

General terms and conditions 2023-2024



General

1. The 2023-2024 academic year runs from August 21 (2022) to August 25 (2023).
2. Current rates are on our website.
3. Reference date for the stated ages (general terms and conditions and price list) is the starting date of the relevant lesson or course.
4. Muziekschool Katwijk adheres to holidays and national days off as determined by the Ministry of Education, Culture and Science.
5. Change of address of the person liable for payment and/or student, must be reported to the administration of Muziekschool Katwijk.

Registration

6. Registration for music lessons is only possible through a completed [registration form](#), preferably completed online.
7. A full course year consists of 36 lessons.
8. In case of interim registration, a proportional part of the costs will be charged.
9. Placement of the student takes place in order of date of registration.
10. Students who cannot be placed immediately will be placed on a waiting list.
11. Your registration will automatically be extended to the next academic year.
12. Students and/or those with payment obligations, who have not fulfilled previous financial obligations will be excluded from registration.

Tuition

13. Payment is made in 10 installments by direct debit. The course fee will be debited from your account from September to June or, in case of interim registration, for as many installments as remain in the academic year.
14. Students aged 18 and over are responsible for paying tuition fees. When the student is under 18 years of age, the parents or guardians are.
15. A 10-lesson card is valid for one academic year, the remaining lessons are not refundable.
16. If several children from the same family are registered as a pupil at the same time, the following arrangement applies:
 - 10% discount on tuition for the second and third child
 - 15% discount for four children and upThe discount scheme does not apply to students aged 18 and over and to short courses

Absence

17. If the student is absent, the lesson will be cancelled.
18. If the teacher misses a lesson, an alternative lesson time will be offered within the possibilities of the teacher. This offer may fall within holidays and/or days off, see point 4.
19. When a teacher misses three or more lessons in a course year, the student is entitled to a refund of the proportional part of the tuition fee.
20. In case of absence, the teacher can, in consultation with the student, reschedule the lessons to another day and time.
21. When lessons cannot be given in person (due to force majeure or unforeseen circumstances), alternative teaching methods are offered by Muziekschool Katwijk via online lessons or digital instructions. Tuition fees will not be refunded, in this case.

Unsubscribe

22. Unsubscribing must be done in writing. You can send an email to the administration of Muziekschool Katwijk info@muziekschoolkatwijk.nl.
23. Muziekschool Katwijk applies a notice period of 1 month in case of unenrolment, the date of cancellation is leading.

Courses

The following additional conditions apply to courses:

24. Registration for a course is valid for the full duration of the course.
25. In the event of premature cancellation of a course, the tuition fee cannot be refunded.
26. Payment of the course fee is made in 2 installments by direct debit.
27. You can cancel a course up to two weeks before it takes place. We will charge you € 12.50 administration costs.
28. You will receive a timely message about the start of the course. A course can take place if there is sufficient interest.
29. If a course is canceled or if there are too many registrations, you will be referred to other options if possible, or placed on a waiting list.

Special general terms and conditions

30. We handle your personal data carefully and securely. Our privacy policy is on our website.
31. By signing the registration form you agree to the use and publication of images we may take of you. Muziekschool Katwijk cannot be held responsible for the publication of visual material by third parties.
32. You can object to this agreement in writing via the administration of Muziekschool Katwijk.
33. Muziekschool Katwijk is not liable for any (im)material damage caused while attending lessons and courses. Preventing damage is the responsibility of the person who takes lessons or is present at Muziekschool Katwijk.
34. We want you to be satisfied with the quality of the lessons, courses and workshops. Do you have a complaint? Don't hesitate and let us know. Submit your complaint to info@muziekschoolkatwijk.nl. We will try to find an adequate solution as soon as possible.
35. Muziekschool Katwijk is affiliated with the sector regulation 'Mores' for professional support in the event of undesirable behaviour. Mores can take action for employees and students of Muziekschool Katwijk.