

# TERMS & CONDITIONS

2025 - 2026



CLEARY  
PIANO LESSONS

AMSTERDAM ZUID/ WEST

## Payments

1. **Payment Policy:** All payments are due promptly prior to the commencement of each month's first lesson. Failure to remit payment by this time may result in a suspension of lessons until payment is received.
2. **Cancellation & Notice Policy:** Should you wish to discontinue lessons, a minimum notice of one full month is required (30 days). If such notice is not provided, the student is obligated to pay for the entirety of the final month's tuition, regardless of attendance.
3. **Late Payment & Fees:** Late payments will incur an additional fee, and continued non-payment may result in escalation to debt collection agencies and/or bailiff intervention, which may incur further costs.
4. **Payment Method:** All payments must be made in full via bank transfer in accordance with the specified invoice amount. Cash payments are also accepted but are subject to prior agreement and must be paid on the last class of the previous month.
5. **Non-Refundable & Non-Transferable Policy:** Please note that lessons are non-refundable and non-transferable. Once a time slot is confirmed, it is fixed for the duration of the term. Requests for changes to time slots mid-term may be considered based on availability but are not guaranteed.

## Cancellation Policy

1. A minimum of 24 hours' notice is required for any lesson cancellations. Cancellations made within this notice period will result in the forfeiture of the class
2. Lessons that are cancelled with valid reasoning and proper notice may be rescheduled, subject to availability, within two weeks of the original date. If rescheduling is not possible within this timeframe, the class will be considered forfeited. Regular attendance is encouraged, as rescheduling is not guaranteed.
3. If a rescheduled lesson is cancelled within 48 hours of the new time, the class will be forfeited. However, if proper notice is given, an alternative time may be sought within two weeks of the originally scheduled class.
4. For situations where rescheduling is not feasible, online or remote lessons, as well as audio recordings sent to the teacher for feedback, offer an excellent alternative. These options are available to all students and provide flexibility in continuing progress when in-person rescheduling is not possible.

# General Studio Policies

1. **Practice Instrument:** It is the responsibility of all students to secure a suitable instrument for practice. Should guidance be required in selecting an appropriate instrument, students are welcome to seek the teacher's advice.
2. **Lesson Materials:** Students are expected to bring all required materials, including notebooks, sheet music, and scores, to each lesson. These materials should be purchased in consultation with the teacher to ensure they are appropriate for the student's progress.
3. **Homework:** Students are encouraged to complete all assigned written and practical homework to the best of their ability, as directed by the teacher. Parents of younger students are advised to supervise daily practice sessions. Should there be any uncertainty regarding how to assist with practice, parents are encouraged to reach out to the teacher for guidance.
4. **Behavior:** Students are expected to conduct themselves with responsibility and respect towards both people and property. Any damage caused may result in removal from lessons without a refund. Furthermore, any form of physical, verbal, or other aggressive behavior will lead to immediate expulsion from classes, with no refund issued.
5. **Punctuality:** To maintain the schedule, late arrivals will only be allocated the remaining time of the lesson. Students are encouraged to arrive five minutes before the scheduled lesson time, waiting outside the main door and ensuring they are ready to begin when the lesson commences.
6. **Food and Drink:** Food is not permitted during lessons. Sealed water bottles are allowed but must be consumed away from the piano to prevent any damage.
7. **Lesson Liability:** While every effort will be made to ensure a safe learning environment, the teacher is not responsible for any injury, accident, or harm that occurs during lessons, except where such injury or harm is caused directly by the teacher's actions or negligence. The student (or parent/guardian) assumes full responsibility for their own safety while attending lessons.
8. **Damage to Property:** Students are responsible for treating all teaching materials, equipment, and instruments with care. In the event of any damage caused to the piano, other instruments, or teaching materials by the student, the student or their guardian will be held financially responsible for the cost of repairs or replacement. This includes but is not limited to damage caused by accidental misuse, neglect, or carelessness during lessons.
9. **Preferred Communication Method:** The primary method of communication between the teacher and the student (or parent/guardian) will be via WhatsApp. Invoices are always sent via email. The teacher will aim to respond to texts within 48 hours, within the hours of 10am and 8.30pm, excluding weekends and holidays.

## For Parents / Guardians

1. **Parental Attendance:** Parental attendance is encouraged for younger students during the initial weeks of lessons to help them become familiar with the teacher and the learning environment. In certain circumstances, however, it may be advisable for parents or guardians to wait outside the lesson space to minimize distractions. The teacher's recommendations will always be made with the student's best interests at the forefront.
2. **Physical Nature of Piano Lessons:** Parents should be aware that piano lessons often involve physical guidance. To ensure proper posture and hand positioning, the teacher may, on occasion, need to place their hands on the student's shoulders or hands. These practices are standard in piano education. Should any concerns arise, parents are encouraged to remain present during lessons for as long as they feel necessary to ensure their comfort with the teaching methods.