



TERMS OF SERVICE AGREEMENT

Kindly read our Terms of Service carefully. By using our services, you acknowledge that you have read and agree to abide by the terms and conditions as a prerequisite for receiving any services.

1. **Lessons:** Group class is a 45-minute session held weekly. Each classroom is designed to comfortably accommodate a maximum of nine students, each assigned to a piano workstation. A private class is a 30-minute session held weekly and is available to students who wish to master specific topics. Private sessions are subject to availability.
2. **Schedule:** Students are placed in classes based on their age, piano experience, technique, and behavioral characteristics to ensure an effective learning experience. Instructors may recommend rescheduling a class based on a student's individual progress. Parents' requests to change a student's schedule will be evaluated and are contingent upon availability. Placement on the waiting list does not guarantee that a seat will become available, and not all classes maintain a waitlist.
3. **Practice:** Regular practice reinforces learning and supports consistent progress between classes. The optimal daily practice time is 15 to 30 minutes. Practice should be focused and targeted toward the specific skills or pieces the student is working to improve.
4. **Absences:** We understand that unforeseen circumstances may arise; however, our teaching method is designed to keep students current with their piano learning and skill level.
5. **Make-up class:** Available to students enrolled in nine- or twelve-month consecutive programs. One make-up class is allowed per month, and it must be taken within the same billing period and cannot be accumulated.
6. **Billing:** Payments are due on the first day of each month. Autopayment is encouraged to avoid \$25 late payment fees. The regular payment method should be configured through our student management system (Procare).
7. **Refunds:** All payments are final. There are no refunds for missed classes.
8. **Unenrollment:** We understand that conditions may change, and you may need to suspend or terminate your service agreement with us. To do so, please provide a written 30-day notice to customerservices@mssolpianoacademy.com. During the 30-day notice period, services will continue as scheduled.
9. **Punctuality:** We recommend arriving on time. The main 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.
10. **Arrival and dismissal:** Parents and/or guardians are responsible for dropping off and picking up their children. We kindly ask that families avoid arriving significantly early for drop-off or late for



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pick-up. Supervision is only provided during scheduled class times. Early drop-offs and late pick-ups may result in additional fees or a reassessment of the student's enrollment if they occur repeatedly.

11. **Restricted items:** Consumption of food or drinks is prohibited within the Academy's premises, as well as bringing electronic devices, toys, smoking, and carrying weapons.
12. **Conduct:** 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.
13. **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.
14. **Well-being:** 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.
15. **Media release.** By enrolling your child, you grant Ms.Sol Piano Academy permission to photograph, record, and use your child's image, voice, or work exclusively for promotional purposes. You waive any right to inspect or approve the final product and release Ms.Sol Piano Academy from any obligation to provide monetary or non-monetary compensation for the use of such media. This authorization remains in effect unless revoked in writing by the parent or guardian at any time.
16. **Contact information:** It is the responsibility of the parent or guardian to keep contact information current in our system.
17. **Liability waiver:** To the fullest extent permitted by law, the Academy is not liable for personal injuries or damage resulting from activities conducted within our premises. In case of a medical emergency, we will contact the student's parent or guardian and/or the designated emergency contact, and if necessary, call 911.
18. **Medical authorization.** If our staff is unable to reach the student's parent, guardian, or designated emergency contact, the parent or guardian grants permission for the child to be promptly transported to the nearest hospital for necessary treatment in the event of an accident or emergency. Furthermore, the parent or guardian authorizes the provision of any medical care deemed necessary by hospital personnel.
19. **Health disclaimer.** We have carefully designed our comprehensive piano program to foster a safe and enjoyable environment enriched with engaging musical activities. While we strive to provide a positive experience for all students, it is important to recognize that some children may



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experience sensory, emotional, or other responses by their participation in musical activities. We recommend that parents or guardians consult with a qualified medical professional or healthcare provider regarding any concerns prior to enrolling their child. Please note that our staff members are not trained in medical therapy or counseling services.

20. **Communication consent.** By enrolling a student, parents or guardians authorize us to contact them via phone, email, or text for matters related to scheduling, student progress, emergencies, or other important updates.
21. **Force Majeure.** Ms.Sol Piano Academy shall not be held liable for any delay or failure to perform its obligations under these Terms due to events beyond its reasonable control. Such events include, but are not limited to, natural disasters, extreme weather conditions, pandemics, public health emergencies, governmental restrictions, acts of God, power outages, labor strikes, or other unforeseen circumstances that make it impractical or unsafe to operate. In such cases, services may be temporarily suspended or adjusted, and no refunds will be issued for disruptions caused by these circumstances.
22. **Severability.** If any provision of these Terms of Service is found to be invalid, illegal, or unenforceable under applicable law, that provision shall be deemed modified to the extent necessary to make it valid and enforceable. If such modification is not possible, the provision shall be deemed severed from these Terms, and the remaining provisions shall continue in full force and effect.
23. **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 by posting updates on our website. It is your responsibility to review the Terms regularly. Your continued use of our services following any such changes constitutes acceptance of those changes. Additionally, prices for our services are subject to change without notice. We reserve the right to update these Terms. Any material changes will be timely communicated via email.
24. **Governing Law.** These Terms shall be governed by the laws of Texas.

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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