



## TERMS OF SERVICE AGREEMENT

Kindly read this Agreement carefully. By using our services, you acknowledge that you have read and agree to be bound by our Terms of Service.

1. **Group Piano Classes:** Each weekly session has a duration of 45 minutes. The class consists of enjoyable and fulfilling learning activities to develop skills in musical reading, technique, rhythm, and hand posture. Each student is assigned a workstation (i.e. piano, bench and headphones). Each classroom is designed to comfortably accommodate a maximum of nine students.
2. **Private Piano Lessons:** These weekly sessions last 30 minutes and they are available to students already enrolled in group classes who wish to focus on specific topics or play a particular song. Private lesson sessions are subject to availability.
3. **Class Schedule:** Students' classes are assigned based on their age, piano experience, technique, and behavior characteristics to ensure an efficient learning experience. Instructors could recommend re-scheduling a class based on the student's individual progress. Parent's request will be assessed and contingent upon availability. Placement on a waiting list does not guarantee that a seat will open in a class, and not all classes are able to have waitlists. All class schedules are subject to availability.
4. **Punctuality:** We recommend arriving on time. The Academy's front door will close at the beginning of the scheduled time, and for security purposes will remain closed while conducting each class. Students arriving late must wait until there is an opportunity to join their class without causing any disruption.
5. **Missed Classes:** Our unique teaching method is designed to keep students current with their piano learning and level skill. Regardless of the reason, missed classes will not be made up or refunded.
6. **Drop-off and pick-up:** Parents and/or guardians are responsible for dropping off and picking up their children at the Academy's front door. Early drop off or late pick up will be subject to a fee of \$1.00 per minute before or after the scheduled time.
7. **Access badge:** Each enrolled student will be granted a personal badge to access the Academy. In the event a badge is lost, immediately notify us to issue a new one. A replacement badge fee of \$1.00 will be charged. Students will not be admitted without their badge.
8. **Prohibited Items:** Consumption of food or drinks is prohibited within the Academy's premises, as well as bringing toys, smoking, and carrying weapons.



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9. **Behavior and Manners:** We promote a cordial and friendly atmosphere within our Academy. Discriminatory attitudes, comments, harassment, or any other negative conduct affecting students or families are strictly prohibited. Parents or guardians will be notified if negative behavior is observed, and actions will be recommended to improve any poor behavior. Repeated negative behavior may result in the termination of services.
10. **Safety and security:** All rooms and halls are equipped with security cameras. Rest assured that all captured information from these cameras will be protected and will not be shared with anyone unless it is necessary for any incident verification and/or investigation.
11. **Student Information:** Parents or guardians must keep the student's contact information always current. This information will always remain confidential and will not be shared with any third party.
12. **Photo and Video Release Consent:** We love sharing special moments from our piano classes, musical games, recitals, summer camps, and more with our community. Therefore, parents or guardians expressly authorize Ms.Sol Piano Academy to capture, use and share photos and videos exclusively for promotional purposes, and waive any obligation for monetary or non-monetary compensation. This authorization will continue indefinitely unless it is revoked in writing.
13. **Liability:** While striving to maintain the highest safety standards within our facilities, Ms.Sol Piano Academy will not be liable for any lost items, any damages, and/or any injuries resulting from accidents, falls, or altercations with other students within the Academy's premises. In case of a medical emergency, we will contact the student's parent or guardian and/or the emergency contact, and if necessary, call 911.
14. **Piano Playing Practice:** Practicing regularly will reinforce learning and ensure progress between classes. The optimal amount of time to practice piano daily is between 15 to 30 minutes. Practice must be focused specifically on exactly what the student is trying to improve on.
15. **Damages:** Any damage to the pianos or other infrastructure because of a student's intentional or negligent actions will be notified to the parent or guardian, and the consequent repair or replacement costs will be charged.
16. **Payment:** Payments are due on the first day of each month. A late payment fee of \$10.00 will be charged after the fifth day. Parents or guardians must set up an automatic payment method using debit card, credit card, or checking account. Unfortunately, no other payment method is accepted.







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17. **No Refund Policy:** There are no refunds. In the case of payment errors, contact our Customer Services team immediately.
18. **Termination:** We understand that circumstances may change, and there may be instances where you need to terminate our services agreement. The process can be initiated by giving a 30-day notice in writing to our Customer Services team. There are no refunds.
19. **Modifications:** The most current version of our Terms of Service is always available on our website. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to frequently review our Terms of Service for changes. Your continued use of services following the posting of any changes constitutes acceptance of those changes. Also, prices for our services are subject to change without notice. We reserve the right at any time to modify or discontinue any service without notice at any time.

Our Customer Services team is readily available to resolve any question(s) or concern(s) you may have regarding our Terms of Service.

The Ms.Sol Team

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