



General Terms and Conditions Courses & Workshops Cpunt

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1. Applicability

- 1.1 These general terms and conditions apply to all offers from and all agreements between Stichting Cpunt (hereinafter: "Cpunt") and the participant in a course or workshop organized by Cpunt.
- 1.2 "Participant" means any natural person not acting in the course of a profession or business. Where applicable, this also includes parents/guardians and payers.
- 1.3 By registering, the participant accepts these conditions and the associated payment obligation.
- 1.4 Any general terms of the participant are expressly excluded.

2. Registration

- 2.1 Registration is only possible via the website cpunt.nl.
- 2.2 Registrations are processed in order of receipt. Residents of Haarlemmermeer are given priority over non-residents, including on waiting lists.
- 2.3 Participants receive an automatic confirmation upon registration. Confirmation of participation will follow later by email.
- 2.4 All communication takes place via the email address provided by the participant. SMS is used only for class cancellations.

3. Types of Participation and Agreement

- 3.1 Subscriptions (regular music lessons, music groups and bands, adult choirs, and ensembles) continue until cancellation.
- 3.2 Courses with a fixed start and end date require a new registration each time.
- 3.3 Music à la carte: 5 or 10 individual lessons, from age 13, to be taken within one course year. Cancellation required at least 24 hours in advance.

4. Rates and Payment

- 4.1 For participants aged 21 and older, prices include 21% VAT (based on the start date of the course).
- 4.2 Rates are listed on cpunt.nl. A 3% discount applies for full payment in advance. Additional costs (e.g., materials) are not included unless otherwise stated.
- 4.3 Payment is only possible via direct debit. Fewer payment terms may apply if starting mid-course.
- 4.4 If a payment is reversed without Cpunt's fault, the participant must transfer the amount manually. Reminders are sent after 2 and 4 weeks. Then a formal notice follows. Access may be denied.
- 4.5 The payer must be at least 18 years old.

5. Discounts

- 5.1 Only one discount per registration applies, except for early bird discounts. Proof must be submitted within 14 days via info@cpunt.nl.
- 5.2 Student discount: 25% for full-time students (not secondary school), up to 27 years old. Proof of enrollment (academic year 2025–2026) must be emailed before September 15 or within 14 days of registration.
- 5.3 HaFa discount: 41% for members of a marching band/fanfare with weekly lessons, theory exam, and proof of membership submitted before November 1.
- 5.4 Early bird discount: 5% when registering in June for the new course season (not for subscriptions).
- 5.5 No discounts apply to workshops or trial music lessons.

6. Additional Arrangements

- 6.1 Leergeld Haarlemmermeer: support for low-income families (meerleergeld.nl).
- 6.2 (Young) Haarlemmermeer participates: support for activity participation.
Info via haarlemmermeergemeente.nl.

7. Cancellation

- 7.1 Cancellations must be sent by email to info@cpunt.nl.
- 7.2 Right of withdrawal: 14-day reflection period for online registrations unless the course has already started.
- 7.3 Subscriptions:
 - First season: cancellable at two points in the season – before July 1 or December 1.
 - Afterwards: monthly cancellation with 1-month notice.Example: cancellation email on October 15 = termination per December 1.
- 7.4 Courses:
 - Free cancellation up to 6 weeks before start.
 - Full course fee is due after that.
- 7.5 Long courses (more than 25 lessons or longer than 5 months): cancellation before December 1 = ends January 1. No refund for late cancellations.
- 7.6 Exception to payment: only in cases of long-term illness/accident (no lessons for more than 2 months), based on a motivated written request. Cpunt will assess and decide.

8. Changes and Cancellations

- 8.1 Cpunt reserves the right to change or cancel activities due to low enrollment or force majeure.
- 8.2 Music lessons: in case of cancellation, we strive for rescheduling or replacement by another teacher. No refunds.
- 8.3 Courses: in case of canceled sessions, end date may be extended. We strive for replacement in case of long absences. No refunds.
- 8.4 Participant cancellations: no right to refund or extra lessons. Please inform the teacher or email info@cpunt.nl with relevant details.
- 8.5 Lessons cannot be paused or rescheduled.
- 8.6 Missed lessons cannot be taken in another course or season.

9. Privacy

See cpunt.nl for Cpunt's privacy statement and all information about data processing.

10. Liability

Cpunt is not liable for theft, damage, or accidents. Statutory liability is insured. Dutch law applies.

11. Other Provisions

- 11.1 Disclaimer: Information on cpunt.nl may differ. The final invoice is binding.
- 11.2 Suggestions for improvement: Feedback is welcome via info@cpunt.nl.