

## Rules and General Conditions of music courses

### 1. Registration

#### Registration options

With our school, you have three options. With all the options, you will be charged an annual 30 € fee, to become a student of the school. We do not reimburse this fee.

- **Periodic subscription** : you register for a three or four months period where you can take one class per week, except within holidays. With this option, it is not a possibility to reschedule your weekly appointment. If you miss the lesson, you will unfortunately lose the lesson. The benefits of this option is that there will be a small discount per lesson.
- **5-lessons card** : this option entails more flexibility. It is a prepaid card with 5 lessons that will be valid the whole school year. With the card, you have pre-scheduled appointments that you can easily reschedule with your teacher without being charged.
- **Online courses (via webcam)** : since coronavirus crisis, we set up online courses that are accessible to our students through online appointments. For these lessons, an invoice is sent at the end of each month.

#### Admission

Students who wish to take classes at UTopie music school must do the following beforehand :

- Complete and return the registration form
- Be in order with all their payments (registration fees and all other invoices)

Once complete, we will send an admission document via email. This is a proof that you can now begin your lessons.

### 2. Periods of the school calendar

The school year begins on the 1<sup>st</sup> of September and ends on the 30<sup>th</sup> of June. When you become a student, it is automatically for the whole school year. For people who chose the periodic subscription option, you can stop your lessons after the period, but you have to let us know in advance. If not, the subscription will be automatically renewed for the next period. If you chose to stop, please send us an e-mail to [info@utopie-musique.com](mailto:info@utopie-musique.com) at least 15 days before the end of the period. If you sign up for classes mid-period, you will be instructed to purchase the card with 5 lessons, and then it would become a possibility to start the periodic subscription option in the next term.

#### 1<sup>st</sup> period : September – November

Students who wish to continue to the next school year, will be asked to register from May 1<sup>st</sup> to June 1<sup>st</sup>. If they do not, their spot will not be guaranteed as we open up lessons for the next school year to the general public.

### Second period (December – March)

For the students continuing from the period before, their subscription will be automatically renewed. For the new students, subscribing to the next period will take place between the 1<sup>st</sup> and the 15<sup>th</sup> of November.

### Third period (April – June)

For the students continuing from the period before, their subscription will be automatically renewed. For the new students, subscribing to the next period will take place between the 1<sup>st</sup> and the 15<sup>th</sup> of March.

## **3. School year calendar**

We do not give lessons during school holidays, according to the Wallonie-Bruxelles Federation. However, it is sometimes possible to reschedule lessons that you miss because of the teacher during school holidays. Vacation days are between the first Monday and the last Sunday of the holidays. All dates will be noted on the school calendar which is available on our website and provided to all students at the registration time.

## **4. Scheduling lessons**

### Scheduling

The schedule of individual courses is agreed upon registration, depending on the availability of the teachers. Priorities are the following :

- Availability of the teacher
- Age of the student (children under 12 have the priority for time slots between 15:30 and 18:30 during the week)
- Date of the admission (subscription form complete + subscription fees paid)

### Rescheduling

UTopie agrees to reschedule 1 lesson per year if the student provides a doctor's note. If no suitable time slot can be found to reschedule the lesson, the credit corresponding to the price of the lesson will be reported to the next invoice. If no invoice is ever sent in the future (the student stops his lessons), a reimbursement can be asked. This is the only official rescheduling or reimbursement possibility for a cancelled lesson due to the student.

If the lesson is cancelled due to the teacher or UTopie, the student will benefit of a credit on their next payment or be reimbursed if there is no next payment.

In the case of force majeure, the student has to choose between 3 possibilities :

- Credit on the next invoice
- Reimbursement
- Gift to the school

## **5. General payment information**

All our prices are charged in euros, including taxes. Our prices will change in accordance to the fluctuation of taxes.

## Payments

The courses and registration fees are asked to be paid within 10 days of receiving the invoice. We are a paperless organization ; all notices will be sent via e-mail.

A free trial can be scheduled before the start of the period, upon request.

In accordance with Article 17 (6 April 2010) on market practices and protection of the consumer, if a consumer does not meet us in person, they have to let us know within 14 days of the invoice that they want to cancel. In this situation, within the 14 days, they will not be charged. In a written statement, the person has to clearly state any want to cancel the subscription.

In case of a failure of payment following the invoice, a reminder of the payment will be sent via e-mail. **Any late payment of more than 15 calendar days, will have an additional fee (10% of total charge excluding taxes) added to the amount due.**

In case of late payment of more than 21 calendar days, a third reminder will be sent through registered mail, with an **additional charge of 12,50 €**. **Any legal action needed will be charged to the customer.**

In case of a failure of payment following an invoice about registration fees within 21 days after its sending, the registration will just be cancelled, and the time slot will be released.

## Cancellation of a student's registration

We reserve the right to unenroll a student at our school for the following reasons :

- Disrespectful behaviour
- Extreme disagreement between school and student
- Absence of student within 3 consecutive lessons without informing UTopie
- Frequent problems surrounding payments

## **6. Confidentiality**

UTopie will process personal data in accordance with the General Data Protection Regulations (GDPR) of 25<sup>th</sup> May, 2018.

## Image rights

Photos and videos are taken during events organized by our school for the purpose of dissemination on the school's website, social networks and in our information leaflets. In accordance with the law on the protection of privacy and personal data, anyone who does not want to appear on these photos/videos, or who does not want their child to appear there, has the right not to authorize the use of their/their child's image by UTopie. UTopie will ask the permission for the use of every image.

## **7. Others**

In order to constantly improve our services, the administration of the school reserves the right to modify these conditions at any time. The new conditions will take effect immediately for any new registration, and from the following period for the people who are already members of the school.