

# Welcome to

# A Swedish Cellist - Petronella Torin

# Music School

*Studying music is an incredible lifetime investment. Some of the benefits of music are greater self-confidence, creativity, attentiveness, perseverance, improved concentration, and communication.*

## Terms & Conditions

### Booking Lessons:

- Lessons are booked through email **before the 25th** every month.
- You can choose the desired length of the lesson (45, 60, 90 or 120 minutes) and indicate a time slot fitting your schedule; I will then do my best to fit you in where you want, if my schedule allows it.
- Lessons are confirmed only after the invoice has been sent. For first time students and “drop in lessons”, this will happen within 24 hours. Regular students receive their lesson-plan and invoice at the end or beginning of the month.
- Lesson slots are booked on a individual basis to help with preserving earlier time slots for young children when possible.

### Payments:

- Invoices need to be payed before the first lesson for new students. Existing studwents should pay within 7 days of receiving the invoice. Bank information and other payment details details are provided in your invoice.
- Invoices need to be paid within 7 days of issue, unless otherwise stated. Late payments can incur a 10% fee.

### Cancellation & Rescheduling:

- If you want to reschedule your lesson, you must do so at least 24 hours in advance. Lessons will not be refunded if they are canceled with less notice than required above. You can only reschedule your lesson within the same month / payment cycle).
- If you want to cancel your lesson that is possible but no money will be refunded.
- In exceptional circumstances and with the agreement from the teacher, lesson will be transferred to the next month / payment cycle.
- If you are sick, you can reschedule within 5 hours before your lesson.
- Students are expected to attend all booked lessons. Unexcused absences can lead to cancellation of the contract.
- If the teacher has to cancel a lesson, they will try, together with the student, to reschedule for another time. If this is not possible the lesson will be refunded.

## Communication:

- For all regular communication please use [petronella@swedishcellist.com](mailto:petronella@swedishcellist.com). I am answering emails during my working hours (9:00 to 20:00) on working days (Wednesday to Sunday) and in most cases you can expect an answer within 24 hours. I do not answer emails on Mondays and Tuesdays (my days off).
- If you want to inform your teacher about a urgent matter, you can text to **+31 64 37 092 38**.
- Students who follow online lessons, will receive information with a personal link to attend the class before the lesson.

## Termination:

- If you decide to stop with regular music lessons, please inform your teacher at least 2 weeks in advance, so there is enough time to offer your spot to someone on the waiting list. Also please inform the teacher if you are not going to attend lessons for a time period longer than 4 weeks.

## Code of Conduct:

- Students are expected to arrive on time. I know that sometimes different events can delay your arrival, however the lesson will end on the scheduled time, regardless of your arrival time. I must stick to my schedule in order to be fair to all students.
- You are encouraged to suggest new songs/pieces to the teacher. Please let them know in advance so they can prepare the lesson. Feel free to let your teacher know your musical preferences in order to tailor the program to your interests.
- Please do not come to in-person lessons, if you are experiencing signs of sickness (very runny nose, sore throat, a lot of coughing, fever, etc.) We can reschedule the lesson if you are sick.
- Students are encouraged to practice between sessions, as this will help with the progress.
- If you are following online lessons, I expect you to show the same attitude as in in person lessons. Please follow your lesson in proper surroundings and properly dressed. In case of not being appropriate in online lessons, the lesson will be stopped immediately without a refund.

## Referrals & Reviews:

- Nothing beats referrals & reviews from my current students. If you feel up to leaving a google review about "A Swedish Cellist - Petronella Torin", I would be very grateful and give you a 10% discount for the next lesson as a thank you.
- If you refer a new student, you can also get a 10% discount on your next lesson, if they book a lesson.

**By booking the lesson, you agree to these School Policies.**