



Dear parents and carers,

Welcome to Music Bugs where we provide gently structured, play-based sessions for children from birth where they can develop, grow and have fun in a multi-sensory environment. Our 40 minute classes (30 minutes during Covid) are full of fun and excitement with a large variety of fantastic props such as puppets, parachutes, pom poms, bubble machines, floaty scarves and teddies. We will sing nursery rhymes, counting songs, finger play rhymes, knee bouncers and action songs and allow you and your child to relax, have fun together and make lots of new friends!

We have a variety of classes on offer aimed specifically at the age and developmental stage that your child is at.

Booking taster sessions

We are sometimes able to offer a one-off taster session with a discount on the normal class price so that you and your child can see some of the range of activities that we offer.

To book please use our booking website:

www.bookwhen.com/musicbugssouthampton1

www.bookwhen.com/musicbugssouthampton2

Select a PAYG/Taster session ticket and then enter the code TASTER at checkout for the discounted rate. This offer can only be used once per customer.

We also sometimes run a 3 taster session offer, look for the instructions on the booking page to see if this is currently available and, if so, how to book.

Enrolments

After your taster session you can enrol for the remainder of the current block of classes using the same booking link and selecting the Half Term ticket (sessions that have already passed are automatically deducted from the cost). This will secure your space for the rest of the block and give you priority booking for future sessions. Alternatively, if spaces are available, you may continue to book single "Pay As You Go" sessions. This is non-transferable or refundable.

Payments

All payments now go through the online booking system using Credit or Debit cards. Once you have booked you will receive a receipt by email as well as an email reminder of your booking the day before the class takes place.

Refund policy

If you have enrolled for a block of classes and your circumstances change so that you are unable to complete the block of classes and wish to give up your place then we can offer you a full refund with two weeks notice or subject to a £10 administration charge with less than two weeks notice. It may be possible to transfer your booking to a different day/time if places are available or to transfer your booking to a friend free of charge if you prefer. Please e-mail sotonbugs@gmail.com if you wish to request a refund or a transfer (this cannot be sorted out in class). If classes are cancelled at our end then you will either be offered a catch up session or a refund.

Health, safety and hygiene

Please note that you are responsible for your child's safety at all times. Please ensure that you are selecting age-appropriate instruments for young babies and that your child is using all props safely. We clean all instruments between classes and fabric props are one-use only for hygiene reasons. Please inform us of any spillages that need cleaning up where necessary.

Illness

We ask parents and carers to keep children at home if they are running a temperature or have had sickness or diarrhoea in the last 48 hours to avoid spreading infection. If you or your child are showing any covid symptoms and/or test positive we also ask you to stay away from class until you are fully better. Please notify us of any serious, contagious infections so that we can inform other parents. Unfortunately we do not offer a refund for classes missed due to illness. However, a YouTube session will be sent out by email every Friday so that you can take part at home instead.

Merchandise

We will bring our merchandise shop into class regularly so that you are able to purchase puppets, instruments and other props that we use in class. Alternatively, you can order some items directly through the Toy Shop on the Music Bugs website:

<https://www.musicbugstoyshop.co.uk/ref/Leanne+Verduyn/>

We look forward to meeting you and your child in class and helping your child develop and flourish through music.

If you have any queries then do let us know.

The Music Bugs Southampton Team