



General Terms and Conditions Courses & Workshops Cpunt

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Table of Contents

1. Applicability	03
2. Registration	03
3. Types of Participation and Agreement	03
4. Rates and Payment	04
5. Discounts	04
6. Additional Arrangements	04
7. Cancellation	05
8. Changes and Cancellations	06
9. Privacy	06
10. Liability	06
11. Other Provisions	06

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. If a parent/guardian or third party pays or registers on behalf of a minor participant, that person declares to be authorized to do so and accepts these terms and conditions on behalf of the participant.
- 1.4 By registering, the participant accepts these terms and conditions and — after confirmation by Cpunt — a payment obligation arises.
- 1.5 Deviations from these terms and conditions are only valid if confirmed by Cpunt in writing (email suffices).

2. Registration

- 2.1 Registration is only possible via the website cpunt.nl.
- 2.2 Registrations are processed in order of receipt. When a course/workshop has reached the maximum number of participants, the participant will automatically be placed on a waiting list. For regular music lessons, the participant remains on the waiting list until space becomes available with the teacher.
- 2.3
 - a) After registration, the participant receives an acknowledgement of receipt by email.
 - b) The agreement is concluded once Cpunt has confirmed the registration by email.
 - c) If the participant is placed on a waiting list, an agreement will only be concluded once Cpunt and the participant have agreed on placement.
- 2.4 All communication takes place via the email address provided by the participant. SMS is used only for class cancellations.
- 2.5 The participant is responsible for keeping contact details accurate and up to date. Messages sent by Cpunt to the provided email address and telephone number are deemed to have been received.

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.
- 3.4 Trial lesson on a musical instrument: this trial lesson is free of charge if the participant registers for follow-up lessons on the same instrument within one month after the trial lesson. This also applies when participating with that instrument in Muziekmakers or Muziekbende.
- 3.5 For courses consisting of 30 lessons for children up to 18 years old, it is possible to attend a trial lesson. The trial lesson is free of charge and without obligation.
- 3.6 Participation is personal (see also article 11.6) and may not be transferred without Cpunt's permission.

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 payment in a single installment (exceptions are stated per course on the website).
Unless otherwise stated, the following costs are not included in the rates:
- coffee and/or tea;
 - purchase or rental of musical instruments;
 - purchase of music books or CDs;
 - purchase of dance clothing;
 - additional material consumption (for example precious metals).
- 4.3 Payment is only possible by direct debit. The (installment) amount will be debited from the specified bank account in the month the activity starts or no later than the following month, around the first day of the month.
In case of later enrolment, the course fee will be calculated pro rata based on the number of lessons to be attended. Installment payments will be reduced proportionally.
- 4.4 In the event of a reversal of payment by the participant, the participant must transfer the relevant amount within 14 days. If payment is not made in time, the amount will be debited again the following month. If payment in installments applies, two installments will be debited the following month. If payment remains outstanding, access may be denied and further measures may be taken.
- 4.5 If Cpunt is required to incur (judicial) collection costs, these costs will be charged to the participant insofar as permitted by law.

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 The participant is responsible for submitting the correct supporting documents on time in order to qualify for discounts and/or other arrangements. For each new course season, an up-to-date supporting document must be provided.
- 5.3 Student discount: 25% for full-time students in the 2026–2027 academic year (excluding secondary education), up to 27 years old. Proof of enrolment from the educational institution, including the participant's details and confirmation of full-time enrolment for the 2026–2027 academic year, must be emailed before September 15 or within 14 days after registration.
- 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

Are you currently unable to easily afford the costs of Cpunt? For children aged 4 to 17, financial support may be available through Leergeld Haarlemmermeer.

- 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

Right of withdrawal:

For online registrations (distance agreements), the participant has the right to withdraw from the agreement within 14 days after concluding the agreement, without stating reasons.

If the services (the course, workshop or lessons) start within this 14-day withdrawal period, withdrawal is no longer possible.

By registering for an activity with a start date within 14 days, the participant acknowledges that the services commence before the withdrawal period has expired and that withdrawal is therefore no longer possible.

Insofar as withdrawal would nevertheless legally remain possible despite the above, the participant shall owe a proportional payment for the part of the services already provided up to the moment of withdrawal.

Withdrawal can only take place by means of an unambiguous statement sent by email to **info@cpunt.nl**.

- 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.
- 7.3a Cancellations always take effect at the next possible termination date in accordance with the above scheme; Cpunt confirms cancellations by email.
- 7.4 Free cancellation up to six weeks before the start date.
In case of later cancellation, the full course fee is due.
- 7.5 a) Definition: Long-term courses are courses consisting of more than 25 lessons or with a duration of more than five months.
b) Termination moment: Cancellation before December 1 results in termination as of January 1.
c) Late cancellation: In case of late cancellation, the participant remains liable for the course fees until the next possible termination date.
- 7.6 Exception to payment obligation in case of long-term medical inability:
In the event of long-term illness, accident or medical treatment preventing a participant from attending lessons for at least 6 consecutive weeks, the participant may submit a written request for interim termination of the course.
Such a request will only be considered from the moment it has been reported by email to info@cpunt.nl and must include a brief explanation.
Cpunt assesses each request individually and determines, taking reasonableness into account, whether and in what form compensation will be granted.
- 7.7 Interim cancellation due to relocation:
Interim cancellation is only possible in case of relocation outside the municipality of Haarlemmermeer.
In the event of relocation outside Haarlemmermeer, proof of registration in the new municipality must be provided.
If the cancellation is submitted in time, the actual relocation date applies. If the information is submitted afterwards, the date of receipt of the written notification applies.
Once the cancellation has been accepted, the participant will receive confirmation of deregistration and a final settlement, after which the payment obligation ends.

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 the event of cancelled lessons due to absence of the teacher or any other cause, Cpunt will attempt to reschedule the lessons at another time. No refund of course fees will take place, even if the lessons cannot be rescheduled. If the teacher is absent for more than two consecutive weeks, Cpunt will strive to arrange a replacement.
- 8.3 Courses: in the event that one or two lessons are cancelled, the end date of the activity may, where possible, be extended so that the full programme can still be completed. No refund of course fees will take place, even if the lessons cannot be rescheduled. If the teacher is absent for more than two consecutive weeks, Cpunt will strive to arrange a replacement.
- 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. Insofar as Cpunt processes personal data, this shall take place in accordance with the privacy statement and applicable legislation.

10. Liability

- 10.1 Participation in activities takes place at the participant's own expense and risk, insofar as permitted by law.
- 10.2 Cpunt is not liable for loss, theft or damage to the participant's personal belongings, unless the damage is the result of intent or deliberate recklessness on the part of Cpunt or its management.
- 10.3 If Cpunt is liable, such liability shall — insofar as permitted by law — be limited to the amount paid out under Cpunt's liability insurance, increased by any applicable deductible.
- 10.4 These limitations do not apply where mandatory law prevents such limitation.

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.