

Registration Conditions CKE for Courses and Workshops

Starting from the 2024-2025 season

CKE is excited that you want to participate in a course, workshop, or Talentstroom (junior) at CKE, enrol in an ensemble or participate in a workshop. Below are the most important conditions summarized for you. Since the 2023-2024 season, CKE exclusively offers individual music lessons through partner collaborations. Are you looking for individual music lessons? Then check cke.nl/partners for the partners we collaborate with.

Definitions

- a. Bruisweekends: Bruisweekends are organized at least three times per season and are accessible to (potential) students and amateur artists. If participation in presentations, performances, and shows is part of the regular course, these activities are included in the calculation of the course fee.
- b. Courses: Courses are group courses (from two students onwards) in various artistic disciplines including music, dance, visual arts, theatre and literature. These consist of a number of lessons ranging from 2 to 36 lessons per season. A course may involve participation in one or more presentations, performances, or shows during the Creative Weekends at the CKE premises or elsewhere in the city. In that case, these activities are part of the course and included in the course fee calculation.
- c. Ensembles: Ensembles are courses in the form of orchestras, choirs, or bands accompanied by a conductor or teacher within the music discipline.
- d. Season: The season runs from August 1st to July 31st.
- e. Talentstromen: Talentstromen in the artistic disciplines of music, dance, visual arts, theatre, and Talentstromen Junior in the artistic disciplines of music and dance are courses. Talentstromen consist of 36 lessons and 6 talent stream days per season. Talentstromen Junior consist of 36 lessons per season.
- f. Workshops: Workshops are part of the courses. Participants can use the workshop at fixed times (including materials and equipment) without the guidance of a teacher. During the first meeting, the teacher assesses whether your level corresponds to the use of the materials and equipment.
- g. Workshop: A workshop (also masterclass) is a single group lesson or group activity in the artistic disciplines.

Correspondence

Correspondence regarding registrations for courses and workshops is done via email. Please use our email address cursusadministratie@cke.nl for this purpose. Make sure we are aware of and stay informed about your current email address.

General information about courses and workshops is sent to a group or all students via email or a digital newsletter. You can always unsubscribe from a digital newsletter, you will then no longer receive this information via the newsletter. General information about courses and workshops can also be found on our website www.cke.nl/cursussen-en-workshops.

Would you like to take a trial lesson? At CKE, it is possible to sign up for a free trial lesson for courses with a minimum of three lessons. You can sign up for this trial lesson via the website. It is not possible to take a trial lesson for a workshop.

Would you like to register for a trial lesson?

If you want to take a trial lesson for a course, you can register via the registration form on the website. In the comment field, indicate that you want to take a trial lesson. You will first receive preliminary placement confirmation and, if space is still available, a final placement confirmation from the course administration. If there is no space available, you will be placed on a waiting list. Once space becomes available, we will contact you and you can still take a trial lesson. You can only take a trial lesson once per course. Visit www.cke.nl/cursussen-en-workshops/proefles/ for more information or [contact the course administration](#) for more information.

How can you register?

Registration for a course or workshop is only possible online via our website www.cke.nl via the 'Inschrijven' button displayed with each course or workshop. Fill in the online registration form completely and click on the 'Inschrijven' button to submit the form. You will receive a confirmation by email with a copy of the data submitted. If you do not have a computer yourself or need help with online registration, you can also visit the reception during CKE's opening hours.

How do I register for a group music course without a fixed start time?

Registration for a group music course without a fixed start time can be done via our website www.cke.nl. On the website, you can see on which days the lesson can be scheduled. In the registration form, please mention the timeslot(s) of your preference. If you want to take the course together with someone else, please add their name in the form. Your registrations will then be linked by CKE.

When is my registration final?

You will receive preliminary placement confirmation within two weeks after receipt of the registration form for a course or workshop.

For all courses and workshops, registration is subject to sufficient registrations to proceed with the course or workshop. Once the minimum number of registrations has been reached, you will receive a definitive placement confirmation by email. If the minimum number of registrations has not yet been reached, we will determine whether the workshop will take place no later than one week before the start and for courses no later than four weeks after the start. If there are insufficient registrations within that period, the course will definitively not take place. In that case, we will only charge for the number of lessons given. We will also advise whether there are other options for you within CKE so that you can continue to be creative.

Specifically for registration for an ensemble, a trial period of four weeks applies, based on which final placement is determined in consultation with the conductor or teacher. This trial period is used to determine whether your level matches the group's level.

Does the legal withdrawal period apply after (online) registration?

When registering online for a course or workshop, as a consumer, you have a 14-day withdrawal period after submitting the registration form. During these 14 days, you can cancel your (online) registration without giving any reason. You will then receive a refund of the course fee paid if applicable.

Is it possible to cancel the registration?

Registrations can only be cancelled in writing before the start of the course or workshop. This can be done free of charge up to two weeks before the start. For cancellations less than two weeks before the start, cancellation costs will be charged. For courses, 10% of the course costs will be charged and for a workshop, the full workshop costs will be charged.

Is it possible to join mid-term?

It is possible to join mid-term in CKE courses if there is still space available. However, a trial period may be agreed upon to determine whether your level matches that of the group. The course fee will then be determined proportionally.

What if there is a waiting list? If a course is fully booked, an alternative will be sought in consultation with you. You can also choose to be placed on a waiting list if you wish. As soon as a place becomes available in the course, the course administration will contact you. The waiting list is processed in the order of registration. During the season, the waiting list is periodically updated, and it expires automatically at the end of the current season. If you no longer wish to remain on the waiting list, please contact the course administration to search for an alternative if necessary.

Do I need to re-register after the end of a course?

CKE does not maintain continuous registrations for courses and workshops. This means that your registration will automatically expire at the end of the course or workshop. If you wish to continue, you can re-register for a course or workshop of your choice.

Can I withdraw from courses or workshops mid-term?

We're sorry to hear if you want to withdraw from one of our courses mid-term. Here are the possibilities:

- Mid-term withdrawal does not apply to a workshop and is not possible for a course of up to 15 lessons.
- For courses of 15 lessons or more, you can withdraw midway by email to cursusadministratie@cke.nl with a notice period of four lesson weeks. After your withdrawal, you will receive an email regarding the course fee that will be adjusted with the amount already paid.

What happens if a course falls below the minimum number of participants due to mid-term withdrawal?

In principle, these courses continue under the same conditions. Only a course with a minimum of 2 students can be terminated by CKE if the number of students falls below the minimum. In that case, we will only charge for the lessons that have been offered. We will also advise you to see how you can continue the course with other students. If this is not possible, CKE will apply a notice period of four lesson weeks.

What happens if a course or lesson is cancelled due to illness or unavailability of one of our teachers?

If a teacher is sick or unavailable, every effort will be made to arrange a substitute. In some cases, this may not be possible, and the lesson will be cancelled. You will be notified about this as soon as possible. These cancelled lessons will be offered on another date in the remainder of the season. If a replacement is not possible, you will receive a refund of the course fee. The refund of the course fee will be calculated based on the number of cancelled lessons. You do not need to request this refund.

What happens if a course or workshop is cancelled before the start date, and I have already (partially) paid?

If CKE decides to cancel a course or workshop before the start date, and you have already (partially) paid, you will receive a refund of the amount already paid.

What happens if a course or workshop does not take place due to circumstances beyond control?

Circumstances beyond control refers to: any external cause, as well as any circumstance and calamity that is not reasonably expected to be our responsibility. If we are unable to teach a lesson or lessons due to force circumstances beyond control, these lessons will be cancelled. You will be notified as soon as possible. Foremost, CKE will make effort to make an offer for these lessons or will offer an alternative (online) format. With this, we offer reasonable alternatives to fulfil the course agreement. If performance is not possible at all due to continuing circumstances beyond control, the agreement will be terminated. This releases CKE from its obligation to fulfil the agreement. The student is obliged to pay for the lessons that have already been given, including any replacement (online) activities. Any overpaid course fees will be refunded. In no case is CKE required to pay any fine or compensation.

What should I do if I am unable to attend?

If you are unable to attend, please notify the teacher directly by email. Missed lessons cannot be made up and do not entitle you to a refund.

Changes to the Offer

CKE aims to continue offering up-to-date and innovative course throughout the year. The most up-to-date version of our workshops and courses can be found on our website www.cke.nl.

Rates

All rates are exempt from VAT for youth under 21 years old. For adults aged 21 and over, all rates include 21% VAT. If you are under 21 years old and register for a course or workshop for adults, you will pay the adult rate. When a youth group is merged with an adult group, youths are exempt from VAT.

Automatic Debit, Lump Sum Payment, or Monthly Installments

The course fee will be automatically debited from your account. Courses up to fifteen lessons or workshops will be collected in one instalment. Courses of fifteen lessons or more will be collected in one lump sum or in monthly instalments, with a maximum of 10. Approximately two weeks after invoicing the course fee will be debited.

2% Payment Discount for Lump Sum Payment

If you choose to pay the full course fee of a course (after deducting any household discount) in one lump sum, you will receive a 2% payment discount on the total amount. This payment discount applies only to courses of 30 (remaining) lessons per season or more.

Household Discount

If you or someone in your household (such as your partner or child) take multiple courses or workshops at CKE, you will receive a 5% discount once per household on the cheapest course or workshop with a minimum price of €125. Members of a household reside at the same address. The household discount is given once per season. It is not possible to stack multiple discounts.

Reductions and Support

If you are unable to use the CKE offer for financial reasons, there are support options under certain conditions. More information can be found at cke.nl/korting.

Automatic Debit Reversal, Reminder(s)

The course fee will be automatically debited from your account. The debiting of a course fee takes place approximately two weeks after invoicing. If you disagree with a direct debit, you can reverse it. Please contact cursusadministratie@cke.nl promptly. If the automatic debit cannot be collected, a reminder will be sent within 14 days. If no payment has been made within 30 days of the invoice date, a second reminder will be sent. If no payment has been made within 10 days after the second reminder, we will transfer this claim to a debt collection agency. As long as this claim is being handled by the debt collection agency, you cannot participate in the lessons. You will receive written notification about this. Once the outstanding course fees have been paid, you are welcome to participate in the lessons again. Lessons missed for this reason cannot be made up, and no refund will be given for missed lessons.

Privacy and Cookie Policy

When you register for a course or workshop, you will share various personal data with us. We will process your personal data carefully and have more information in how we do this. In our [Privacy and Cookie Policy \(in Dutch\)](#) at www.cke.nl, we explain in detail how we handle the processing of your personal data and what rights you have.

Liability

CKE is not liable for damage and/or loss of your property incurred during lessons and/or activities at or by CKE.

Changes to these Registration Conditions are reserved and will be announced on the CKE website. www.cke.nl/inschrijfvoorwaarden.

The above registration conditions do not apply to the individual music lessons offered through partner collaborations.