



# CKE Registration Terms and Conditions for Courses and Workshops

## Season 2026-2027

We're happy that you want to take a course or workshop at CKE. Below you'll find the most important terms and conditions.

## Definitions

- **Course:** a group course (with at least two students) in music, dance, visual arts, theatre, musical theatre, or word. A course lasts 9, 18, or 36 weeks. The duration matches the content and learning goals of the programme.
- **Workshop:** a short, accessible activity in music, dance, visual arts, theatre, musical theatre or word. A workshop can be a one-time event (such as a masterclass) or run as a series of up to 8 weeks. Workshops are used, among other things, to introduce a technique or specialism, to take part creatively in a low-threshold way, or to try out new ideas for the course programme.
- **Talent Programme:** a special programme within CKE's Talent Development pillar, focused on broadening and deepening your own artistic identity. There are six talent programmes: for young people ages 12 to 18 in dance, music, visual arts, or theatre, for ages 8 to 12 for the Junior Programme in dance or music. Participants build a personal development plan and portfolio. Admission is by auditioning or intake interview. Separate terms and conditions apply to the Talent Programmes. Visit [cke.nl/talent](http://cke.nl/talent) for more information.
- **Werkplaats:** an in-depth course of 36 weeks for advanced students who want to work more independently in their own art form. The teacher is a coach who is present for 50% of the course. The Werkplaats gives space for personal artistic growth and working on personal goals. Students also learn a lot from each other. Admission is by intake interview. The course ends with a presentation or exhibition during De Ontdekking.
- **Season:** the season runs from 1 August 2026 to 31 July 2027.

## Course blocks

The 2026-2027 season consists of four course blocks. A 9-week course runs within one course block, an 18-week course runs across two consecutive course blocks, and a 36-week course runs throughout the whole season.

### Course block 1

Monday 31 August 2026 to Saturday 7 November 2026

### Course block 2

Monday 16 November 2026 to Saturday 30 January 2027

### Course block 3

Monday 15 February 2027 to Saturday 17 April 2027

### Course block 4

Monday 3 May 2027 to Saturday 3 July 2027

## Schedule weeks

When a lesson is cancelled because of CKE or the teacher, it is made up during the scheduled week at the end of the relevant course block.

### Schedule week course block 1

Monday 9 November 2026 to Saturday 14 November 2026

**Schedule week course block 2**

Monday 1 February 2027 to Saturday 6 February 2027

**Schedule week course block 3**

Monday 19 April 2027 to Saturday 24 April 2027

**Schedule week course block 4**

Monday 12 July 2027 to Saturday 17 July 2027

**Extra schedule week course block 4 (because of public holidays in this block)**

Monday 5 July 2027 to Saturday 10 July 2027

## De Ontdekking

CKE organises the event De Ontdekking twice each season. It's an invitation to wander, to get lost, and to be surprised, in our building, in culture, and in art.

De Ontdekking is open to (future) students, amateur artists, and the public. During the event, there are workshops, presentations, drop-in moments, and cultural activities.

For a course, a presentation or cultural activity during De Ontdekking can be part of the course programme, when this is a natural part of what is being learned and made during the course. Preparation and attendance (including the teacher's) is then part of the course fee. The teacher will plan this activity together with the students.

The editions for the 2026-2027 season are:

**De Ontdekking 1**

Friday 29 January 2027 to Sunday 31 January 2027

**De Ontdekking 2**

Friday 9 July 2027 to Sunday 11 July 2027

## Individual music lessons with external teachers

At CKE, you can take individual music lessons with external, certified professional teachers. They have been selected by us based on their knowledge, skills, and experience. Communication and billing are handled directly through these teachers. You can find the available options at [cke.nl/lessen-van-externe-docenten](https://cke.nl/lessen-van-externe-docenten).

## Personal contact with the course administration

Communication about courses and workshops is handled by email. Please use our email address [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl). Make sure we are informed of your current email address and keep it up to date.

## Updates via newsletters

As a student, you'll receive general information about courses and workshops by email. Want to stay up to date with the latest CKE news? Sign up for our newsletter. You can unsubscribe at any time. On our website, you'll also find answers to frequently asked questions about our courses and workshops.

## Introductory lesson and intake

We offer ways to help you find out if a course suits you.

### Introductory lesson

The first lesson of a course is an introductory lesson. It takes place on the start date of a course block (see the planning above). During this lesson, you can experience whether the course suits you. From the introductory lesson, you have 48 hours to reconsider. If you cancel within these 48 hours, you'll only be

charged for that one lesson. That is, for example, 1/9 of the course fee for a 9-week course. After that, your registration is final.

The first lesson of every course of 9, 18, or 36 weeks is an introductory lesson. Workshops do not have an introductory lesson.

If you join a course mid-season, the introductory lesson does not apply. Arrangements with the teacher are made beforehand; see also 'Joining a course mid-season'.

## **Intake**

For the Werkplaats, duo lessons, and band lessons, an intake interview is required. During the intake, the teacher discusses with you whether the course matches your level, wishes, and learning goals.

Participation in an intake is free. You plan an intake in consultation with CKE and the teacher. After registering, you'll receive more information.

## **Enrolment and placement confirmation**

You can enrol for a course or workshop online. Simply click the 'Inschrijven' button next to the course of your choice. Fill in the enrolment form completely and click 'Verstuur' to send it. You'll receive a confirmation email with a copy of your details. Once your enrolment has been processed, you'll get a placement confirmation. If you don't have access to a computer or need help enrolling online, you're welcome to visit the CKE reception during opening hours. The staff will be happy to help.

### **Enrolment for a group course or duo music lesson without a fixed start time**

On the online enrolment form, indicate your preferred time(s) in the comments section. If you'd like to take the course with someone else, please include their name there too. Please note: this person must enrol separately. The course administration will match the enrolments. After the intake, the teacher decides who you'll be paired with, based on factors such as level and age. If your preferred time isn't available or no suitable partner can be found, you'll be placed on the waiting list.

## **Enrolment is final and subject to a minimum number of participants**

After we receive your enrolment form for a course or workshop, you'll get a placement confirmation. All courses and workshops are subject to having enough participants to go ahead. For workshops, we decide one week before they start whether they will take place. For courses is this decision made no later than four weeks after the start. If the course won't continue, you'll only be charged for the lessons that were given. We'll also be happy to advise you on other suitable course options.

## **Legal cooling-off period after (online) registration**

When you enrol (online) for a course or workshop, you'll have 14 days to change your mind. This period starts after you send the enrolment form. During this time, you can cancel without giving a reason. Any course or workshop fee you've paid will be refunded. The 14-day cooling-off period always applies, even if the course starts within those 14 days. If you already attended one or more lessons during this time, you will be charged for the lessons you followed.

## **Cancelling your registration**

To cancel, send an email to [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl). Cancellations are up to 2 weeks before the start date and are free of charge. After that, we charge a cancellation fee:

- **One-day workshop:** 100% of the lesson fee
- **Workshop series:** 50% of the lesson fee
- **Course of 9, 18, or 36 weeks:** the cost of one introductory lesson (see also 'Introductory lesson and intake')

## Joining a course mid-season

If there's room, you may be able to join a course mid-season. This will always be in consultation with the teacher. For example, to check whether the level fits the group. If you join mid-season, the course fee is calculated pro rata; you pay for the lessons you attend. The introductory lesson does not apply to mid-season participants.

## Is there a waiting list?

If a course is full, you'll automatically be placed on the waiting list. You'll receive an email about this, including suggestions for alternatives. If a spot opens in your chosen course, the course administration will contact you. The waiting list is handled in order of registration. If you no longer want to stay on the list, let us know.

## Re-enrolling after your course ends

We don't use automatic re-enrolment for courses or workshops. This means your registration ends automatically when the course or workshop finishes. If you want to continue, you'll have to sign up again for the course or workshop of your choice. You can do this via the website or by contacting [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl). The full courses offered for the season are available online, so you can already enrol now, for courses that start later in the season or for multiple courses in a row.

## Withdrawing during a course or workshop

Whether you can withdraw mid-course depends on the type of course or workshop:

- **Workshops (one-time or as a series):** withdrawing during the workshop is not possible.
- **Course of 9 weeks:** after the 48-hour reconsideration period of the introductory lesson, withdrawing is no longer possible.
- **Course of 18 or 36 weeks (including the Werkplaats):** you can withdraw, with a 4-week notice period.

To withdraw, send an email to [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl). The notice period starts on the date you cancel. After your cancellation, you'll receive an email explaining how the course fee will be adjusted.

## Custom options often possible

CKE understands that personal situations can be different. If you have questions about our terms or run into any issues, we're happy to help. Just contact us at [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl), and we'll look at the options together. For example, you might need a special arrangement to join a course later or have a question about the notice period in a specific situation.

The same applies to how we group people by age. We use age categories for our offer, but a student who falls just outside a category may still be able to take part if it fits their level, motivation, and the teacher's advice.

## Changes or cancellation of a course

In some cases, we may have to stop a course early, for example, if the number of participants becomes too low. We make this decision carefully, always with our students in mind. We first look at other options, like combining groups or offering a different setup. If the course cannot be continued, you must only pay for the lessons that have already taken place.

## Lesson cancelled due to teacher illness or absence



If a teacher is ill or unavailable, we do our best to find a qualified replacement. We make sure this person fits the course content and teaching style. If we can't find a suitable replacement in time, the lesson will be cancelled. We'll let you know as soon as possible.

If a lesson is cancelled because of CKE or the teacher, it will be made up during the scheduled week at the end of the course block (see 'Scheduled weeks' in the planning above).

If a replacement or scheduled lesson is not possible, you'll get a refund for the missed lesson(s). This refund is processed automatically at the end of the season; you don't need to request it.

## **Course or workshop cancelled before the start date (after payment)**

If CKE cancels a course or workshop before it begins and you have already paid (in full or in part), you'll receive a full refund.

## **Course or workshop cancelled due to force majeure**

Force majeure means any unexpected cause or emergency that reasonably should not be at our risk. If we are unable to give one or more lessons because of force majeure, those lessons will be cancelled. You will be informed as soon as possible. If a teacher is absent (due to force majeure or other circumstances), we will do our best to find a professional, equivalent replacement. We carefully check whether the replacement has the right knowledge and teaching skills. We reserve the right to make changes to the teaching team without prior notice. No rights can be derived from the appointment of a replacement teacher. With this, we offer reasonable alternatives to fulfil the course agreement. If fulfilment is not possible at all due to ongoing force majeure, we will terminate the agreement. This means we are released from our obligation to continue the course. As a student, you must pay for the lessons given, including any alternative (online) formats. If you paid too much, we will refund the difference. We are never required to pay any fine or compensation.

## **Student is unable to attend**

Can't make it to a lesson? Please let your teacher know by email. Missed lessons cannot be made up and are not refunded.

## **Changes to the course offer**

CKE aims to offer up-to-date and inspiring courses throughout the year. We may change the course or workshop offer at any time, without giving a reason. The most current version can be found at [cke.nl/cursus](http://cke.nl/cursus).

## **Direct debit, one-time payment or monthly instalments**

We collect the course or workshop fee automatically by direct debit. For courses of 18 or 36 weeks, you can choose whether to pay in one go or in instalments.

- **Workshops and 9-week courses:** payment in one go.
- **18-week courses:** payment in one go or in up to 4 monthly instalments.
- **36-week courses:** payment in one go or in up to 8 monthly instalments.

The payment is collected approximately 2 weeks after the invoice is sent.

## **Direct debit reversal and reminders**

Is something wrong with a direct debit? Would you prefer to transfer the amount yourself, or is your bank account number no longer correct? Please contact us as soon as possible at [cursusadministratie@cke.nl](mailto:cursusadministratie@cke.nl), and we'll sort it out together.



If a direct debit is reversed, we include the amount in the next direct debit run. If you pay in instalments, it will be collected with the instalment for the new period.

If the direct debit doesn't go through for any reason, we'll send you an email with the payment details, and you'll have 2 weeks to pay. If the amount is not paid within that period, you can unfortunately no longer take part in the lessons until the payment is made. Missed lessons during this period cannot be made up and will not be refunded.

If payment is still not made after that, we reserve the right to pass the claim on to a debt collection agency.

## **Discounts**

The discounts below apply within the 2026-2027 season (1 August 2026 to 31 July 2027).

### **Ongoing Learning Discount**

We encourage students to continue their creative journey at CKE. Anyone who takes multiple courses within one season receives a 5% discount per additional course. The discount is applied to the cheapest course(s): for two courses, on the cheapest one; for three courses, on the two cheapest; and so on. The discount applies per person.

### **Household Discount**

We also invite multiple people from the same household to take courses together at CKE. Each household receives a 5% discount for every additional student (from the second one onwards). The discount is applied to the cheapest course(s) in the household: for two students, on the cheapest course; for three students, on the two cheapest courses; and so on. We calculate the Household Discount at the end of the season and settle it against your payment.

Members of a household live at the same address, and their course fees are paid from the same bank account.

### **Payment Discount**

If you pay the full course fee for a course of 18 or 36 weeks in one go, you receive a 2% payment discount.

### **Combining discounts**

The Ongoing Learning Discount is applied immediately at enrolment. The Household Discount is calculated separately at the end of the season and is added on top of any Ongoing Learning Discount. The Payment Discount is separate and is awarded when you qualify for it.

### **Not applicable**

The discounts above apply only to courses of 9, 18, or 36 weeks. They do not apply to workshops, to the Talent Programmes, or to individual music lessons offered through partner organisations.

### **Discount schemes and support**

If you are unable to take part in CKE's offer due to financial reasons, support may be available under certain conditions. Please visit our discount and support page for more information.

## **Privacy and cookie policy**

When you enrol for a course or workshop, you share personal data with us. We handle your data with care and want to be clear about how we do this. Our Privacy and Cookie Policy will explain how we process your data and what your rights are.

## **Liability**

CKE is not responsible for any damage or loss of your personal belongings during lessons or activities at or by CKE.



We may change these registration terms during the year. Any updates will be announced on our website: [cke.nl/inschrijfvoorwaarden](https://cke.nl/inschrijfvoorwaarden).

These registration terms do not apply to individual music lessons offered through partner organisations.