

TERMS & CONDITIONS

2026



CLEARY
PIANO LESSONS

1. Enrolment & Notice Period

- Enrolment begins once a weekly lesson time is agreed.
- Students remain enrolled until **digital written notice** is given **one full calendar month in advance to discontinue classes**.
- **Notice to discontinue lessons must be submitted by email only; WhatsApp messages are not accepted for notice**
 - Example: notice on the **15th** ends lessons on the **15th of the next month**.
 - If the same numerical date does not exist in the following month (e.g., notice given on the 31st), the notice period ends on the last day of the following month
- A completed digital enrolment form is required before starting weekly lessons.

2. Annual Calendar

- Cleary Piano Lessons follows its own **Annual Calendar**, aligned with the North Holland school holiday structure.
- The calendar lists all lesson days and all studio closures.
- The Annual Calendar is issued yearly as a **separate downloadable document on clearypianolessons.com**
- Parents, Guardians and adult students must refer to this calendar for all holiday and closure dates.

3. Lessons & Pricing

3.1 Lesson Format

Weekly lessons occur at a fixed, agreed time.

Available durations: **30 minutes, 40 minutes, 60 minutes**.

3.2 Pricing (from January 2026)

Ages 5–20 (0% VAT)

- 30 minutes — €25
- 40 minutes — €30

- 60 minutes — €42

Ages 21+ (21% VAT included)

- 40 minutes — €40
- 60 minutes — €55
- Biweekly 60 minutes — €65 (A-week/B-week calendar)

VAT

- Prices for students aged **21 and older** include **21% VAT (BTW)** as required by Dutch law.

4. Payments

- **Invoices are sent on the 25th** for the following month.
- **Payment is due on the 1st** of the month (by midnight)
- Payments are made **via the invoice** using the **iDEAL link** included on the invoice.
- Late payments incur a **€10 late fee**.
- Lessons may be paused until the invoice is fully settled and unpaid invoices may be escalated. Pausing lessons refers solely to teacher-initiated pauses in cases of unpaid invoices
- **Students who pay in cash must do so at their final lesson of each month. If cash is not received at that lesson, the invoice must be paid digitally via the iDEAL link.**

5. Scheduling, Cancellations & Reschedule Credits

Communication

- All cancellations and rescheduling must be completed **exclusively via the Student Portal**.
WhatsApp is the preferred method of communication for general lesson-related queries (e.g., repertoire questions, minor administrative queries, or clarifications).
Email should only be used when necessary for longer or more formal matters that cannot be handled via WhatsApp or the portal.

Notice Required

- Cancellations are only possible via the student portal.
- Cancellations made with less notice/ missed classes will be **forfeited and charged in full**.

Reschedule Credits

- With 24+ hours' notice, students receive **one reschedule credit** per cancelled lesson.
- Students may hold a maximum of **four active reschedule credits** at one time
- Rescheduled lessons must only be booked **via the Student Portal**.
- Credits must be used **within 60 days** of the original lesson date.
- Lessons can be booked **up to 2 hours before the start time**, depending on availability.
- Alternative slots are offered on a first-come, first-served basis and may be limited, particularly for evening times, especially during peak times, but students who check regularly will typically find

multiple free slots within the 60-day period.

Alternative Options If Rescheduling Is Not Possible

If a student cannot attend their usual time or cannot find a reschedule slot, or cancelled with inappropriate notice:

- They may take the lesson **online**, or
- Submit an **audio recording** for feedback in place of the lesson.

Teacher Cancellations

- Teacher cancellations are charged, but a **reschedule credit is automatically added** to the student's account, consumable within 60 days.

Breaks From Lessons

- Students are encouraged to use standard portal cancellations for any break from lessons, rather than discontinuing.
 - A reschedule credit is issued for each cancelled lesson (with 24+ hours' notice) and must be used within 60 days as per the standard policy.
 - Discontinuing lessons releases the weekly time slot. Due to current demand, the studio is full most of the time, so it is unlikely that a returning student will regain their original slot — or secure any slot at all.

6. Jeugdfonds Cultuur (Youth Culture Fund)

- Students with a **green Stadspas** may receive up to **€480 per year**.
- Any fees not covered by the fund remain the responsibility of the parent/student.
- All standard policies apply equally to Jeugdfonds students.
- Applications begin via clearypianolessons.com.

7. Studio Conduct & Expectations

- Students should aim to arrive on time; unfortunately lessons cannot be extended for lateness.
- Complimentary Tea, coffee, and water may be provided for all students, but care should be taken to keep liquids away from the piano.
- A parent may sit in during the first lesson if requested.
- Regular practice is expected in order to make progress.

8. Online Lessons

- Online lessons take place via WhatsApp by default, but Zoom is also possible.
- Students must have a camera view of the keyboard.

9. Data & Privacy

- Personal data (email, billing address, and full) is stored securely in MyMusicStaff.
- Information is only shared when required for invoicing, payment processing, or Jeugdfonds applications.

10. Agreement

By enrolling, the student or parent/guardian confirms they have read, understood, and agree to these Terms & Conditions **and the Cleary Piano Lessons Annual Calendar**.