

Terms and Conditions

Environment

To ensure a focused and enjoyable experience, both the student and teacher must have a quiet, undisturbed environment during lessons. Lessons must be held in a space free from distractions.

Performance Preparation

Repertoire selection will be agreed upon between you and your assigned STAR Platform specialist. You are responsible for sourcing your sheet music in either printed or digital form before your lesson.

If you are preparing for diploma exams (e.g., ABRSM), your STAR Platform specialist will guide your preparation and will confirm when you're ready to book. STAR Platform may also assist with exam registration.

You may be invited to participate in live mini-concerts and masterclasses with other students.

Lessons

After your free 15-minute consultation, you may choose from 30-, 45-, or 60-minute lessons. Lessons are delivered in person or online, as agreed.

For online lessons, you must ensure:

- A stable internet connection of at least **2 Mbps**
- Your device and software are functioning properly before the lesson

All lessons start and end on time to avoid delays for others. If a teacher cancels a lesson **after less than half the lesson has occurred** due to technical issues, the lesson will be **rescheduled within 7 days**.

Lesson Recordings

STAR Platform may use photos, audio, or video recordings of lessons for promotional purposes **with your consent**.

Students may not record any part of a lesson without **prior written permission** from STAR Platform.

Lesson Regularity

For optimal progress, we recommend taking one lesson per week over a minimum period of 12 weeks.

Limitation of Liability

While STAR Platform aims to help students make progress, results are not guaranteed. To the fullest extent permitted by law, STAR Platform disclaims any liability for:

- Academic outcomes
- Any direct or indirect loss or damage
- Errors or omissions in provided materials

Payment

After the free consultation, you may select a suitable lesson package and enter into a **3-month contract**.

- Full payment is due before the first lesson, unless paying in three equal monthly instalments (due at the start of each month)
- Payments must be made via STAR Platform's official payment channels
- Lessons may not be booked or attended until payment is received

Once payment is confirmed, you'll be asked to provide your availability so we can schedule your time slot. Ongoing students are given **priority booking**.

Database Access

Upon purchasing your first lesson package, you will gain access to exclusive video content via STAR Platform's social media channels.

- This content is copyrighted
- It is for **personal use only**
- **Sharing or distributing** this content to third parties is strictly prohibited
- Access is valid for the duration of your contract

Cancellations and Refunds

- To reschedule a lesson, you must give at least **48 hours' notice**
- Rescheduled lessons must be completed within **7 days**, at a mutually convenient time
- No refunds will be issued for student absences or cancellations
- If your teacher cancels, you may:
 - Reschedule within 7 days, or
 - Be offered an alternative teacher

All lessons must be completed within the 3-month contract period.

Termination of Lessons

Lessons may be discontinued by mutual agreement. Either party (student, guardian, or teacher) may choose not to book further lessons.

However, once a **3-month contract** is agreed:

- You may only cancel with a **1-month written notice**
- No refunds are given for missed or unused lessons

Agreement

By enrolling, you acknowledge and agree to the following:

- I agree to pay fees **in advance** before booking lessons
- I understand lessons must be taken within the scheduled contract period
- I understand **no refunds** are issued for absences
- I acknowledge STAR Platform will communicate via **email**, and I am responsible for providing a valid, updated address
- I give consent for my child(ren) to receive music instruction from STAR Platform
- I release STAR Platform, its staff, and affiliates from any liability for personal injury, property loss, or damage occurring during lessons or STAR Platform-related events
- I agree that STAR Platform may use lesson photos/videos **with my prior approval**
- I have listed below any special medical issues that may affect lesson participation

Data Protection (GDPR Compliance)

In compliance with Article 24 of the **General Data Protection Regulation (GDPR)**:

- Your personal data will only be used for lesson-related communication, including scheduling, payments, performances, or exams
- Your data will **never** be shared with third parties without your explicit consent

Code of Conduct (Short Version)

To ensure a respectful and productive learning environment:

- Be on time and prepared for each lesson.
- Speak and act respectfully with teachers, students, and staff.
- Use appropriate language and behavior during lessons.
- Keep your lesson space quiet and free of distractions.

- STAR Platform may suspend or cancel lessons if this Code is not followed.

By joining STAR Platform, you agree to follow this Code of Conduct.