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# Guidelines, Terms & Conditions and More

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## For you to make the most of PianoClass!

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Here are all the details about lessons at PianoClass, what you should expect from teachers, and what they expect from you.

### More opportunities to learn

Learning is much more than a moment with a teacher; it is a life project. Therefore, our lessons are designed to involve students in different perspectives and lead them to live music as intensely as possible.

In the SPECIAL ACTIVITIES, you will have experiences that accelerate your musical development, making it more complete, and you can join us even through your smartphone. Currently, we offer 18 activities per semester, including Piano Forums, Master Classes, Review Classes, Guided Concerts, Technical Rehearsals, and Presentations.

In the PRIVATE LESSONS, we assess your musical evolution, your specific needs and we guide you to quickly absorb new knowledge, to be ready to fully interact in a rich and plural musical environment. In general, there are at least 22 private lessons per semester, reaching up to 72 lessons depending on your contract.

Besides this, you can count on the guidance of your teacher to select and develop specific repertoires for your participation in other events and your own projects. That is, we are here to offer all the musical and artistic support you need.

### Where and when do the lessons take place?

ANYWHERE YOU WANT! Of course we advise you to be in a quiet place with good lighting and where you can place the device with Skype or your camera so we can see and hear you playing. Having these conditions, it may be at home, in a theater, in a garden or wherever you believe you will achieve your best.

The LIVE Private Lessons can be from Monday to Saturday, at times to be confirmed with the teacher.

The Custom-tailored VIDEO Lessons can be watched when you want through any device that accesses your PianoClass @ Vimeo. You can also download your lessons and watch them later, even without internet access.

The SPECIAL ACTIVITIES are normally held on Saturdays and the Guided Concerts on special days according to the virtual concert rooms schedule.

See the link <https://pianoclass.com/en/academiccalendar> to get information about our academic calendar, the PianoClass Special Activities, and details about time zones and change of summer / winter time.

### Virtual Platforms

All PianoClass learning opportunities take place in a virtual environment, using safe and free platforms for you:

- VIMEO - <https://vimeo.com>

Where we keep all of our most special videos and set up a private video exchange group (My PianoClass @ Vimeo) with each student. Sign up for a free account, follow the PianoClass (<https://vimeo.com/pianoclass>), and join the special group that your teacher will create for you. Done! Now, you can start your Custom-tailored Video Lessons, exchange high-quality videos with your teacher and keep them all well organized in one place where you and your teacher can have exclusive access.

- SKYPE - <https://www.skype.com>

Official platform of our Live Private Lessons. Sign in for a free account and add your teacher to your contacts. Now, you can write, send short videos and start your Live Lessons with your teacher.

- GOOGLE - <https://accounts.google.com/signup>

A Google account will have many uses in the PianoClass, like being able to actively participate in Special Activities (Google HangOut or YouTubeLive) and maintain your lesson schedule up to date (Google Calendar).

- DROPBOX - <https://www.dropbox.com>

Dropbox is a platform where we share and keep synchronized all our files (except videos): sheet music, lesson plan, exchange of general information and Papers. You will have updated access from your computer, tablet or smartphone.



- CHROME - <https://www.google.com/chrome>

Install the Google browser to participate in the Special Activities via Appear.in and have a room ready for your Live Lessons in case your internet is unstable to connect via Skype.

If you need help with the above platforms, talk to your teacher via e-mail, Skype, WhatsApp, iMessage or FaceTime.

## Material for lessons

At the beginning and at the renewal of each contracted period, you will receive materials to schedule all your learning opportunities, plan your studies, monitor results and ensure a solid base of musical knowledge necessary for your artistic development.

All these and other materials, delivered or requested by the teacher, should always be with you in your lessons. Without the availability of the complete material, the Live Lesson may finish earlier.

## Daily practices

Our lessons are prepared in advance, in a special schedule for you to achieve the best musical results in the shortest time possible. Schedule your study time, use the lesson materials, follow all the directions of your teacher, and practice daily to reach your true artistic potential. Remember that you are building new habits, and they constantly need reinforcement to become easy and natural.

If you have questions or you are unable to meet the agreed schedule, tell your teacher as soon as possible. He is the right person to help you to solve any musical and study question.

## Additional single lessons

You can request additional single lessons whenever it is necessary. Whether it is a live or recorded lesson, it only depends on the teacher's availability, and you pay according to the discount agreed upon in your current contract.

## Changes in your lessons

All our lessons are organized at the beginning of the contracted period. Remember that no learning opportunity is transferable to another person, that is, only the student from that contract can attend them.

You may request changes:

- in the form of your lessons, if it is Live or Custom-tailored Video Lessons  
[15/30/45/60min in the Custom-tailored Video Lessons «» 25/55/85/115min in Live Lessons]
- in the duration and quantity of your Private Lessons
- in the days and times of your Live Lessons, as long as your teacher has other available time
- in the duration from your three-month or six-month contract to a six-month or annual one.

If the teacher has the availability, these changes will take effect within 15 days after the request.



## Live Private Lessons Specifics

### Punctuality

At the scheduled time, the teacher will write to tell you he is available. From that moment, it is up to you to make a call and start the lesson.

The teacher will wait to be called for up to 10 minutes if he does not receive any notice of a longer delay. In this case, make sure your notice has been read in time. Within these 10 minutes, he will try a new contact in writing. Having no answer, he will consider the lesson as given and he will no longer be available in the rest of the time.

For participants of the Zero Absence Program, the remaining lesson time will be used to provide relevant material to be sent by video or e-mail. From this moment, computers and smartphones may be in airplane mode preventing the teacher to receive new messages.

### Record your Private Lessons

We encourage our students to record their lessons and review them whenever possible. If you do not know how to do this, talk to your teacher.

Some software available to record lessons taken via Skype are:

- Free Video Call Recorder (PC) - <https://www.dvdvideosoft.com/>
- Evaer (PC) – <http://www.evaer.com/>
- Vod Burner (PC & Mac) - <http://www.vodburner.com/win>
- Call Recorder for Skype (Mac) - <https://www.ecamm.com>

### Technical problems

If you have a technical problem as lack of signal or internet instability, power failure or any other problem that would prevent using the equipment needed for lesson, we suggest you use your smartphone or contact your teacher.

If the teacher has technical problems at the time of the lesson, another convenient time will be scheduled as soon as possible. In case this alternative becomes unfeasible, the student can choose to convert his Live Lesson into a Custom-tailored Video Lesson or choose a video lesson from our collection.

If the measurement of internet signal (ping, download and upload) of both shows a satisfactory result, and the connection problems between the student and the teacher remain, we will take the following measures, in this order:

1. We will continue the lesson in another PianoClass platform (e.g. Appear.in, FaceTime)
2. We will use the video message exchange feature of Skype
3. If we are still in the first half of the lesson, we will offer a makeup lesson for the rest of it, within the next two school days
4. If the problem occurs in the second half of the lesson and options 1 and 2 are not possible, the teacher will send you a Skype video message guiding you for the next scheduled lesson

### Teacher Absence

This is a rare situation, but if your teacher becomes ill, has an unavoidable and unexpected event, or needs to reschedule your lesson in advance, you will have the option of choosing the date and time for the lesson replacement from your teachers' available times, taking a makeup lesson at the regular time with another teacher of PianoClass (if there is one available), or receiving a relevant recorded lesson according to your repertoire and artistic moment.



## Student Absence

You will have between 40 and 62 learning opportunities each semester (26 weeks) to ensure the continuity of your musical experience even if some unforeseen event makes it impossible for you to participate in some of them.

For the Private Lessons, if you need to miss them, follow the rules of your contract to request a makeup lesson or take advantage of the Zero Absence Program.

### **Annual Contract and Zero Absence Program:**

- if you notify at least 12 hours in advance, you may request a makeup lesson for before or within 10 days of your absence
- if the teacher receives a video link with the results of your studies even before the lesson scheduled time, he will send back his analysis and guidelines for you to continue studying
- if it was not possible to notify at least 12 hours in advance, or if you cannot attend a makeup lesson in any of the teacher's available times, and he did not receive any link or any warning about your absence, material will be sent to you, according to your repertoire and pianistic moment, with the proper guidelines to support your musical evolution.

### **Six-month Contract:**

- if you notify at least 24 hours in advance, you may request a makeup lesson for before or within 7 days after your absence;

### **Three-month Contract:**

- if you notify at least 7 days in advance, you may request a makeup lesson for before or within 5 days after your absence;

### **Single Lessons:**

- you may request a makeup lesson only for before the previously scheduled time.

*Remember that makeup lesson requests must be in writing to be valid and depend on the teacher's available time to reschedule them. Lessons rescheduled once cannot be rescheduled again and only the student may attend a makeup lesson.*



## Custom-tailored Video Lessons Specifics

### Teacher's response

Teachers have until the end of the next school day (except Saturdays) to complete your lesson, sending the video with the new guidelines. E.g. you tell the teacher that your video is available in your PianoClass @ Vimeo on Wednesday at 9am, so this will be answered by the end of Thursday. However, if you tell them on Friday at 8pm, the teacher's instructions will be sent to you by the end of next Monday.

The academic calendar of PianoClass is available at: <https://pianoclass.com/en/academiccalendar>

### Lesson download

You can download your lesson to watch it later, even if you are without internet access.

We use a virtual platform with the best quality picture and sound for our lessons, available through an internationally respected company. However, we are not responsible for any unforeseen event caused by this platform, whether lost files or temporary instability of services, and we emphasize that we do not keep copies of the Custom-tailored Video Lessons for more than 3 school days on our computers. For all these reasons, we recommend that you frequently download lessons and notes in private files.

### Distribution of lessons

Although there are no scheduled days for lessons in this option, we suggest you to follow the Lesson Planning, prepared jointly with the teacher at the beginning of the contracted period, to ensure the best use of the orientations, studies regularity and, therefore, better results.

For planning purposes, we estimate the number of lessons that would probably occur during your contract time. Nevertheless, you may change this number attending fewer longer lessons or more shorter lessons. The only fixed parameter will be the total exchanged videos' amount of time through your contracted period.

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### Technical problems

Do not worry! As your lesson has no scheduled date, you can upload your video when everything returns to normal. If the problem persists, contact your teacher as soon as possible.

If the teacher has a technical problem that prevents him from sending the response within the time limit, which is extremely rare, we will inform you about it as soon as we know. When your lesson is available to be watched, we will get in contact with you.

### Absent teacher in school days

If there is an unforeseen event which prevents the teacher from responding to your lesson within the time limit, such as a serious illness, he will tell you about what happened and offer you the possibility of receiving instruction from another teacher. If you prefer to keep your current teacher, he will answer you as soon as he is able.

If there is a programmed absence, you will be informed at least one week in advance in order to have time to organize together the continuity of your lessons.



## Purchasing and Canceling Lessons

It is important to remember that when you sign a Lesson Contract at PianoClass, your investment returns to you through:

- Professional, regulated and tuned pianos for your lessons (currently Yamaha GC1 and U1)
- Ideal equipment for better reception and transmission of instrumental sound and web image
- Two internet providers: optical fiber and cable, both high-speed, ensuring a stable and continuous lesson
- Teachers with high experience in lessons, stages, studios and dedicated to your artistic development
- Reserved time for preparation and review of your lessons, and answer of quick questions between lessons
- Constant research of repertoire, educational resources and virtual events relevant to your musical development
- Acquisition and subscription to periodicals, books, music scores and recordings that increase the quality of your lessons
- Teachers' participation in seminars, conferences, festivals and other events of teaching and artistic relevance.

## Annual Contract

It can be contracted at any time with one of the following options:

- 80 learning opportunities in 52 weeks: 36 Special Activities and 44 Live Private Lessons of 25, 55 or 85 minutes each + advantages of Zero Absence Program included
- 124 learning opportunities in 52 weeks: 36 Special Activities and 88 Live Private Lessons of 25 or 55 minutes each + advantages of Zero Absence Program included
- 180\* learning opportunities in 52 weeks: 36 Special activities and 144\* Custom-tailored Video Lessons with total length of 720, 1440, 2160 or 2880 minutes in the year

\*The total number of Custom-tailored Video Lessons, and therefore, of learning opportunities, depend on how long each lesson will last.

Payment can be made:

- in twelve (12) monthly payments paid by credit card via PayPal
- in four (4) monthly payments with 10% discount paid by credit card via PayPal
- in one (1) payment with 10% off + 5% discount paid by bitcoins

You choose the date to start the activities for the contracted year, make the payment via PayPal (credit card) or BitPay (bitcoins) before this date – therefore confirming you are aware and that you agree with our Guidelines -, and schedule the days of your Private Lessons within the next 12 months.

For example, if you choose to begin lessons on April 18<sup>th</sup>, payment shall be made between the 2<sup>nd</sup> and 17<sup>th</sup> of the month and you can take every opportunity available until April 17<sup>th</sup> of the following year.

If you plan to travel during the contracted period, schedule your Private Lessons considering the dates you will miss and plan to participate in the Special Activities using your computer, tablet or smartphone.

All recordings produced or exchanged during your contract can be used by PianoClass at virtual and physical medias, at any time. Nevertheless, any recording originated at a Private Lesson, will be used only after your authorization.

The early cancellation of this contract involves the conversion of all learning opportunities scheduled until the notice of cancellation (attended or not) in Single Lessons. In the Custom-tailored Video Lessons contract, every minute already used is accounted at \$ 1.50.

So, after this conversion, we will have one of the following situations:

- a) The value is less than the total annual cost and greater than the amount already paid by the student.
  - a. In this case, the difference must be paid to PianoClass through monthly debits already scheduled to reach the new total.
- b) The value is less than the amount already paid by the student.
  - a. In this case, PianoClass will pay the student the difference within 30 days after the notice of cancellation and will suspend any scheduled charge.
- c) The value is greater than the total cost of the Annual Contract.
  - a. In this case, there is no financial adjustment to be done, because all the discount offered by your plan has already been used. Students continue to enjoy all special activities offered in the period and they can schedule Private Lessons until the end of the contracted period according to the teacher's availability or convert these in access to existing lessons in the video lessons collection of PianoClass.





## Six-month Contract

It can be purchased at any time with one of the following options:

- 40 learning opportunities in 26 weeks: 18 Special Activities and 22 Live Private Lessons of 25, 55 or 85 minutes each
- 62 learning opportunities in 26 weeks: 18 Special Activities and 44 Live Private Lessons of 25 or 55 minutes each
- 90\* learning opportunities in 26 weeks: 18 Special activities and 72\* Custom-tailored Video Lessons with total length of 360, 720, 1080, or 1440 minutes in the semester
- \*The total number of Custom-tailored Video Lessons, and therefore, of learning opportunities, depend on how long each lesson will last.

Payment can be made:

- in six (6) monthly payments paid by credit card via PayPal
- in one (1) payment with 8% discount paid by credit card via PayPal
- in one (1) payment with 8% off plus 5% discount paid by bitcoins

You choose the date to start the activities for the contracted year, make the payment via PayPal (credit card) or BitPay (bitcoins) before this date – therefore confirming you are aware and that you agree with our Guidelines, and schedule the days of your Private Lessons within the next 6 months.

For example, if you choose to begin lessons on April 18<sup>th</sup>, payment shall be made between the 2<sup>nd</sup> and the 17<sup>th</sup> of this month, and you can take every opportunity available until October 17<sup>th</sup>.

If you plan to travel during the contracted period, schedule your Private Lessons considering the dates you will miss and plan to participate in the Special Activities using your computer, tablet or smartphone.

All recordings produced or exchanged during your contract can be used by PianoClass at virtual and physical medias, at any time. Nevertheless, any recording originated at a Private Lesson, will be used only after your authorization.

The early cancellation of this contract involves the conversion of all learning opportunities scheduled until the notice of cancellation (attended or not) in Single Lessons. In the Custom-tailored Video Lessons contract, every minute already used is accounted at \$ 1.50.

So, after this conversion, we will have one of the following situations:

- a) The value is less than the total six-month cost and greater than the amount already paid by the student.
  - a. In this case, the difference must be paid to PianoClass through monthly debits already scheduled to reach the new total.
- b) The value is less than the amount already paid by the student.
  - a. In this case, PianoClass will pay the student the difference within 30 days after the notice of cancellation and will suspend any scheduled charge.
- c) The value is greater than the total cost of the Six-month Contract.
  - a. In this case, there is no financial adjustment to be done, because all the discount offered by your contract has already been used. Students continue to enjoy all special activities offered in the period and they can schedule Private Lessons until the end of the contracted period according to the teacher's availability or convert these in access to existing lessons in the video lessons collection of PianoClass.



## Three-month Contract

It can be purchased at any time with one of the following options:

- 20 learning opportunities in 13 weeks: 9 Special Activities and 11 Live Private Lessons of 25, 55 or 85 minutes each
- 31 learning opportunities in 13 weeks: 9 Special Activities and 22 Live Private Lessons of 25 or 55 minutes each
- 45\* learning opportunities in 13 weeks: 9 Special Activities and 36\* Custom-tailored Video Lessons with total length of 180, 360, 540 or 720 minutes in three months
- \* The total number of Custom-tailored Video Lessons, and therefore, of learning opportunities, may vary accordingly with how long each lesson will be.

Payment can be made:

- in three (3) monthly payments paid by credit card via PayPal
- in one (1) payment with up to 9% off paid by credit card via PayPal
- in one (1) payment with up to 9% off plus 5% discount paid by bitcoins

You choose the date to start the activities for the contracted year, make the payment via PayPal (credit card) or BitPay (bitcoins) before this date – therefore confirming you are aware and that you agree with our Guidelines -, and schedule the days of your Private Lessons within the next 3 months.

For example, if you choose to begin lessons on April 18<sup>th</sup>, payment shall be made between the 2<sup>nd</sup> and the 17<sup>th</sup> of this month, and you can take every opportunity available until July 17<sup>th</sup>.

If you plan to travel during the contracted period, schedule your Private Lessons considering the dates you will miss and plan to participate in the Special Activities using your computer, tablet or smartphone.

All recordings produced or exchanged during your contract can be used by PianoClass at virtual and physical medias, at any time. Nevertheless, any recording originated at a Private Lesson, will be used only after your authorization.

This plan, which is a short-term one, does not foresee cancellation.

## Single Lessons

They can be purchased at any time. We offer:

- Live Private Lessons of 25, 55 or 85 minutes each or Custom-tailored Video Lessons of 15, 30, 45 or 60 minutes
- Special Activities – Review Classes (48h of access), Master Classes (listeners) and Guided Concerts
- Payment made by credit card via PayPal or get 5% discount using bitcoins via BitPay

When we receive your payment confirmation, we will understand that you're aware and agreeing to follow our Guidelines presented at this document.

Single Lessons do not foresee cancellation.

## PianoClass.com

<https://pianoclass.com/en>

<https://vimeo.com/pianoclass>

<https://www.youtube.com/pianoclass>