



GUITARHANDSACADEMY

INTERNATIONAL

Terms And Conditions,

Course Name: Young Guitarist Studio

Code: KAG0101

1. General Overview

These Terms and Conditions govern enrollment in the Young Guitarist Studio course, a program offered by Guitar Hands Academy International (referred to as “GHA”, “GHAI”, “we”, “our”, or “the Academy”). By enrolling your child in this course, you agree to abide by the conditions below.

2. Course Structure

- **Duration:** 5 months
 - **Format:** Live, one-on-one virtual sessions via Microsoft Teams
 - **Frequency:** 2 sessions per week (8 sessions per month)
 - **Lesson Length:** Each session is approximately 20 minutes
 - **Access:** Enrolled students receive access to an interactive online dashboard with videos, games, storybooks, badges, and more.
 - The course follows a **structured 5-month curriculum** focused on musicality, creativity, and performance preparation.
 - Instructors may adapt content slightly based on the student’s **age, pace, or skill level**, while maintaining the core structure of the program.
 - All materials (PDFs, games, videos, etc.) are proprietary and should not be redistributed or shared.
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3. Age Group

This program is designed for children aged **5–10 years old**.

4. Equipment and Environment

To participate in the program, the following are required:

- A child-sized acoustic or classical guitar
- Reliable high-speed internet
- A **PC or Laptop** (tablets and smartphones are not currently supported)
- A quiet, distraction-free learning space

- Parents/guardians are responsible for ensuring the student has a properly functioning **guitar**, a **reliable internet connection**, and access to a **desktop or laptop computer** (tablets or mobile devices are not currently supported).
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5. Fees and Payments

- Fees are charged **monthly** in advance.
 - Each payment covers 8 sessions per month.
 - Payment confirms your child's slot and unlocks dashboard access.
 - Accepted payment methods include [Western Union, PayPal, Cash, UPI.]
 - Fees are non-refundable once the month has begun, unless otherwise stated.
 - If payment is not received before the start of a new month, classes will be paused.
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6. Privacy & Data Protection

Guitar Hands Academy is committed to safeguarding the privacy of students and their families. By enrolling, you agree to the following terms regarding how your data is collected, stored, and used:

6.1 Information Collected

We collect the following information during registration and participation:

- Full name of student and parent/guardian
- Email address and contact number
- Student's Age
- Student's Birthday
- Progress tracking information (e.g., quiz results, performance evaluations)
- Optional: Student's photo (for dashboard or certificate personalization)

6.2 How We Use Your Data

Your data will be used for the following purposes only:

- To administer lessons and monitor student progress
- To send updates, reminders, and course-related notifications
- To personalize certificates, dashboards, and feedback
- To improve the quality of our course and internal training systems
- To issue invoices and process payments

6.3 Data Storage & Security

- All personal data is securely stored in password-protected systems compliant with international best practices.
- We utilize third-party platforms (such as Wix, Stripe, Google Workspace) which also adhere to strict privacy regulations.
- Access to data is strictly limited to essential team members (e.g., instructors, admins).

6.4 Third-Party Services

- We do not sell, lease, or share personal data with external parties for marketing or advertising purposes.
- Any third-party tools used (e.g., video platforms, LMS, payment gateways) are selected for their data safety and privacy compliance.
- These providers may collect data under their own policies, which we encourage parents to review.

6.5 Media & Visual Content

- We will **never publish or share any photos, videos, or voice clips** of your child without **explicit written consent**.
- Internal class screenshots or videos may occasionally be used for teacher training, with identifying details blurred or excluded.
- Any approved media shared on social platforms or websites will be respectful and used solely to celebrate students or promote the course.

6.6 Communication Consent

- By joining the course, you consent to receive emails, WhatsApp messages, and occasional course-related surveys or announcements.
- You may opt out of non-essential communication by emailing us directly.

6.7 Parental Access & Control

- Parents/guardians may request to:
 - View the data held on their child
 - Correct any inaccurate information
 - Withdraw consent or request deletion of non-essential data (this may affect enrollment)

6.8 Data Retention

- Student data is retained for up to **12 months after course completion** to allow for re-enrollment, certification, or feedback.
- After this period, personal data is either **deleted or anonymized** unless the parent opts into extended archive storage.

6.9 Compliance

Guitar Hands Academy complies with:

- The **General Data Protection Regulation (GDPR)**
- **Children's Online Privacy Protection Act (COPPA)** principles, where applicable
- Local data protection and online safety laws

7. Missed Classes and Cancellations

- We allow **1 make-up session per month** if notified **at least 24 hours in advance**.
- No-shows without notice will count as attended.
- If GHA cancels a class (e.g. due to technical or instructor issues), a make-up session will always be offered.

- If the student arrives late, the session will still end at the scheduled time.
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8. Parent Involvement

- Parents are welcome to observe and participate.
 - We recommend **joining at least one class per month** to track progress and support the child's learning journey.
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9. Student Conduct & Engagement

- The learning environment is respectful, engaging, and child-focused.
 - Any inappropriate behavior (from student or household) may result in temporary or permanent removal from the program.
 - Students are expected to be **punctual, respectful, and attentive** during their sessions.
 - Consistent disruptive behavior, misuse of equipment, or lack of engagement may result in **termination of enrollment without refund**.
 - The parent/guardian is expected to guide children in proper **online learning behavior and etiquette**.
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10. Content Usage

- Course materials (videos, PDFs, games, etc.) are for enrolled students only.
 - Sharing or distributing materials outside of GHA without permission is prohibited.
 - GHA retains all intellectual property rights over course materials and creative content.
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11. Progress Reports

- Parents receive a **monthly progress report**, highlighting:
 - Skills learned
 - Engagement
 - Strengths & areas to support
 - Recommendations
 - Reports are shared via email or WhatsApp depending on your preference.
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12. Final Showcase

- At the end of the course, students will participate in an online **Final Showcase & Celebration**.
 - Performances may be shared with parents and optionally included in a commemorative video or certificate package.
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13. Dashboard Access

- Students get access to the **interactive dashboard** (Between the Strings) during their course duration.
- Access ends once the program ends unless otherwise extended.
- Parental guidance is encouraged while students use dashboard features.

- The dashboard with games, characters, and activities is for **student enrichment** only and should not be accessed without adult supervision.
 - Parents agree not to share login credentials with individuals outside their household.
 - Misuse or abuse of the dashboard features may lead to account suspension or permanent access removal.
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14. **Communication**

- Classes and learning materials are all in **English** language.
 - All course communication is conducted via email and WhatsApp.
 - Parents are added to a WhatsApp contact list for updates, feedback, and reminders.
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15. **Media and Privacy**

- We may occasionally request permission to use photos or performance clips for promotional or celebratory purposes.
 - No media will be used without explicit parental consent.
 - Sessions may occasionally be recorded for **training, quality control, or student progress** purposes.
 - Any images or clips used for marketing will **only be shared with written parental consent**.
 - Parents must **not record or distribute** the sessions without express written permission from Guitar Hands Academy.
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16. **Breaks, Holidays & Scheduled Time-Off**

- Guitar Hands Academy observes **scheduled breaks**, which will be communicated in advance.
 - If the instructor is unavailable due to illness or emergency, the class will be **rescheduled** within a reasonable timeframe.
 - No make-ups will be given for classes missed **without prior notification**.
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17. **Withdrawal Policy**

- You may withdraw from the program at any time with **14 days written notice**.
 - If withdrawal occurs mid-month, the remainder of the month is non-refundable unless in special circumstances (to be evaluated case-by-case).
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18. **Faculty & Instructor Access**

- Instructors are vetted and trained under the Guitar Hands Academy standard.
 - Any concerns or special needs should be **communicated directly via the Academy's official email**, not through instructor's personal contact details.
 - We reserve the right to **change instructors** if deemed necessary for learning or scheduling purposes.
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19. **Limitation of Liability**

By enrolling in Guitar Hands Academy, you acknowledge and accept the following limitations on liability. These terms are designed to clarify the boundaries of our responsibility and protect both the Academy and its participants.

19.1 General Limitation

Guitar Hands Academy, including its owners, instructors, affiliates, partners, and service providers, shall not be held liable for any direct, indirect, incidental, consequential, or punitive damages arising from your access to or participation in this course. This includes, but is not limited to:

- Loss of data or access
- Device malfunction or software conflict
- Internet or platform downtime
- Delays in course delivery due to unavoidable circumstances
- Inaccurate information or errors in content delivery
- Missed class sessions due to technical issues or time zone confusion

19.2 Child Supervision Responsibility

- While we create a safe and child-appropriate environment, **parents/guardians are solely responsible for supervising the child** during lessons, video interactions, or practice sessions.
- The Academy cannot be held liable for any injury, accident, or equipment damage occurring while the student is participating in course activities at home.

19.3 External Tools and Platforms

- Some lessons may involve third-party platforms or tools (e.g., YouTube, Wix, Google Forms, payment gateways).
- We are not liable for data breaches, outages, or changes in service from these external providers.
- It is the parent's responsibility to ensure device safety and appropriate browser settings when accessing these platforms.

19.4 Physical Activity Disclaimer

- Some musical exercises may involve hand, finger, or posture-based movements. These are designed to be safe and beginner-friendly.
- However, Guitar Hands Academy **disclaims liability for any injury**, strain, or discomfort resulting from incorrect practice, overuse, or ignoring teacher guidelines.

19.5 Missed Classes or Inactivity

- No liability will be accepted for missed progress due to student inactivity, lack of participation, internet unavailability, or incomplete tasks.
- It is the parent's responsibility to ensure timely lesson access, especially in self-paced programs.

19.6 Certificates & Progress Guarantees

- While we strive to ensure quality education and skill progression, we **do not guarantee specific outcomes**, grades, or musical proficiency after completing the course. Progress will vary based on student dedication, frequency of practice, and starting skill level.

19.7 Force Majeure

- Guitar Hands Academy shall not be held responsible for failure or delay in performance of any obligation under this agreement due to events beyond our reasonable control, including:
 - Natural disasters
 - Internet blackouts
 - Regulatory changes
 - War, civil disorder, or other emergencies
 - Health crises or pandemics

19.8 Cumulative Liability Cap

- In the unlikely event that Guitar Hands Academy is found liable for any claim, the **total cumulative liability shall not exceed the amount paid by the parent for the course in question.**
- This applies regardless of the nature of the claim (contractual, tort, negligence, etc.)

20. Agreement & Acknowledgment

- By enrolling in this program, the parent/guardian agrees to all terms outlined above and understands that **violation of any clause may lead to termination without refund.**
- A digital acknowledgment will be required at registration. Printed or PDF copies are available upon request.

21. Amendments

- GHA reserves the right to update these terms. Parents will be notified of any changes.

21. Contact Details

Guitar Hands Academy International

Email: info@guitarhandsacademy.com

WhatsApp: +91 98634 47515

Website: www.guitarhandsacademy.com

Again, Welcome to Young Guitarist Studio



Daniel Matayaunga

GHA Founder & CEO
