have the option to transfer their ticket to another class date.

To do so, please send an email to pianobudsinapod@gmail.com requesting a ticket transfer.

Group Piano Attendance & Make-Up Class Policy:

Make-up classes (up to 2 classes) for missed Group Piano classes are available until the last day of the course. If you miss your scheduled class, students have the option to transfer their

ticket to another class date before the end of the course. Missed make-up classes are non-transferable to another course, unless you are enrolled in that upcoming course.

To request a make-up class booking code for Group Piano, please email pianobudsinaod@gmail.com

Individual Piano Attendance & Make-Up Class Policy:

If you are absent from a class, make-up opportunities are limited to either:

- ☐ Attending a 45-minute Group Piano Class,
- ☐ Attending a “🕒 [Pop-Up/Catch-Up Individual Piano Class](#) (subject to seat availability, up to 2 classes per term),

To request a make-up class booking code, email pianobudsinaod@gmail.com

- ☐ Using 30 minutes of unsupervised practice time on the digital piano.

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 7 days before each class.

Important Note: We do not offer make-up classes that extend course dates into the next term. This policy is firm and will be strictly enforced.

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 for 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 pianobudsinaod@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. 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.