



General Business Terms Kabok Voices - Workshop for Voice and Music

Registration

1. Registration can be completed using the registration form. By submitting the registration, you accept Kabok Voices' Business Terms and are officially enrolled in the music school. After we receive your registration, you will be sent an invoice. The invoice is due 14 days after receipt, and the specified amount is non-refundable.

2. By registering, you have the right to receive a one-time trial lesson of 45 minutes (minimum) or 60 minutes, as well as a one-time trial subscription consisting of 4 lessons of 30, 45, or 60 minutes each. The trial subscription must be terminated within 3 months from the first lesson; otherwise, the remaining lessons will be forfeited. The KV-Music Production subscription is an exception, as the trial offer is not valid for this subscription. To try the music production course, you can book a one-time consultation session of 45 or 60 minutes.

Withdrawal/termination

1. In case of unintentional registration, it is possible to withdraw within 3 days of registering. Withdrawal from a workshop is possible up to 2 weeks before the start of the respective workshop. In case of a timely withdrawal, any course fees paid will be refunded in full. The payment obligation remains in case of non-timely withdrawal.

2. *Regular subscriptions (KV-Biweekly and KV-Weekly), as well as combo subscriptions (KV-Artist – Easy, Intensive, Pro):* Withdrawal or departure from the music school is possible at the end of the respective regular subscription.

Notice of termination can be given up to one month before the expiration of the regular subscription or combo subscription. Withdrawal must be submitted in writing (by mail or email) no later than one month before the subscription termination. Failure to withdraw in a timely and proper manner results in the obligation to pay for the next subscription.

3. *Flexi subscriptions and trial subscriptions:* Withdrawal or termination from the music school is possible at any time but must be done in writing, as described above.

Payment

1. The tuition fee covers the services agreed upon in the registration.

2. You can pay the regular subscriptions and combo subscriptions in full or in 6 monthly instalments. Flexi subscriptions and trial subscriptions are not eligible for instalment payments.

3. The respective subscription or the first instalment of a regular subscription, combo subscription, or the total price of a workshop must be paid within 14 days of receiving the invoice and is non-refundable -- unless withdrawal has occurred in a timely and due manner (see "Withdrawal/Termination").

4. In case of late payment, an initial reminder will be sent free of charge, and a 10% surcharge will apply for delays exceeding 30 days.

5. If payment is not received after a reminder, lessons may be suspended until payment is received. The student will have no claim to any lessons missed.

6. Failure to pay a subscription does not constitute withdrawal or contract termination.

Redeeming a subscription

The respective subscription is considered redeemed from the first lesson onwards. A subscription must be redeemed within a maximum of 60 days of purchase. After that time, the subscription shall be automatically considered redeemed, and the duration (6 months or 4 years for Flexi subscriptions) begins.

Once the subscription is redeemed, the specific conditions regarding duration, periodicity, and cancellation policy apply. Other procedures are possible after consultation with the school management.

Teaching

1. The school year at the music school is divided into two semesters. The spring semester starts on 1st February and lasts until 31st July, while the fall semester starts on 1st August and lasts until 31st January. You can enrol in the music school at any time during a semester.

2. With a regular KV-Biweekly subscription, you can receive 10 lessons (with a bi-weekly frequency), and with the KV-Weekly subscription, you can receive 20 lessons (with a weekly frequency) of 30, 45, or 60 minutes each. From the first lesson of the subscription, you have 6 months to take your lessons; after that, the subscription's validity expires,

and so do the lessons not used. With a combo subscription (KVArtist – Easy, Intensive, Pro), you can receive 10, 20, or 30 lessons of 30, 45, or 60 minutes each. This subscription is also valid for 6 months from the first lesson of the subscription; after that, any unused lessons expire. Within the framework of a KVArtist subscription, you can combine solo singing with piano or guitar lessons. For all other subscriptions, except KV-Music Production, you can choose either vocal or instrumental lessons. With a Flexi subscription, you can receive 5, 10, or 20 lessons of 30, 45, or 60 minutes each.

3. The lesson schedule is individually arranged between yourself and the teacher. Typically, a fixed lesson day and time are established. This time is reserved for you. Alternative arrangements can be made with the teacher by mutual agreement. An exception is the Flexi subscriptions (see "Cancellation and Holidays"). With a Flexi subscription, you are not bound to a fixed lesson day or specific frequency.

4. The studio is closed on statutory holidays. Lessons falling on statutory holidays, Ascension Day, Easter, Pentecost, May 1st, August 1st, and Christmas will be rescheduled to a different date.

Cancellation and Holidays

1. The holidays of the teachers are announced in advance. Lessons cancelled by the teacher will be rescheduled and must be made up for during the respective subscription term for regular subscriptions.

2. If you are unable to attend a lesson, you are obligated to inform the music school of your absence at least 24 hours prior to the lesson for a regular subscription, combo subscription, trial lesson, or trial subscription. For a Flexi subscription, you must inform the school on the same day of the lesson by 08:30 am in writing (email, messenger services), or by phone. Without timely cancellation, the lessons are subject to the fee and will be considered as completed. The teacher is willing to reschedule the lessons that are cancelled regularly with the following limitation: You can cancel one lesson at most with a trial subscription, regular subscription, and a combo subscription twice. Regularly cancelled lessons must be taken during the subscription's duration (6 months); otherwise, they expire after the subscription ends. For further cancellations, the lessons are subject to the fee and will be deemed completed. These regulations do not apply to Flexi subscriptions, which have special conditions.

Special Conditions for Flexi subscriptions

The *Flexi subscription* is valid for 4 years from the first lesson of the subscription, and you can determine the frequency of your lessons yourself and cancel them by 08:30 am on the day of the lesson at the latest.

Special Conditions for Combo Subscriptions

KVArtist – Easy/Intensive/Pro

The combo subscription is valid for 6 months from the start of the first lesson of the subscription. Within the framework of a combo subscription, you can combine solo singing with piano or guitar lessons. Before the first lesson, you should determine the number and frequency of your lessons for each instrument separately and inform the respective teachers. Trying out a combo subscription is only possible within the framework of a trial subscription.

Conditions for KV - Music Production

With the KV Music Production subscription, you can book 5 or 10 lessons of 60 minutes each. After redeeming the subscription, you have 5 months to take your lessons; you can schedule the frequency of the lessons in consultation with the teacher.

Workshops

A workshop will take place when the minimum number of course participants is reached. Three weeks before the start of the course, the interested party is informed by email whether the course will take place or not. If it takes place, the course participant immediately receives an invoice, which must be paid within 14 days. Cancellation is free up to two weeks before the course date. In case of cancellation of a workshop less than two weeks and up to one week before the course starts, 50% of the course fee will be charged. For cancellations less than one week before the course starts, the entire course fee is due.

Jurisdiction: The place of jurisdiction is Zurich.