

# TERMS & CONDITIONS

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## 1. Registration

All new students are required to complete registration and pay a one-time registration fee of AED 150.

## 2. Packages & Discounts

Family Package: A 10% discount is available when a minimum of two students from the same family are enrolled.

Combo Package: A 10% discount is available to students enrolled in two or more different packages.

Discounts cannot be combined. Family and Combo discounts cannot be used together.

## 3. Package Validity

Term Package: Valid for 90 days from the date of the first lesson.

Monthly Package: Valid for 30 days from the date of the first lesson.

Packages may be frozen during official school term breaks and the summer holiday period (July–August), provided at least 7 days' notice is given.

To request a package freeze, please contact your teacher

Any grace period included in a package may only be used for an approved package freeze and cannot be used to extend the period for make-up lessons.

## 4. Payments

All package fees must be paid in full and in advance.

Package fees are non-refundable.

If a customer reverses a payment or refuses to pay after committing to a package, they remain responsible for the full individual lesson fee for each lesson already attended.

Packages must be renewed at least one lesson before the expiry date to secure the same regular lesson slot.

Lesson slots are reserved specifically for each student and cannot be held without an active package.

All payments, package renewals and other financial matters must be handled directly with Fortepiano Management, not with individual teachers.

## 5. Scheduling & Communication

Lesson scheduling and rescheduling should be arranged directly with the teacher.

Lessons are scheduled at a regular weekly time.

Requests to change a regular lesson time require at least one week's notice and are subject to teacher availability.

Teachers cannot guarantee follow-up reminders regarding package renewals. Students and parents are therefore encouraged to renew their packages in advance through management to secure their preferred time slot.

## 6. Cancellations & Make-Up Lessons

Monthly packages: One free cancellation is permitted per package.

Term packages: Up to two free cancellations are permitted per package.

A minimum of 24 hours' written notice by email is required for a cancellation to be considered free of charge.

Cancellations made less than 24 hours before the scheduled lesson, or cancellations communicated without written email confirmation, will be treated as a completed lesson and will not be eligible for a make-up.

## **Make-Up Lessons**

Make-up lessons:

Must be scheduled within the package validity period.

Cannot be carried over beyond the package expiry date.

Should, whenever possible, be scheduled within the same week or before the next regular lesson.

Missed lessons or cancellations without the required email notice cannot be compensated, including absences due to illness, travel or emergencies.

If the teacher is unable to accommodate a make-up lesson within their available schedule, the lesson will be considered forfeited.

## **7. Teacher & Holiday Policies**

Fortepiano does not operate during UAE public holidays or Islamic holidays, in accordance with official government announcements.

Lessons continue as normal during school half-term breaks unless the student's package has been frozen in advance.

If Fortepiano cancels a lesson due to teacher absence or operational reasons, a replacement lesson will be offered within the package validity period.

Teachers may be substituted when necessary.

If a teacher leaves Fortepiano, refunds will not be provided. Lessons may be temporarily frozen until a suitable replacement teacher is assigned or the original teacher returns.

## **8. Student Responsibilities**

Students are responsible for bringing their own instrument and any required learning materials to each lesson.

Regular practice at home is expected, as consistent preparation is an important part of the student's progress.

Students and parents are responsible for arriving on time.

Late arrival does not extend the scheduled lesson time. The lesson will still finish at the originally scheduled time.

## **9. Media & Liability**

Fortepiano LLC may take photographs and/or videos during lessons, recitals and performances and may use this content for marketing, promotional and social media purposes.

### **Liability**

Fortepiano LLC is not responsible for any injury, accident or damage to personal property that may occur during lessons, recitals or performances, except where such liability cannot legally be excluded.

## **10. Unforeseen Circumstances (Force Majeure)**

In the event of circumstances beyond the reasonable control of Fortepiano LLC including but not limited to government restrictions, building access limitations, extreme weather conditions, public safety situations, pandemics or other force majeure events, Fortepiano LLC reserves the right to:

Reschedule lessons;

Provide lessons online; and/or

Extend the package validity period where reasonably possible.

Refunds will not be provided for interruptions caused by unforeseen circumstances. However, Fortepiano LLC will make reasonable efforts to reschedule or complete affected lessons within a reasonable timeframe.