



CKE enrolment conditions for courses and workshops Season 2023-2024

It's great that you want to take a course, workshop or talent stream (junior) or that you want to register for an ensemble or take part in a workplace. We've listed the most important conditions for you below. As of Season 2023-2024, CKE is offering individual music lessons only through collaborative partners. If you're looking for individual music lessons, please go to cke.nl/partners to see who our collaborative partners are.

Definitions

- a. *Bruis* weekends: We organise *Bruis* weekends at least three times a season and they're open to students, potential students and amateur artists. If participation in presentations, shows and performances is a part of the regular course, these activities will be taken into account in the calculation of the tuition fees.
- b. Courses: Courses are group courses (a minimum of two students) in the disciplines music, dance, visual arts, photography, multimedia, theatre, musical and the art of spoken word. The courses are structured in a number of lessons ranging from 2 to 36 lessons per season. In a course, one or more presentations, shows or performances during the *Bruis* weekends in the CKE building or elsewhere in the city may be included. In that case, these activities are regarded as being a part of the course and will be taken into account in the calculation of the tuition fees.
- c. Ensembles: Ensembles are courses in the form of orchestras, choirs or bands that are supervised in the relevant discipline by a conductor or music teacher.
- d. Season: The season runs from 1 August through 31 July.
- e. Talent streams: Talent streams in the disciplines of music, dance, visual arts and theatre and junior talent streams in music and dance are courses. The talent streams are structured in 30 lessons, 6 Talent Stream Days and 4 peer feedback moments per season. The junior talent streams are structured in 30 lessons and 4 peer feedback moments per season.
- f. Workplaces: Workplaces are a part of the visual arts courses. Participants can make use of the workplace at fixed times (including use of materials and equipment) without the supervision of a teacher. A teacher is only present during the first meeting, to explain things. During that first meeting, the teacher will assess whether your level of proficiency suits the use of materials and equipment.
- g. Workshop: A workshop (also master class) is a single group lesson or group activity in the disciplines of music, dance, visual arts, photography, multimedia, theatre, musical and the art of the spoken word.

Correspondence

All correspondence about enrolling in courses and workshops is by email. Use our email address for this: cursusadministratie@cke.nl. To enrol in Poptrack workshops, you can use the following email address: contact@poptrack.nl. Please make sure we always have your current email address.

We send general information about courses and workshops to a group of all students by email or digital newsletter. You can always unsubscribe from a digital newsletter, in which case you will no longer receive this information through the newsletter. On our website www.cke.nl/cursussen-en-workshops, you'll also find general information about courses and workshops. At www.poptrack.nl, you'll find general information about the Poptrack workshops.

Would you like to take a trial lesson?

Here at CKE, it's possible to take a trial lesson for any course consisting of 3 or more lessons. You can register for this trial lesson through the website. It isn't possible to take a trial lesson for a workshop.

Would you like to register for a trial lesson?

If you would like to take a trial lesson for a course, enrol yourself using the enrolment form on the website. In the 'remarks' field, indicate that you would like to take a trial lesson. The course administration will first send you provisional confirmation of a place and if there is still a place available, definite confirmation of a place. If no place is available, we'll put you on the waiting list. As soon as a place does become available, we will get in touch with you so that you can still take a trial lesson. You may only take one trial lesson per course. For more information, go to www.cke.nl/cursussen-en-workshops/proefles/ or get in touch with the course administration.

How do you enrol?

You can only enrol in a course or workshop online through our website www.cke.nl or www.poptrack.nl using the 'Enrol' button which is shown with each course or workshop. Complete the online form in full and click on the 'Enrol' button to submit it. You will receive confirmation of receipt by email, with a copy of the details entered. If you have no computer at home, or need help enrolling, you can also go to the reception desk at CKE during opening times.

How can I subscribe for a course Interplay or for a band without a predefined starting time?

You can subscribe for a course interplay or for a band via our website www.cke.nl. The course information lists the timeslots in which the lessons are each scheduled. When you subscribe, please leave a comment to mention your preferred timeslot. If you intend to participate in the course together (e.g. as a couple, as a trio, etc), please mention their name(s) in the comments too. Your individual subscriptions will be matched by CKE. Please do not that each of you needs to register individually.

When is my enrolment definite?

You will receive provisional confirmation of your place within two weeks of our receiving your completed enrolment in a course or workshop.

In the case of all group courses and workshops, your enrolment is subject to the minimum number of registrations being reached for the course or workshop to take place. As soon as the minimum number has been reached, we will confirm your place by email. If the minimum number has not been reached, we determine no later than *one* week before the start of workshops and no later than four weeks after the start of the course whether they will definitely take place. If there are too few enrolments within that period, the course will be cancelled. In that case, you will only be charged for the number of lessons given. We also

look to see if there are other possibilities open to you within the range on offer, so you can get to work with your creativity. In the specific case of enrolment in an ensemble, there is a trial period of four weeks on which definite enrolment is based, in agreement with the conductor or teacher. This trial period serves to determine whether your level of proficiency is in line with that of the group.

Does the statutory cooling-off period apply after enrolment (online)?

When enrolling (online) for a course or workshop you, as consumer, have the right to a 14-day cooling-off period after you have submitted the enrolment form. You may cancel your enrolment (online) during these 14 days without giving any reason. Any tuition fees already paid will be refunded.

Is it possible to cancel the enrolment?

Enrolment can only be cancelled, in writing, before the course or workshop starts. There will be no charge for a cancellation up till two weeks before the starting date. In the case of cancellation within two weeks of the starting date, a cancellation fee will be charged. In the case of courses, 10% of the cost of the course will be charged and for a workshop, the whole cost of the workshop.

Is it possible to join after the starting date?

It is possible to join courses after the starting date. Naturally, only if there is a place available. However, a trial period may be agreed to determine whether your level of proficiency is in line with that of the group. The tuition fees will be adjusted proportionally.

Is there a waiting list?

If a course is full, we will help you look for an alternative, if you wish. You may also, if you like, have your name put on a waiting list. As soon as a place becomes available in the course or with that teacher, the course administration will notify you. The waiting list will be processed according to the order of enrolments. Throughout the course year, the waiting list is periodically brought up to date and it automatically lapses at the end of the current season. If you decide in the meantime that you no longer wish to be on the waiting list, please get in touch with the course administration to perhaps look for an alternative.

Is my enrolment continuous?

No, CKE does not apply continuous enrolments for courses and workshops. That means that your enrolment will end automatically at the end of the course or workshop. If you'd like to carry on the next season, you can enrol again in a course or workshop of your choice.

Can I cancel my registration during courses or workshops?

If you want to cancel your registration in between times, we're sorry to hear that. Here is what is and is not possible:

- Cancellation in between times does not apply to a workshop and is not possible for a course of up to 15 lessons.
- In the case of courses consisting of upwards of 15 lessons, you may cancel enrolment by email to cursusadministratie@cke.nl and giving a period of notice of four lesson weeks. After we receive your cancellation, we will send you an email informing you of how the remaining fees will be offset against those already paid.

What happens if a course ends up with fewer than the minimum number due to cancellations?

In principle, such courses will continue on the same conditions. CKE will only cancel a course in between times if the number of students falls under the minimum number for a course with a minimum number of 2 students. In that case, you will only be charged for the number of lessons already given. We will also help you look to see if it's possible to take the course with other students. If that isn't possible, CKE applies a period of notice of four weeks.

What happens if a course is cancelled because a teacher is ill or unable to attend?

If a teacher is taken ill, we do everything in our power to find a substitute teacher. Sometimes we are unsuccessful, and the lesson has to be cancelled. We will inform you of that as soon as possible. In principle, these lessons will be caught up with during the rest of the course year. If substitution is impossible, the fees for cancelled lessons will be refunded. The refund of the tuition fees will be calculated on the basis of the number of cancelled lessons. You will receive the refund after the course has finished. You need take no action to request this.

What if a course or workshop is cancelled before the starting date and I have already paid (part)?

If CKE decides to cancel a course or workshop before the starting date and you have already paid (part), you will be refunded the money already paid.

What happens if a course or workshop is cancelled due to force majeure?

Force majeure in this case is: every strange cause, and every circumstance and calamity, the risk of which cannot reasonably be borne by us. If we are unable to give a lesson or lessons due to force majeure, this lesson or these lessons will be cancelled, and you will be notified of this as promptly as possible. CKE makes every effort to catch up these lessons or offer an alternative (online) form. In that way, we offer reasonable alternatives in order to fulfil the course contract. If force majeure makes fulfilment absolutely impossible, the contract will be terminated. This releases CKE from its obligation to fulfil the contract. The student is obliged to pay for the lessons already provided, including the alternative (online) lessons. Any excess tuition fees paid will be refunded. Under no circumstances is CKE obliged to pay any penalty or damages.

What should I do if I cannot attend a lesson?

If you cannot attend a lesson, notify your teacher by email. For Poptrack, you notify by email to contact@poptrack.nl. Missed lessons cannot be taken later and do not entitle you to a refund.

Changes to range

CKE may amend the range of courses and workshops on offer in between times (without giving a reason). You can find the most up-to-date version of our range on our website - www.cke.nl - or at www.poptrack.nl

Fees

Tuition fees for young people up to 21 years of age are exempt from VAT. For adults from 21 years, all fees include 21% VAT. If you are under 21 years of age but you enrol in a course for adults, you must pay the adult fee.

Direct debit, payment in one or monthly instalments

The tuition fees will be deducted automatically from your bank account. Workshops or courses consisting of up to 15 lessons will be deducted in a single payment. Courses consisting of upwards of 15 lessons will be deducted either in a single payment or in a maximum of 10 monthly instalments. The tuition fees will be deducted roughly two weeks after the invoice has been sent.

Discount of 2% if you pay in one

If you choose to pay the full tuition fees for a course in a single payment (after deduction of any family discount), you will receive 2% discount on the total amount due. This discount applies only to courses consisting of 30 or more remaining lessons per season.

Family discount

Are you, or someone else in your household (your partner or a child, for example) taking multiple courses or workshops at CKE? If so, you will receive a one-time 5% discount on the cheapest course or workshop with a minimum fee of 125 euros. Members of one household live at the same address. The family discount is extended once in a course year. Unfortunately, it is not possible to benefit from multiple discounts on one product. The family discount does not apply to the individual music lessons offered through collaborative partners.

Reduction schemes/support

If there are financial reasons preventing you from taking courses or workshops at CKE, it's possible to apply for financial support, under certain conditions. More information can be found at cke.nl/korting.

Reversing a direct debit, reminder(s)

The tuition fees will be deducted automatically from your bank account. The deduction of the tuition fees will take place roughly two weeks after the invoice has been sent. If you disagree with a direct debit, you can reverse it. In that case, get in touch quickly with cursusadministratie@cke.nl. If the direct debit cannot be deducted from your bank account, you will be sent a reminder within 14 days. If, after 30 days from the invoice date, payment has still not been made, a second reminder will be sent. If, after 10 days after the second reminder the invoice has still not been paid, we will hand over collection of the payment due to a collection agency. While this claim is being processed by the collection agency, you cannot take part in the lessons. You will be notified of this in writing. As soon as the tuition fees owed have been paid, you are very welcome to restart the lessons. You may not catch up on any lessons you have missed for this reason. Neither will you be reimbursed for the lessons missed.

Privacy and cookie policies

You share a multitude of personal data with us. For example, when you enrol in a course or workshop. We process your personal data with great care and would like to inform you about how we do that. In our Privacy and Cookie policies, to be found at www.cke.nl, we explain how we approach processing your personal data and what your rights are.

Liability

CKE cannot be held liable for any damage to and/or loss of your property which occurs during lessons and/or activities at or by CKE.

CKE reserves the right to make changes to this general information and these conditions of enrolment in between times. Any changes will be announced on the CKE website - www.cke.nl/inschrijfvoorwaarden.

The enrolment conditions above apply only to CKE activities and not to the individual music lessons offered through collaborative partners.