



General information & policies for Individual classes

School year

- The school year runs from September 6, 2021 – June 30, 2022. This comprised a total of 36 classes.
- Scheduled breaks for the school year can be found on our webpage, [HERE](#).

Registration fee

- If you have never joined Music Room before, the first class is a trial class, after which you can decide whether to register.
- The registration fee for enrolling a student in Music Room is an annual, non-refundable fee which covers administrative costs as well as teaching supplies.
- The registration fee is 30 euros for one student, 50 euros per family for 2 students or more.
- The fee will be applied to your first monthly invoice for the school year in which the student is placed in a group with a teacher and the classes begin.
- If you already are a student at Music Room and want to continue in the following year's classes, from September 2021, the registration fee must be made in person at Music Room before June 30th of the previous school year.

Monthly Payments for Classes

See our class prices [HERE](#).

- When you register for the school year, you are registering for a specific number of lessons (36 lessons from September-June) The total fee for that number of classes will be divided into 9 monthly payments, to be paid between September and May.
- On average, this translates into 4 lessons a month, without adjusting the amount paid each month even if there are fewer or more classes than 4 in a month, as the annual number of classes is balanced over the school year, September-June.
- If you join Music Room at any time after the September start date, the first monthly invoice will be adjusted to the amount of classes you have that month, including the registration fee, and the cost of the trial class.
- If you wish to have classes the days we are closed and our teachers are available, these classes will be charged in the following month's invoice.
- The monthly payment should be made no later than the 10th of every month.
- Payment can be made either by transfer or directly at Music Room.
- Please note that all prices are excluding IVA.
- Our teachers will recommend books for their classes. These are to be purchased by the student.

Class cancellation policy

Because scheduling a lesson has a direct impact on many others, it is important that students attend all classes at the assigned times. This is out of respect and support for our teachers, who set aside a specific reserved time for each student, and will not be able to fill your spot at the last minute.

Student cancellation

- In a school year, September 6 - June 30, you may reschedule 4 classes in total: two classes in the first semester, September 6 - January 31, and two classes in the second semester, March 1 - June 30.
- These permitted cancellations of classes must be made at least 24 hours prior to the scheduled class, including when done via message or e-mail.

- No-show or failure to notify the school at least 24 hours in advance is considered a forfeited class.
- We will propose 3 time slot options for rescheduling; if these suggested times slots do not suit you for any reasons our last option will be to propose a substitute teacher who might have different time options. If you for any reason can't reschedule this time slot either, your class is considered a forfeited class.
- If a student cancels his or her rescheduled class, it is then forfeited and will not be rescheduled.
- If you need to miss an in-person lesson due to exposure to COVID-19, symptoms requiring isolation, or travel requiring isolation, please notify us immediately, and we will ensure your lesson is scheduled virtually (online), rather than in-person.

Teacher cancellation

- If our teachers cancel a class due to sickness or travel we will provide you a substitute teacher or reschedule your class.

Termination

- If you want to leave Music Room during the period you are signed up for, you must notify us in writing at least 30 days in advance of the final lesson day.
- If this minimum 30-day notice is not provided, the fees and outstanding tuition (including tuition fees for the 30 coming days) are still due.
- If you choose to leave the Music Room before the end of the school year, with the required minimum 30-day notice, a deduction will be made from the last payment for upcoming classes that you will not take but already paid for.

In case of a lockdown

- If we are mandated by the government to close Music Room due to the pandemic, all our classes become online classes. Before this happens, there will be a discussion between Music Room and the student, to find the best suitable solution for each student in terms of learning and motivation, and fees will be adjusted accordingly.