



***INFINITY MUSIC CENTRE FZ-LLC***

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## **TERMS & CONDITIONS**

### **Registration and Fees**

- All fees are non-refundable, subject to Terms and Conditions.
- New students have 1 month to start the package from the date of purchase. Any package that is not started within this timeframe will be forfeited.
- Studio recording time must be used within 1 month from the date of purchase. Any studio recording time that is not used within this timeframe will be forfeited.
- Minimum time for studio recording is one (1) hour. If the recording time exceeds full hour for 1 to 30 minutes – there will be additional charge of 100AED. If the recording time exceeds full hour for 31 to 60 minutes – there will be additional charge of 200AED.
- The promotional discount may vary and is subject to change.
- Infinity will help students to do all necessary preparations for International Exams which includes – registration, recording and uploading the video. Infinity is not responsible for the final score and results of the International Exams. Students bare the financial weight of any requirements set by International Exams.

### **Schedule and Lesson Packages**

- Classes/Recording timing allocation is subject to schedule availability. If student/customer can no longer attend classes/recording at designated time, it is the responsibility of the student/customer to inform Infinity so the new timing can be set.
- Students are expected to attend regularly to their scheduled classes (according to the package – once a week or twice a week).
- Every lesson package has expiration date that is counted from the date of 1<sup>st</sup> lesson in the package. After the expiration date all remaining lessons are forfeited. Lesson package cannot be extended unless there is valid medical reason (proof must be provided), package freezing is availed (during July/August) or in case of Force Majeure.
- Expiration time of once-a-week lesson package is – 6 weeks for 5 lessons (from the date of 1<sup>st</sup> lesson), 12 weeks for 10 lessons (from the date of 1<sup>st</sup> lesson), 24 weeks for 20 lessons (from the date of 1<sup>st</sup> lesson).
- Expiration time of twice-a-week lesson package is – 6 weeks for 10 lessons (from the date of 1<sup>st</sup> lesson), 12 weeks for 20 lessons (from the date of 1<sup>st</sup> lesson), 24 weeks for 40 lessons (from the date of 1<sup>st</sup> lesson).
- Additional lesson package freezing of maximum one (1) month can be availed once during July/August months. This freezing will extend package expiry for that period of time.
- Student can change the instrument at any time, but the package expiration cannot be affected.

### **Cancellation**

- Students are expected to attend regularly to their scheduled classes (according to the package – once a week or twice a week).
- If student/customer cannot attend their scheduled class/recording session, they must inform Infinity at least 24 hours in advance. In this case alternative timing will be provided to student within their package



expiration timeframe; alternative recording timing will be provided to customer according to studio availability.

- Alternative timing given to a student for a make up class must be at different time than all other classes from the package.
- In case of a no-show without prior notice the class/recording session is lost.

### **Centre Code of Conduct**

- Student/customer must arrive five (5) minutes before their scheduled time.

### **Data Protection**

- Infinity may take photos or videos during class/recording session in the purpose of training, records, marketing and social media, only with the prior consent of student/customer or parent/guardian.
- The personal information provided to Infinity will not be shared with anyone else. Infinity will hold them to enable its business being carried out properly.

### **Centre Policies**

- Infinity reserves the right to change the timing of the class/recording session due to teacher/studio being unavailable. Alternative timing will be provided in agreement with student/customer and it will not affect package validity and its expiration date.
- Infinity reserves the right to change the teacher if the current teacher is permanently unavailable. In this case Infinity will arrange the replacement of the teacher, no refund is given.

**These Terms & Conditions are final and they are not subject to any change or amendment.**

