

General terms and conditions lesson practice Lotus Klinkspoor

1. Cancelling lessons

- **General:** Lessons cancelled less than 24 hours in advance will still be charged.
- **Monday lessons:** Monday lessons must be cancelled by 12:00 on the previous Friday at the latest. If cancelled too late, the lesson will still be charged.
- **Illness or urgent reasons:** In case of illness or urgent reasons, the student may cancel a lesson less than 24 hours in advance once every 6 months without charge.

2. Lesson package

- **Validity:** A lesson package is valid for 12 months from the invoice date. The package can be used within 12 months from the invoice date, regardless of lesson frequency. After 12 months, unused lessons expire.
- **Personal:** The lesson package is personal and non-transferable.
- **Automatic renewal:** The lesson package is automatically renewed unless lessons are cancelled in writing no later than one month before the last lesson.
- **Refund:** Refund of tuition fees is not possible under any circumstances.
- **Online Lessons:** If the student cannot come to the class location due to physical limitations or relocation, lessons can continue online.

3. Lesson adjustments by the Teacher

- **Cancellations by the teacher:** Lessons may be cancelled by Lotus Klinkspoor due to professional commitments (concerts, rehearsals, auditions, recordings, or illness, including voice rest). The lesson will then be rescheduled to the next available date.

4. Payments and Administration

- **Payment before start:** lesson packages must be paid in full before the first lesson.
- **Payment failure:** If payment is not made after two payment reminders, an administration fee of €40 will be charged. In case of continued non-payment, a collection agency may be called in, with additional costs for the student.

5. Liability

- **Property damage:** Lotus Klinkspoor is not liable for loss or damage to property of students or visitors, both during and after class.
- **Injuries:** Lotus Klinkspoor is not liable for injuries or injuries sustained by pupils or visitors during or around lessons.
- **Damage caused by the pupil:** Damage caused by the pupil or visitor will be recovered on the basis of legal liability.

6. Safety measures

- **General measures:** Lotus Klinkspoor takes the necessary measures to protect her health and that of her pupils.

- **Ventilation and hygiene:** The class room is well ventilated so that CO2 levels remain safe. In case of a cold, lessons do not usually need to be cancelled unless there is a fever or severe cough. During periods when Lotus Klinkspoor has a busy concert schedule, students are kindly requested to cancel classes in advance if they have a cold.
- **Pupil's responsibility:** Pupils are requested to cancel class in time in case of serious symptoms of illness to protect the health of others.
- **Liquids near the piano:** It is not allowed to be within 1 meter of the piano with liquids (such as bottles of water).

7. Questions on Lesson Content

- **Lesson content:** questions about lesson content, repertoire or other music-related topics will only be answered during lesson time.

8. Practice and Lesson cancellation

- **Cancelling due to insufficient practice:** Cancelling a lesson due to insufficient practice is unnecessary and does not benefit either the student or the teacher. Although regular practice is important for progress, students are requested not to cancel lessons right beforehand due to insufficient preparation. Music has many facets, and valuable insights can be gained even without preparation.