

# StringLAB Music Studio

## Lesson Policy for Adult Students

Season 2025–2026

Amsterdam, Netherlands

Welcome to StringLAB! This document outlines the policies that apply to all adult violin lessons. By booking lessons with me, you agree to the terms below.

### 1. Lesson Packages

- Lessons are offered in packages of 10 lessons, to be taken within a 3-month period, unless a different arrangement has been agreed in writing.
- Unused lessons that fall outside the agreed period are forfeited, unless extended by mutual agreement.

### 2. Tuition Fees — Season 2025–2026 (September to June)

- **VAT (BTW):** Lessons for students aged 21 and older are subject to 21% VAT under Dutch law. Students aged 21 and under are exempt from VAT pursuant to the education exemption (art. 11, lid 1, onderdeel o, Wet OB 1968).
- Prices are subject to annual review. Any changes will be communicated at least 4 weeks before the start of a new season.

### 3. Invoices & Payment

- You will receive an invoice at the start of each lesson period.
- Always include the invoice number as your payment reference.
- **Late payments:** If payment is not received after a first reminder, a 3% administrative fee will be added to the outstanding amount. Continued non-payment may result in statutory interest (wettelijke rente) being charged in accordance with Dutch civil law (art. 6:119 BW).

### 4. Cancellations & Rescheduling

#### By the student:

- If you need to cancel or reschedule a lesson, please give at least 48 hours' notice via WhatsApp or email.
- Lessons cancelled with less than 48 hours' notice, or missed without notice (no-show), cannot be refunded or rescheduled.
- You may reschedule up to 2 lessons per package of 10, subject to availability.

#### Make-up lessons (group & duo formats):

- Students who miss a group lesson may be offered a make-up session of 20 minutes at the standard lesson rate, subject to availability. Students in duo lessons may be offered a make-up session of 30 minutes at the standard rate. Make-up sessions are subject to the same 48-hour cancellation policy and availability as regular lessons.

#### By me:

- If a lesson is cancelled by me and no alternative time can be agreed, the lesson fee will be refunded or credited toward the next payment period.
- If lessons must temporarily move online due to unforeseen circumstances (illness, infrastructure issues, etc.), the lesson fee remains unchanged.

## 5. Discontinuing Lessons

- If you wish to stop lessons, a written notice period of 4 calendar weeks is required. Notice must be given via email or WhatsApp.
- Lessons already paid for beyond the end of the notice period will be refunded.
- No refund is due for lessons that fall within the 4-week notice period.

## 6. Student Conduct & Communication

- Students are expected to arrive on time and prepared for their lesson (instrument, materials, practice notes if applicable).
- Please communicate any changes, questions, or concerns promptly. Preferred channels: WhatsApp or email.
- StringLAB reserves the right to terminate lessons with immediate effect in cases of disrespectful behaviour, persistent non-payment, or repeated no-shows.

## 7. General

- This policy applies to adult students only. A separate policy applies to students under the age of 18.
- StringLAB reserves the right to update this policy at any time. You will be informed of material changes at least 4 weeks in advance.
- This policy is governed by Dutch law. Any disputes will be submitted to the competent court in Amsterdam.
- This document constitutes the general terms and conditions for services provided by StringLAB Music Studio.

*I look forward to working with you!*

## Mara Tiele

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