CLEARY PIANO LESSONS

TERMS & CONDITIONS

2027



CLEARY
PIANO LESSONS

Effective from 1 January 2027

1. Enrolment & Notice Period

- **Enrolment begins once a weekly lesson time is agreed after a trial class, and the associated invoice is paid.**
- These Terms & Conditions are sent with the first invoice. Paying that invoice confirms acceptance.
- Students remain enrolled until **digital written notice** is given to discontinue classes.
- **Notice to discontinue lessons must be submitted by email or WhatsApp text.** Cancelling lessons in the Student Portal does not count as notice.
- The notice period is **one full calendar month or four scheduled lessons, whichever ends later** (two scheduled lessons for biweekly students).
  - Example: notice on the **15th** ends lessons on the **15th of the next month**, provided at least four lessons fall within that period.
  - 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.
- All lessons in the notice period are charged in full. The final invoice covers the scheduled lessons up to the last day of enrolment.

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 2027)

Ages 5–20 (0% VAT)

- 30 minutes: €27.50 per lesson
- 40 minutes: €36.50 per lesson
- 60 minutes: €50 per lesson

Ages 21+ (21% VAT included)

- 40 minutes: €42 per lesson
- 60 minutes: €58 per lesson
- Biweekly 60 minutes: €68 per lesson (A-week/B-week calendar)

3.3 VAT

- Prices for students aged 21 and older include 21% VAT (BTW) as required by Dutch law.
- Students must notify the studio when they turn 21. VAT applies from that date and will be charged retroactively if notice is not given.

3.4 Price Changes

- Prices are reviewed annually. Changes are announced at least one month before they take effect.

3.5 Additional Costs

- Books, sheet music and exam fees (e.g. ABRSM) are not included in lesson fees.

4. Payments

- Invoices are sent on the 25th for the following month.
- Each invoice covers the lessons scheduled for that month in the Annual Calendar. Studio closures listed in the calendar are not charged.
- Payment is due on the 1st of the month (by midnight).
- Payments are made via the invoice using the iDEAL/WERO link included on the invoice.
- Late payments incur a €10 late fee.
- Lessons may be paused until the invoice is fully settled. Pausing lessons refers solely to teacher-initiated pauses in cases of unpaid invoices. Lessons missed during a payment pause remain charged and do not earn credits.
- Unpaid invoices are handled under Dutch statutory collection rules (WIK). Collection costs may be added after a formal 14-day payment reminder.
- Students who pay in cash must do so at their final lesson of the preceding month. If cash is not received at that lesson, the invoice must be paid digitally via the iDEAL/WERO link.

5. Scheduling, Cancellations & Reschedule Credits

Communication

- All cancellations and rescheduling must be completed exclusively via the Student Portal. Cancellations sent by WhatsApp, email or in person are not valid and do not earn credits.
- 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 for longer or more formal matters that cannot be handled via WhatsApp or the portal.

Notice Required

- Cancellations must be made via the Student Portal at least 24 hours before the lesson.
- Cancellations with less notice, and missed lessons, are charged in full and do not earn a credit.

Reschedule Credits

- Each lesson cancelled with 24+ hours' notice earns one reschedule credit, equal in length to the cancelled lesson.
- Students may hold a maximum of **16 active credits** at one time. Lessons cancelled while 16 credits are active are charged and do not earn a credit.
- Credits must be used within **6 months** of the original lesson date, after which they expire.
- Rescheduled lessons are booked via the Student Portal, up to 2 hours before the start time, depending on availability.
- Credits can be combined or split to book a lesson of a different length. Two 30-minute credits can book a 60-minute lesson. A 60-minute credit can book a 40-minute lesson, leaving 20 minutes on the account. Remaining minutes keep the expiry date of the original credit.
- Cancelling a lesson that was booked with a credit uses up that credit, whatever the notice given.
- Credits have no cash value. They cannot be refunded, transferred to another student or deducted from an invoice.
- Alternative slots are offered on a first-come, first-served basis and may be limited, particularly for evening times during peak periods. Students who check regularly will typically find multiple free slots within the 6-month period.

Audio Recordings

- Instead of booking a rescheduled lesson, students can submit an audio recording for feedback at any time while a credit is valid. Each recording uses one credit.

Alternative Options If Rescheduling Is Not Possible

If a student cannot attend their usual time, cannot find a reschedule slot, or cancelled with less than 24 hours' notice, they may:

- take the lesson online at the usual time, or
- submit an audio recording for feedback in place of the lesson.

Illness

- Students who are unwell are asked not to attend in person. The lesson can be taken online, or cancelled via the Student Portal with 24+ hours' notice.

Teacher Cancellations

- If the teacher cancels a lesson, the lesson remains charged and a reschedule credit is added to the student's account automatically, valid for 6 months.

Credits When Leaving

- Credits end with enrolment. Students who give notice may use their remaining credits during the notice period, subject to availability.
- Any credits left on the final day of enrolment are cancelled.
- Unused credits from teacher cancellations are refunded when enrolment ends.

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 6 months, as per the standard policy.
- Discontinuing lessons releases the weekly time slot. The studio is full most of the time, so a returning student is unlikely to regain their original slot and may not find any slot at all.

6. Jeugdfonds Cultuur (Youth Culture Fund)

- Students require a green Stadspas to use the fund.
- Applications begin via clearypianolessons.com.
- Fund awards do not renew automatically. A new application must be submitted each academic year.
- Any fees not covered by the fund remain the responsibility of the parent/student. If an application is refused, lapses or is not renewed, the parent is responsible for all lessons from the start of enrolment.
- All standard policies apply equally to Jeugdfonds students.

7. Studio Conduct & Expectations

- Students should aim to arrive on time. Lessons cannot be extended for lateness.
- Complimentary tea, coffee and water may be provided for all students, but liquids must be kept away from the piano.
- A parent may sit in during the first lesson if requested.
- Parents are responsible for children before and after the lesson and should collect them on time.
- 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.
- Lessons lost to connection problems on the student’s side are charged. Problems on the teacher’s side earn a reschedule credit.

9. Data & Privacy

- Personal data (full name, date of birth, email address, phone number and billing address) is stored securely in MyMusicStaff.
- Information is only shared when required for invoicing, payment processing, or Jeugdfonds applications.
- Photos or videos of students are only shared online with written consent.

10. Ending Enrolment by the Studio

- The studio may end enrolment with one month’s notice, or immediately in cases of repeated non-payment or unacceptable conduct.

11. Changes to These Terms

- These terms may be updated. Enrolled students will be notified of changes by email, and updated terms apply from the date they are sent.

12. 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.