

Terms and Conditions Studio MusicalMente

Table of Contents

Article 1 – Contractor 2

Article 2 – Definitions..... 2

Article 3 – Range 3

Article 4 – Creation, duration and termination..... 3

Article 5 – Lesson deal..... 4

Article 6 – Prices..... 4

Article 7 – Requirements for the ten lesson card (Discontinued)..... 4

Article 8 – Requirements for the Group lessons 5

Article 9 – Requirements for the Private Lessons 6

Article 10 – Requirements for the trial lesson 6

Article 11 – Illness 6

Article 12 - Conditions of cancellation of subscription..... 7

Article 13 – Right of withdrawal for Consumers 7

Article 14 – Execution of the service..... 8

Article 15 – Intellectual and physical property 8

Article 16 – Liability..... 8

Article 17 – Force Majeure 9

Article 18 – Protection of personal data 9

Article 19 – Payments..... 9

Article 20 – Complaints 10

Article 21 – Rest provisions 10

Article 1 – Contractor

Name:	Studio MusicalMente
Adress:	Loosduinseweg 699a
Postal code and location:	2571 AM Den Haag
Kvk-number:	73031631
E-mail:	INFO@STUDIOMUSICALMENTE.NL
Website:	studiomusicalmente.nl/
Hereafter to be referred to as:	'Studio MusicalMente'

Article 2 – Definitions

1. **Offer:** the proposition from Studio MusicalMente to create an Agreement with the Client.
2. **Acceptance:** a declaration of will of the Client directed to Studio MusicalMente containing the acceptance of the offer.
3. **Consumer:** a natural person not acting in the range of his trade-, business-, craftsman- or professional activity.
4. **Service(s):** the services Studio MusicalMente provides contain piano-, singing- and to these things related lessons.
5. **Teacher:** the by Studio MusicalMente employed person charged with giving the lessons.
6. **Student:** the person, whether or not being the Client, who receives the musical lessons.
7. **Group lesson:** lesson received by multiple students at the same time
8. **Right of withdrawal:** the possibility for the consumer to, within the cooling off period, renounce the Agreement on distance.
9. **Lesson:** a piano- or singing course of 30, 45 or 60 minutes, unless otherwise is agreed upon.
10. **Lesson deal:** a certain amount of lessons which the Client can purchase from Studio MusicalMente.
11. **Model form for withdrawal:** the in the appendix of these terms and conditions included model form for withdrawal
12. **Entrepreneur:** the (legal) person acting in the range of his trade-, business-, craftsman- or professional activity.
13. **Client:** a Consumer or Entrepreneur who has engaged in an Agreement with Studio MusicalMente.
14. **Agreement:** the Agreement which is made between the Client and Studio MusicalMente. The Agreement is made by an offer and acceptance of this offer.
15. **Agreement on distance:** an Agreement between Studio MusicalMente and the Client made in the context of an organised system for sale on distance of products, digital contents and/or services, which up until the making of the Agreement solely or partially makes use of one or more of the techniques for communication on distance.
16. **Parties:** both the Client as well as Studio MusicalMente
17. **Studio MusicalMente:** the business and the persons who act in her name, but not per definition for her account. Hereafter also to be referred to as: we, us or our.
18. **Technique for communication on distance:** a medium which can be used for making an Agreement without the necessity of the Client and Studio MusicalMente being together in the same room at the same time.

19. **Confidential information:** all financial, business related or personal data which is imported, processed and/ or recorded by the Client or Studio MusicalMente.
20. **Website:** internet page.

Article 3 – Range

1. These Terms and Conditions are applicable to every offer, order, business proposal and Agreement from Studio Musicalmente. These Terms and Conditions will be sent when requested. It is also possible to view the Terms and Conditions online on our website.
2. The Client is bound by these Terms and Conditions from the moment he/she has accepted them. This acceptance can take place both in writing or by a medium for communication on distance. Furthermore, it is presumed that by paying the lesson fee, the Client knows the Terms and Conditions and accepts these.
3. An Entrepreneur explicitly waives the text and contents of his own Terms and Conditions when he accepts the offer of Studio MusicalMente.
4. The text of these Terms and Conditions will be made available to the Client before an Agreement with the Client is made. If this is impossible for a good reason, Studio MusicalMente will, before making the Agreement, state by which means the Client can look into the Terms and Agreements.
5. If the Agreement is made electronically, the text of the Terms and Conditions can be provided electronically to the Client. This should take place in a way in which the Terms and Conditions can be stored on a durable data carrier, as easy as possible. If this is impossible for a good reason, Studio MusicalMente will before making the Agreement state by which means the Client can look into the Terms and Agreements.
6. If aside of these Terms and Conditions, there are also specific product- or service conditions applicable, the clauses from these conditions will prevail over the clauses from these Terms and Conditions.
7. These Terms and Conditions will remain applicable for legal successors of the Client.
8. Studio MusicalMente has the right to alter or complement the Terms and Agreements. An alteration or complementation will be communicated to the Client a month before the modified Terms and Conditions will go into force.
9. Alterations of minor significance can be implemented at all times.
10. Apparent mistakes or miswritings do not bind Studio MusicalMente.
11. All rights and claims that are being stipulated for Studio MusicalMente in these Terms and Conditions and possible future agreements and conditions are also applicable for possible intermediaries and third parties contracted by Studio MusicalMente.

Article 4 – Creation, duration and termination

1. All offers made by Studio MusicalMente are principally non-committal. After the Client makes a request to obtain lessons on the site, or requests an offer for a lesson deal and the Client agrees with this offer, Studio MusicalMente sends a confirmation electronically for this within 14 days. An Agreement is created at the moment the Client receives this confirmation.
2. Techniques for communication on distance can be used with the offer and acceptance. If these techniques are being used, Studio MusicalMente without delay confirms through the same electronic medium the reception of the

acceptance of the offer. Furthermore, Studio MusicalMente takes fitting technical and organizational measures to secure the electrical transmission of data. Studio MusicalMente also provides a safe web environment.

3. The Agreement between Studio MusicalMente and the Client will principally be created for a certain time, being the time the Client is entitled to the lessons in his lesson deal, unless explicitly agreed otherwise between Parties.
4. The Agreement ends automatically when all contractual obligations are fulfilled by both parties.

Article 5 – Lesson deal

1. The Client can choose between two lesson deals: the Private Lessons and the Open classes. Each month the Client can choose to switch deals. The Client can also request a one-off trial lesson.
2. The Private Lessons consist of every week lessons of 45 minutes with the exception of the Dutch school holidays.
3. The Open Classes consist of every week lessons of 60 minutes with the exception of the Dutch school holidays.
4. The trial lesson is between 30 and 45 minutes long, depending on what the teacher thinks is best.

Article 6 – Prices

1. Weekly private lessons of 45 minutes cost € 182 per month for lessons for a person who has not yet reached the age of 21 and € 220 per month for lessons for a person who has already reached the age of 21. The reference date for the age of the receiver of the lessons is the moment of the first lesson.
2. The trial lesson costs €15,-.
3. Weekly 60-minute group classes cost €129 per month, regardless of the participant's age.
4. MusicalMente reserves the right to alter on a yearly basis the prices found on the website, in these Terms and Conditions and published in any other way.
5. All prices named on the website, in the Agreement, in these Terms and Conditions or published any other way, are – unless stated otherwise – including VAT (in Dutch: btw).

Article 7 – Requirements for the ten lesson card (Discontinued)

1. This article applies to the purchase and the lessons of the ten lesson card.
2. All ten lessons which the Client is entitled to after purchasing the ten lesson card will be planned in accordance with the teacher's schedule, before the lessons start. The time slot in which the lesson takes place has to be fixed before the first lesson and cannot be changed until the completion of the 10 lesson card.
3. The lessons in the 10 lesson card are meant to be taken every week or every other week.
4. The ten lesson card is valid for 12 weeks after the first lesson starts for every week lessons and 24 weeks for lessons every other week. These don't include the weeks of holidays in the Dutch school calendar. The year schedule with holidays

can be found on the website of Studio MusicalMente. The expiration date of the ten lesson card is written on the invoice.

5. A refund on the not attended lessons of the ten lesson card is not possible.
6. The Client has the possibility to cancel and reschedule a maximum of two of the ten lessons if he makes his cancellation known to the teacher a minimum of 48 hours before the start of the lesson. The Client can cancel by emailing to the teacher's email address or by calling, whatsapping or texting to the teacher's phone number in question. Rescheduling a cancelled lesson happens after consultation and in accordance with the teacher in question.
7. An untimely, or too late, cancellation means the Client loses the right to reschedule this cancelled lesson.
8. The invoice for the ten lessons card has to be paid before the start of the first lesson. If the payment hasn't arrived in Studio MusicalMente's bank account before the first lesson, Studio MusicalMente is not required to provide the lesson. Studio MusicalMente is only again required to provide lessons after the payment has been received in said bank account.
9. A lesson that has been cancelled due to the previous section does not need to be rescheduled.
10. The cancellation of a lesson does not take away the Client's obligation to pay for this lesson. There also will not be any form of compensation for the cancellation of a lesson which is the result of a factor which is for the risk of the Client.
11. Fulfilling the payment obligation too late always is for the risk of Client.

Article 8 – Requirements for the Group lessons

1. This article applies to the purchase and the lessons of the Group lessons
2. The dates of the Group lessons are fixed by the teacher before the start of the Group lessons. The dates of the Group lessons cannot be rescheduled unless the teacher is not able to make it to a lesson.
3. The dates of the Group lessons follow the Dutch school calendar.
4. The Group lessons are not refundable and are not meant to be recovered.
5. After the first lesson the Client can ask for a refund. The Client has to be present in the first lesson to apply for a refund. The Client can only ask for the refund in person at the end of the first lesson.
6. If the Client asks for a refund after the first lesson, the Client has to hand in all the materials given by Studio MusicalMente.
7. If the Client misses any lessons, the Client can choose to recover them with private lessons at an hourly rate of € 54,45 incl. VAT.
8. The invoice for the Group lessons has to be paid before the start of the first lesson. If the payment hasn't arrived in Studio MusicalMente's bank account before the first lesson, Studio MusicalMente is not required to provide the lesson. Studio MusicalMente is only again required to provide lessons after the payment has been received in said bank account.
9. A lesson that has been cancelled due to the previous section does not need to be rescheduled.
10. Fulfilling the payment obligation too late always is for the risk of Client.

Article 9 – Requirements for the Private Lessons

1. This article applies to the purchase and music lessons of Private Lessons.
2. Private lessons are given weekly at a regular time. This time will be determined in agreement between the teacher and the Client. The private lessons last 45 minutes. The lesson schedule follows the Dutch school calendar.
3. Payment for the private lessons is in the form of a subscription. The monthly price is fixed, regardless of the number of lessons taken by the Client. Vacation weeks are included in the price of the subscription.
4. In case the subscription is made when the month has already started, a price is made based on the number of remaining weeks of the current month.
5. Private lessons are not refundable and are not meant to be reclaimed.
6. If the Client misses a lesson, this lesson can be rescheduled in the same week that the lesson would have taken place. If there are no opportunities for this, the Client will instead receive a 20-30 minute video from the instructor.
7. The Client has to inform the instructor of the cancellation at least 48 hours in advance to be eligible for a rescheduled lesson or video. If the Client cancels the class within 48 hours, the class will be forfeited without compensation. A cancellation can be made by emailing to the email address or calling, whatsapping or texting to the phone number of the relevant Studio MusicalMente teacher. A private music lesson that is cancelled too late or not properly will be cancelled entirely.
8. The bill for private lessons must be paid before the start of the first music lesson. If the payment has not been received before the start of the first music lesson, Studio MusicalMente is no longer obliged to teach the music lesson. Studio MusicalMente will only be obliged again to give the planned music lessons once the Contractor has received the payment.
9. A music lesson that has been cancelled as a result of the previous paragraph does not need to be recovered.
10. Late fulfillment of the payment obligation for the private lessons is at the risk of the Client.

Article 10 – Requirements for the trial lesson

1. The trial lesson is to be viewed as not having any connection to the lesson deals.
2. After following a trial lesson, the Client is not obligated to purchase a lesson deal.

Article 11 – Illness

1. During prolonged or grave illness of a student it's possible to postpone the lessons temporarily. In this case, an arrangement will be made for rescheduling or compensating the cancelled lessons. The maximum amount of reschedulable lessons found in article 7 section 5 and article 8 section 5 of these Terms and Conditions does not apply in this instance.
2. In the instance a teacher is ill and a lesson is cancelled because of this, this lesson will principally be rescheduled on a later date. The maximum amount of reschedulable lessons found in article 7 section 5 and article 8 section 5 of these Terms and Conditions does not apply in this instance. If it is not possible to reschedule the lesson in a period of 2 months after the cancellation of the lesson, because of factors which are for the risk of Studio MusicalMente, a

restitution of the paid lesson fee will be paid by Studio MusicalMente to the Client.

3. Factors that are for the risk of Studio MusicalMente can be defined as: causes on the side of Studio MusicalMente which make the rescheduling of a lesson within 2 months of cancellation of that lesson impossible.
4. In the case a teacher is ill for a consecutive period of 3 weeks or longer, a replacement teacher will be chosen by Studio MusicalMente. This counts as fulfilling the terms of the Agreement.

Article 12 - Conditions of cancellation of subscription

1. The subscription for both group and private lessons can be cancelled monthly.
2. To cancel the subscription, it is mandatory to send an email to info@studiomusicalmente.nl one calendar month in advance. One calendar month's notice means that the contract ends on the last day of the following month. It does not matter whether a customer cancels at the beginning or at the end of the month. The notice period starts on the 1st of the month following the termination. Example: cancellation on August 3 -> notice period starts on September 1 and the contract ends on September 30.
3. If the client cancels before the month has ended, there will be no refund for lessons not taken.
4. If a Client re-enrolls after having cancelled a previous subscription, a €32 administration fee will be charged.

Article 13 – Right of withdrawal for Consumers

1. The Consumer is entitled to disband the Agreement, which is a purchase on distance, within 14 days after the purchase has taken place. This can happen without the Consumer giving the reasons for the disbanding (Dutch=ontbinding). Studio MusicalMente can ask the Consumer for the reasons for disbanding, however the Consumer is not obligated to give said reasons.
2. If the Consumer wishes to make use of his right of withdrawal, he gives a notice to Studio MusicalMente within the cooling-off period. The Consumer can do this by making use of the model form for withdrawal or in another clear and unambiguous way.
3. If the withdrawal takes place electronically, Studio MusicalMente sends the Consumer a confirmation that the withdrawal has been received.
4. When there is an Agreement on distance which can be defined as an Agreement to carry out services, the right to withdrawal expires when the following criteria are met:
 - a. The Consumer has agreed that the service will be carried out within the cooling off period;
 - b. The Consumer has agreed to waive his right to withdrawal;
 - c. The service has been fully completed within the cooling off period.
5. If a part of the service has been completed at the moment the right to withdrawal has been invoked, the Consumer is bound to pay for the part of the service that has been completed. The risk and the burden of proof for the just and timely involvement of the right to withdrawal lies with the Consumer.
6. If the Consumer invokes his right to withdrawal, the Agreement is disbanded.

Article 14 – Execution of the service

1. Studio MusicalMente determines the way in which and by which teacher(s) the service will be executed.
2. Studio MusicalMente declares hereby that it takes the wishes of the Client serious while carrying out the service, for as far as this can reasonably be demanded.
3. Studio MusicalMente is entitled to make use of third parties to carry out the services of the Agreement if Studio MusicalMente sees this is in the best interest of the Client. No notification to or explicit consent by the Client is required for making use of third parties.
4. Terms used in the Agreement in which the service needs to be carried out are only a guideline, and not a hard fatal term or deadline (Dutch= fatale termijn). Exceeding the term by Studio MusicalMente therefore does not entitle the Client to disbanding the Agreement. There can only be a hard term or deadline when this is explicitly agreed upon in the Agreement.

Article 15 – Intellectual and physical property

1. All materials, in the broadest interpretation of the word, produced or provided by Studio MusicalMente, are property of Studio MusicalMente.
2. Studio MusicalMente always asks for permission before online or offline materials, like audio or video recordings and pictures, are published by Studio MusicalMente.

Article 16 – Liability

1. Studio MusicalMente is not liable for its errors. This only doesn't apply in the instance there is an attributable shortcoming in the execution of the Agreement, and if there is direct damage (Dutch: schade). The damage is – per event or coherent events – limited to the amount, equal to the compensation the Client is entitled to under the Agreement per year. In no case will the total compensation for direct damage amount to more than the maximum amount of the AVB insurance.
2. An attributable shortcoming is: damage which is the direct result of intent or conscious recklessness from Studio MusicalMente, one of her teachers, managers, staff, helpers or by her used third parties.
3. It is not possible for the Client to personally hold liable managers and everyone working or having worked at Studio MusicalMente through an article 6:162 Bw procedure, for damage originating from or by the execution of the Agreement. In the case of damage resulting from intent or conscious recklessness however, these liable people can be held personally liable, in contradiction to the previous sentence. If the content of this exoneration clause for any reason is not applicable, the people named in this exoneration clause can invoke article 6:257 Bw and therefore make use of all other exoneration clauses present in these Terms and Conditions.
4. Studio MusicalMente is not liable for any loss or damage to goods belonging to the Client or the students.
5. Studio MusicalMente is not liable for indirect damage, including but not being limited to: consequential damage, lost profit, missed savings, mutilations or loss of (company) data and damage because of business stagnation.

6. Studio MusicalMente can not be held liable if the damage is the result of a Force Majeure situation. What is a Force Majeure situation can be found in article 15 of these Terms and Conditions.
7. Studio MusicalMente can not be held liable for damage if the damage is the result of false, incomplete or unreliable data given by the Client.
8. Third persons/parties can not hold Studio MusicalMente liable on any legal base.
9. Outside of in this article present situations, no liability for damage compensation rests on Studio MusicalMente

Article 17 – Force Majeure

1. In the case of a Force Majeure, which includes but is not limited to the following situations: disruptions in telecommunication, war, hindrance in traffic, a labour strike, fires and floods, the passing away of a family member in the 1st or 2nd degree of a teacher – the execution of the Agreement will be postponed, or the Agreement will be ended. This will occur without there being a duty to compensate. Parties decide on this together two weeks after the emergence of the Force Majeure.
2. A Force Majeure is also present in the case it can not reasonably be asked from Studio MusicalMente, because of the particular conditions of the case, that the execution of the Agreement will be continued.

Article 18 – Protection of personal data

1. For the execution of the Agreement by Studio MusicalMente, it might be necessary to process personal data of the Client. Studio MusicalMente will take care of a fitting security level while processing this data.
2. The processing of personal data will happen in a way that is fitting conforming the Algemene Verordening Gegevensbescherming (AVG).
3. Studio MusicalMente has a Privacy policy which can be seen on the website of Studio MusicalMente. On request of the Client, this Privacy Policy will be sent to the Client by post or email. In the case the Client wishes to receive the Privacy Policy per post, Studio MusicalMente is entitled to charge possible sending costs.
4. In the case that a data leak is discovered at Studio MusicalMente, this will be reported to the Client as soon as possible.
5. An Entrepreneur will at all times be responsible for following the AVG. Studio MusicalMente can never be held liable for costs and damages on the side of the Entrepreneur which originate because of an omission to follow the AVG. Third persons / parties also can not hold Studio MusicalMente liable for these costs.

Article 19 – Payments

1. After the definitive confirmation of the Agreement is sent by us, the Client is obligated to pay the full price of the lessons.
2. The full price, as indicated on the confirmation of order, should be paid no later than on the beginning of the first lesson. When the Client has not paid the full amount on the start of the first lesson, the Client is in default, without a notice of default being necessary. The lesson will be cancelled and the full amount as indicated on the confirmation of order will still be charged on the Client.
3. The bank account number of Studio MusicalMente is NL91 KNAB 0417 6507 79.

Article 20 – Complaints

1. If the Client has a complaint with regards to the by Studio MusicalMente carried out services or the related owed payment, the Client should give notice of this as soon as possible, but in any case, no later than 30 days after the origination of the defect. This complaint notice should be sent electronically or in writing, and with a clear motivation. If the complaint notice is sent in writing this should happen per registered letter.
2. Complaints don't postpone the payment obligation of the Client.
3. Studio MusicalMente will give confirmation to the Client within 36 hours after having received the complaint, that the complaint has been received. Studio MusicalMente will deal with the complaint within 42 days from the moment of confirmation.
4. If the Client does not give notice of the complaint within the prescribed period, he loses all rights related to the complaint.

Article 21 – Rest provisions

1. These Terms and Conditions, together with every Agreement that Studio MusicalMente engages with the Client, are ruled by the Dutch legal system.
2. Disputes will be brought to the primary court (Dutch: "de Rechtbank") of The Hague. Before the court is sought by parties, parties shall do everything possible to solve their dispute without interference of the court.
3. Partial voidness applies to these Terms and Conditions; if a clause in these Terms and Conditions is void, or annulled, this will only annul the clause in question and not the entire Agreement. The clause in question shall be replaced by a clause which is similar to the original clause, as far as origin and scope is concerned.
4. Changes in management or legal form of Studio MusicalMente or the Client do not have any influence on the Agreement or from this Agreement ensuing Agreements.
5. Changes in the Agreement can only occur in writing.
6. Every party carries – for as far as nothing else is agreed upon – their own costs in relationship to the execution of the Agreement.
7. In the case of a dispute in interpretation, where the interpretation of the Dutch version of the Terms and Conditions can differ from the English version, the leading version of these Terms and Conditions is the original Dutch version.