

GENERAL TERMS AND CONDITIONS **valid from 1 January 2020**

§1 Appointment arrangements

- § 1.1 An appointment (verbally as well as in writing) is considered binding. Until at 48 hours before the agreed appointment, it is possible to cancel the appointment without payment (hereinafter referred to as the 48-hour rule). Thereafter, the unit will be charged in full at the rates that were valid at the time of the appointment.
- § 1.2 In case of death in the family and illness, depending on the situation of the individual case at the discretion of GUITAR STUDIO GRAZ an exception to the 48-hour rule may be made. In exercising this discretion, the student's fault for the omission and the possibility of timely notice are the main factors.
- § 1.3 If a student arrives too late for his unit, the full unit will be charged, but only the remaining time can be used.
- § 1.4 In case of non-appearance the full unit will be charged.

§2 Units/packages/payment

- § 2.1 Upon request, a "Welcome Package" of 45 minutes each can be claimed for € 35,-.
- § 2.2 After a possible "Make Sure Package" of 2 units for a total of € 75,- of 45 min. each, you should decide whether you want to continue or not. The units of this Package have to be completed within one month after the start of this Package. After that, the units not used during this period of time expire.
- § 2.3 After that there are only "Regular Packages" of 10 units (€ 400,-), whose units are to be used within 6 months after the beginning of the respective block. Thereafter, the units not used during this period of time shall expire. After the 10th unit has been used, the client is entitled to a free unit.

- § 2.4 Payment of the respective total amount is to be made in advance.
- § 2.5 For a purchased package, neither a cash redemption nor a full or partial refund of the money is possible.
- § 2.6 In case of violation of the 48-hour rule, GUITAR STUDIO GRAZ is entitled to charge a unit included in the pack or to debit a unit of the pack, whereby § 1.2 applies accordingly.

GUITAR STUDIO GRAZ STUDENT SHEET

SURNAME, FIRST NAME: _____

ADDRESS: _____

EMAIL: _____

PHONE: _____

I have taken note of the GUITAR STUDIO GRAZ General Terms and Conditions, valid from 1 January 2020, and agree with their contents.

I would like to receive the GUITAR STUDIO GRAZ newsletter by email.

YES NO

Place, Date: _____ Signature: _____