

## Music School Demo Terms & conditions

Service provider:	Demo
Customer:	student/parent/supporter (when student under-aged)
Student:	person using the service
Payer:	person paying for the service (student/parent/other)
Study year:	fall term + spring term
Study term:	fall term (August-December) / spring term (January-May)

1. **Students over 7 years old** are welcome to register to Demo classes without an entrance exam. No prior skills required.
2. **Student registration and cancellation must always be done in writing.** This will be done by the parent/supporter in case of an under-aged student.
3. **The registration is binding and valid unless otherwise informed** by the customer according to the Demo cancellation policy (see 5). Hence, the student is automatically registered to the next study year.
4. New students are also accepted during the study year depending on availability. The fee is dependant on the amount of lessons in the remaining term.
5. **Possible cancellations must be done in writing** (asiakaspalvelu@musiikkikouludemo.fi) no later than four weeks before the start of the term. If the cancellation is made less than four weeks before the start of the term, Demo has the right to charge the amount equivalent of half of the term fee. Note! Verbal cancellation of is not valid.
6. If cancellation is made after the start of term or during term, the fee will be charged in full. Remaining lessons will not be compensated. In special circumstances (e.g. illness) the cancellation and compensation will be negotiated case by case, beforehand/as early as possible. The registration can not be cancelled nor the compensation applied for afterwards.
7. The payer (student/parent) agrees to pay the fee as stated in the current price list.
8. It is possible that the duration/price of the lesson changes as the term changes, in case the size of the group changes. Demo will inform the customer of all changes by email as early as possible.
9. Demo will invoice a 50/100 euro advance payment before the start of term. The amount is dependent on the class the student has registered to. The remainder of the fee will be invoiced at the start of each term. Demo will send the invoices by post.
10. The term fee has to be paid during the term in question. Demo has the right to cancel the registration if the payment is not done during the term.
11. Demo has the right to check the credit details of the payer (student/parent). If the payer lacks credit ratings, Demo has the right to charge the term fee in its entirety before start of term.
12. The duration of fall term is 15 lessons, one lesson of which is a concert. For private students, one lesson per term is a small group session. The fall term starts on week 35 (unless otherwise informed).

13. The duration of spring semester is 17 lessons, one lesson of which is a concert. For private students, one lesson per term is a small group session. The spring terms starts on week 2 (unless otherwise informed).
14. Lessons are held at the same time every week as stated in the weekly schedule. The weekly schedule is planned and released each study year, latest before the fall term lessons start in August. Demo reserves the right to schedule changes during term and at the turn of year.
15. Student absence (travel, illness or other reason) are neither refunded nor replacement lessons provided. Student absence should always be informed directly to the teacher by email. In case of teacher's illness, Demo will do its best to replace the teacher for the lesson with a substitute teacher.
16. Lessons cancelled due to teacher's absence (illness and similar unexpected and unavoidable reason), will be replaced during the term. Compensation lessons can also be arranged at another time and/or in another location if necessary.
17. The Demo Concert is counted as one of the lessons of the term. We strongly recommend the students to take part in concerts and other events organised by the school, although this is not compulsory. We encourage the customer to inform the teacher if not participating in the concert. Demo will not refund the student's absence.
18. Demo has the license to publish visual and audio material recorded at Demo lessons and concerts. Demo must be informed by email to [asiakaspalvelu@musiikkikouludemo.fi](mailto:asiakaspalvelu@musiikkikouludemo.fi), should the customer deny the permission to this.
19. Each student needs their own instrument to be able to practise. The teachers are happy to help and answer questions regarding the purchase of an instrument. The school provides a limited number of rental instruments. These can be requested from the Demo office.
20. The majority of communication by Demo will be done by email, e.g. info emails, monthly newsletters will only be sent by email. Unexpected and sudden cancellations of lessons (due to teacher's illness and other unexpected reasons) will be notified by SMS. The customer is responsible of providing Demo the updated contact information.