

# START-GUITAR

## General Policy – Terms & Conditions

### IMPORTANT

#### Please read the following information

- 1. This policy relates to Start-Guitar's Terms and Conditions with respect to responsibilities and liabilities concerning Start-Guitar and its customers who receive music coaching and instruction.**
- 2. Start-Guitar use bespoke lesson plans according to a process of consultation between a music coach and the customer. The process consists of an assessment of possible objectives for the customer to achieve based on the apparent aptitude and potential of the customer at the point of first consultation. Start-Guitar will invoke its appropriate knowledge and skills to assist in achieving customer objectives. Progress in achieving set objectives will be reviewed and evaluated with the customer. Notes will be maintained of customer progress. Objectives will be signed off as complete subsequent to pertinent customer consultation. Customer progress will be dependent on individual circumstances and appropriate practise of material provided by Start-Guitar. Start-Guitar accepts no responsibility for how customer's progress in attaining the skills agreed in a lesson plan irrespective of the initial assessment and consultation.**
- 3. Learning a musical instrument requires some physical activity particularly with respect to exertion involving the wrists and hands. There is a potential risk of pain or injury subsequent to practise or performance on a musical instrument. By taking instruction and coaching from Start-Guitar the customer accepts all the risks associated with learning and playing a musical instrument agrees that Start-Guitar is not in any way responsible for any personal injury, loss, success or failure with respect to musical endeavour or career as a result of the service we provide.**
- 4. To the extent permitted by law, Start-Guitar will not be liable for any direct, indirect consequential loss or damage whatever (including without limitation loss of business, opportunity, data, profits) arising out of or in connection with the use of this service.**
- 5. Customers agree to indemnify and hold Start-Guitar and its employees harmless from and against all liabilities, legal fees, damages, losses, costs and other expenses in relation to any claims or actions brought against Start-Guitar arising out of any breach by you of these Terms and Conditions or other liabilities arising out of your use of this service**

- 6. These Terms and Conditions should not be interpreted so as to exclude or limit the liability of Start-Guitar or that of its employees or agents for death or personal injury as a result of negligence.**
- 7. These Terms and Conditions are made in accordance to UK law and are subject to appropriate review.**
- 8. For information relating to payments and customer relations please refer to our Customer Relations Policy.**