

## **Terms and Conditions of Lotus Klinkspoor Music School**

### **Cancellation of Lessons**

- **General:**  
Lessons cancelled less than 24 hours in advance will still be charged.
- **Lessons on Mondays:**  
Lessons on Mondays must be cancelled by 12:00 noon on the preceding Friday at the latest. If cancelled too late, the lesson will still be charged.
- **Illness or urgent reasons:**  
In the event of illness or urgent reasons, the student may cancel a lesson less than 24 hours in advance once every six months at no cost.

The leniency policy described above does not apply to lessons reimbursed via an external fund, regardless of the reason for cancellation.

### **Course pack**

- **Validity:**  
A lesson package is valid for 12 months from the invoice date. Unused lessons expire after this period.
- **Personal:**  
The lesson package is personal and non-transferable.
- **Automatic renewal:**  
The lesson package is automatically renewed unless the lessons are cancelled in writing at least one month before the final lesson.
- **Refunds:**  
Tuition fees are non-refundable.
- **Online lessons:**  
If physical circumstances or a move make it impossible to attend the lesson venue, lessons may be continued online.

### **Class 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 vocal rest). In such cases, the lesson will be rescheduled to another available date.

### **Payments and Administration**

- **Payment before commencement:**

Lesson packages must be paid in full before the first lesson.

- **Non-payment:**  
If payment is not received after two payment reminders, an administration fee of €40 will be charged. In the event of persistent non-payment, a debt collection agency may be engaged, with additional costs incurred by the student.

## Liability

- **Damage to property:**  
Lotus Klinkspoor is not liable for loss of or damage to the property of students or visitors, either during or after the lesson.
- **Injuries:**  
Lotus Klinkspoor is not liable for any injuries sustained by pupils or visitors during or in connection with lessons.
- **Damage caused by the student:**  
Damage caused by the student or visitor will be recovered on the basis of civil liability.

## Safety measures

- **General measures:**  
Lotus Klinkspoor takes appropriate measures to protect its own health and that of the students.
- **Health and Hygiene:**  
Students are asked to cancel their lessons in good time if they are feeling unwell, in order to protect the health of others. The student must cancel the lesson in the event of a fever or a severe cough. If the student has a cold, they should consult Lotus Klinkspoor in advance to determine whether the lesson can go ahead.
- **Liquids near the piano:**  
It is not permitted to be within 1 metre of the piano whilst carrying liquids (such as bottles of water).

## Questions about lesson content

- **Lesson content:**  
Questions regarding lesson content, repertoire or other music-related topics will be answered during the lesson.

## Practice and Cancellation of Lessons

- **Insufficient practice:**  
Even without optimal preparation, a lesson can still be valuable. Cancelling a lesson due to insufficient practice is therefore not recommended.