



Terms and Conditions

WINTER/SPRING 2020-2021
ONLINE GROUP LESSONS

By paying for and attending Happy Keys Piano Group Lessons Online, you are agreeing to our terms and conditions:

Notice Period

Please give at least half a term's notice if you wish to discontinue your lessons in order to avoid being invoiced for the next term. This gives time for the timetable or classes to be adjusted if needed, to tailor the curriculum, and to allow anyone on the waiting list to take up a space in a full class. This notice period is enforced without exception.

Payment

Once you have completed your paid three-week trial, you will be asked to set up auto-pay in our online portal. Payments will then be taken from 1st of each month and will amount to the number of lessons there are in that month. If your three-week trial ends just after the start of the month, we may invoice you for the rest of the month, which you pay manually, and then set up auto-pay for the following month.

Lesson Expectations

If a child is finding it difficult to settle into the online lesson routine and becomes disruptive, we will take steps to ensure that this does not affect lessons, in the first instance talking to parents, but ultimately asking the child to leave without a refund.

Students are expected to show up on time and ready to begin lessons. Parents are expected to be on the side for support and to facilitate learning during lessons.

Photographs

KeyNotes Music and Happy Keys Piano may occasionally take photographs/videos of lessons and may use these in marketing materials and/or on social media, or - more commonly - use them for training purposes. **Please state specifically if you would prefer your child not to be in photographs/videos used for these purposes.**

Portal

As a Happy Keys parent you will have access to your own online portal. This enables you to see your timetables, invoices, extra downloads, lesson notes, KeyNotes news and communications, and keep a practice log. Information may be communicated through this portal so it is important that you check it on occasion. Important information will be e-mailed as well.



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Absence and Lesson cancellations

If you cannot attend a class for any reason, it will not be refunded. You may have access to the recorded class video or a practice video for the lesson missed, so that your child can catch up at home.

If a teacher cannot make a lesson we shall do our best to hire a sub. If this is not possible we will cancel the lesson and notify you by e-mail and text*.

Communication

Communication with parents is extremely important to us. These are the ways in which we ensure we are communicating with you in order to maximise your child's experience with us:

- **Portal:** Through our portal we can send lesson notes if there is something noteworthy to tell you about your child's lesson. You will also receive automated e-mails and occasionally text messages* through our portal.
- **Termly feedback:** At the end of each term we will send feedback on how your child is getting on with relation to the set of objectives for their level.
- **Applications that may be used in our program:** My Music Staff, Whiteboard.chat, Zoom, ClassIn, Google Slide, and Rock It Out Live
- Please do contact Miss Donna Huang with any issues/concerns you may have

Data Protection and Online Security

In order to book lessons with us, you will need to provide us with your e-mail address, name, child's name, child's date of birth and phone number. These details enable us to contact you regarding your lessons, add your child to class lists, and ensure that they are placed in the right class in accordance with their age.

We upload the information that you provide to a portal, managed by My Music Staff. Having audited our data protection and security procedures, we know that we are GDPR-compliant. If you would like to view the privacy policy of My Music Staff or Paypal (our payments processor), please contact us.

Your data will never be passed onto anyone, ever.

We will use your contact details in order to communicate with you about your KeyNotes lessons and Happy Keys Piano and for no other reason.

*You will only receive text messages if we have your phone number. Please check your preferences under Settings in your portal to update your contact details. Once you have added your mobile number, tick the box to allow us to text regarding lesson cancellations.