

Terms: Refunds, Cancellations, Media, Privacy & Data Protection

1. Complaints and Review Process

All complaints regarding lessons, services, payments, or communication must be submitted in writing. Complaints are reviewed within 14 working days, after which a written response will be provided.

2. Refund & Cancellation Policy

2.1 Full Refunds

A full refund is possible when:

- A lesson, workshop, or rehearsal is cancelled in advance by the school, and the participant chooses not to reschedule.
- A subscription or choir membership is cancelled within 14 days of purchase and before attending the first session, with a written request.

2.2 Partial Refunds

A partial refund may be issued when a lesson has started but could not be completed due to circumstances on the school's/teacher's side.

No partial refund is issued when the interruption occurred due to circumstances on the participant's side.

2.3 Rescheduling

When possible, lessons are rescheduled instead of refunded. Prepaid lesson credit is carried forward to the rescheduled session.

2.4 No-Show / Late Cancellation Policy

Individual lessons may be cancelled or rescheduled up to 24 hours in advance free of charge.

If the participant does not attend and does not notify at least 24 hours before, the lesson is considered delivered, and the full fee is charged.

Exceptions may be applied in cases of documented emergencies.

2.5 Force Majeure

In circumstances such as war, natural disaster, or government lockdown, prepaid tuition may be partially refunded, with the school retaining 20% of the total fee to cover ongoing operational obligations.

3. Group Lesson & Choir Catch-Up Policy

Applicable to BabyMusic and International Choir programs with multiple weekly groups.

Participants may attend another group session within the same calendar week if they miss their usual class.

No additional cost. Must inform the school in advance. Subject to space availability. Cannot be carried forward or exchanged for refunds.

4. Media & Recording Policy

Lessons and rehearsals may be recorded for internal educational use.

No images or recordings are published without explicit consent.

Consent may be withdrawn at any time.

5. Privacy & Data Protection

We store contact information in Wix CRM. Payments are processed by Stripe; we do not store or have access to card data.

We are not responsible for breaches by third-party platforms. Data may be deleted upon request unless required by tax law.