

Pianissima Terms & Conditions

Thank you for choosing Pianissima for your piano lessons. Below you will find the terms and conditions for your participation. We recommend reading them carefully before you start.

1. PAYMENTS

- All payments are managed via Patreon. You can choose between automatic monthly billing (charged to your card regularly) or manual monthly payments when you wish to do so. Patreon handles all billing processes securely.
- Payment management for in-person classes is handled directly either via credit/debit card (through Stripe or similar platforms) or in cash. All arrangements and coordination must be completed through the website to confirm your spot.

2. SCHEDULES & ATTENDANCE

- Fixed schedules with coordination: Class schedules are fixed, but arranged in advance based on availability shown on the Patreon website. Students need to reserve their schedule and wait until confirmation is complete.
- Attendance: Attendance at classes is the student's responsibility.
- Schedule changes & make-up classes: If you need to change your monthly schedule, you must notify 7 days in advance. Changes and make-ups are subject to availability and must be confirmed via the website.

3. CANCELLATIONS & REFUNDS

- Cancellation: If you wish to stop participating, please cancel your subscription on Patreon to avoid additional charges. For manual payment users, simply discontinue making payments when you no longer wish to continue.
- Cancellation notifications: For any cancellations or to reschedule a class (due to illness or emergency), please notify us at least 2 hours in advance. Make-up classes are subject to availability.
- Refund policy: Non-refundable.

4. STUDENT RESPONSIBILITY

- Equipment: It is the student's responsibility to have the necessary equipment (piano/keyboard, computer/tablet, microphone, camera) and internet connection to participate in classes.
- Conduct: The student agrees to maintain respectful behavior during classes.
- Materials: Study materials will be provided by the instructor and are for exclusive use in classes.

5. MODIFICATIONS

- Right to modify: The instructor reserves the right to make changes to class schedules or content, notifying students in advance.
- Communication: Any changes will be communicated via the website (Student Area) or Patreon.

6. ACCEPTANCE

- Agreement & Good Faith: By making a payment or confirming your enrollment, you accept all these terms and conditions. We commit to providing quality piano education, and we expect students to engage with a positive, dedicated attitude – all parties act in good faith to ensure the best learning experience for everyone.
- Additional information: For more details, visit our website.

We look forward to sharing the wonderful world of piano with you and helping you achieve your musical goals!

Pianissima Signature _____

Student or Parent's Signature _____