

Last updated: 14th of May 2025

Terms of service for Rockskolan

GENERAL

Information about Rockskolan

These terms and conditions (the "**Terms**") are applicable to all services provided by Musikergruppen (802551-7197) ("**Rockskolan**", "**us**", "**our**" or "**we**") to our customers ("**you**", "**your**") under the name Rockskolan Sverige.

Contact information

You may contact us by using any of the contact details set out below ("**Contact Information**"):

Telephone number: +46 -(0) 8 559 208 55

Email address: support@rockskolan.com

Agreeing to the Terms

By using the Services you agree the Terms. If you do not agree to these Terms, you must not use the Services.

Changes to the Terms

We may modify these Terms at any time. In the event of changes which are not minor and may affect you, you will be notified via email. We will then inform you that it is important to object if you do not approve of the changes. If we do not get such objection within thirty (30) days after the changes were communicated, we will assume that you approve of the changes. We will also assume that you accept the changes where you enter into an agreement for the Services with us by, for example, by continuing to use the Services, after the new conditions have been submitted. The latest version of the Terms will be available on the Site.

Definitions

"**Contact Information**" means the information set out above.

"**Functions**" means the Site and the Services, jointly.

"**Privacy Policy**" means our Privacy Policy (<https://rockskolan.com/en/integritypolicy.html>) which describes how we process personal data.

"**Services**" means the services described under section "Services" below which we have made available through the Site.

"**Site**" means our website (<https://rockskolan.com>) relating to the Services.

SERVICES

Description of the Services

We provide music tuition in packages with a fixed number of lessons per package (for example "15 lessons"), alternatively we provide packages containing time limited right to access tuition (for example "1 term of tuition in an educational program"). The service includes planning, mapping, scheduling and communication with external and internal resources as well as the tuition itself. External resources such as specific teachers, facilities, addresses, equipment etc. are not part of the Services. (the "**Services**"). More information about the Services can be found on the Site.

Order Services

The Services shall be ordered in accordance with the instructions on the Site.

Our confirmation of your order will take place when we email you, at which point a contract will come into existence between you and us. If we are unable to confirm your order, we will inform you of this in writing and not charge you anything.

Delivery of Services

During the order process we will let you know our routines for informing you of when and where we will provide the Services. These routines are part of the Services and consist in planning, mapping, coordination, scheduling

of tuition, booking of staff and resources. During or after this process we will inform you of time and place for carrying out the remainder of the Services.

1. Registration process

Once your order has been registered you will receive a confirmation to the the e-mail adress that you have submitted. You will thereafter be contacted by our scheduling department with suggestions for possible lesson hours. It may take some time to find you a suitable schedule spot, if so we will inform you of the delay and that you will get a spot as soon as possible. Please note that we are doing our best so that you will get a spot quickly and that your application will remain until we have found a appropriate spot for you or until we inform you that your application has been refused. When an agreement has been made between you and Rockskolan Sverige over suitable lesson hours a booking confirmation will be sent to the e-mail adress that has been submitted in your application.

2. Semesters and Holidays

Rockskolan Sverige follows the municipal school year at large, you will be informed of the exact dates in connection with start/end of semsters and such. We do not have any classes on national holidays. Note: Interruptions during the semester due to holidays do not effect the amount of lessons that you have ordered. Read more about Semesters & Holidays here: <https://rockskolan.com/en/semesters.html>

3. Lesson times

Weekday and time for your classes will be set in agreement with the person liable for the payment before you can start the lessons. However, the lessons are scheduled on a fixed date/time with weekly intervals. The lessons are distributed after the municipal school holidays and national holidays. The invoice/bill is based on the scheduled weekly spot on which the lesson is planned in agreement with the person liable for the payment. The lesson spot can not be changed post in retrospect without the written concent of Rockskolan Sverige. Rockskolan does not have any obligations to grant wishes about change of lesson hours. Please note that you will not be refunded for the lessons from which you are absent, regardless of the reason for your absence. If Rockskolan Sverige is forced to change any planned lesson hours, this will be done with the conscent of the person liable for the payment.

4. Delays

Rockskolan Sverige reserves the right to give every student the time to process the information from the lessons, therefore the teacher might have to streach the lessons resulting in a postponed start for the next student on his/her schedule. Regardless of the start of the lesson, Rockskolan Sverige garantuees you a teacher in place that will give you the amount of lesson time that you have payed for. Rockskolan does however not compensate for time that is wasted by the student, for example due to being lateness to class.

5. Cancelled lessons

If Rockskolan Sverige has to cancel lessions you will be given replacements lessons. The replacements lessons will be given later during the semester or the following semester. However you have been granted these lessons.

6. Absence/illness

Please note that as a rule you are not compensated for lessons during which you are absent, regardless of reason.

Policy for private lessons:*

If you report your absence/give notice of illness BEFORE your lesson starts by informing our customer service you have the possibility of getting the lessons back. The amount of lessons you can cancel and get back are limited and stand in relation to the amont of lessons you have ordered. Note: You do not get a lesson back if you report absence/give notice of illness AFTER the start of the lesson. Absence/notice of illness is to be reported to customer serrvice by calling 08-559 208 55 or by e-mail to support@rockskolan.com or bokning@rockskolan.com

5 lessons = 1 substitute lesson

15 lessons = 2 substitute lessons

30 lessons = 3 substitute lessons

***Does not apply if you have bought the flexibility add-on, if you are enrolled via the voucher system in the Municipality of Staffanstorps, if you are taking part in any of our programs or group activities other than the part of the Services made up by bundles of private lessons with individual tuition.*

7. Period of notice

You do not have to give notice in case you do not want to continue your lessons with us. If you do not send in a new application form to continue your existing lesson package we will presume that you do not want to continue. Rockskolan may come to remind you when it's time to buy new lessons but also reserves the right to give your spot in the schedule to another customer unless you order a new bundle of lessons at least 4 weeks prior to the preliminary expiration of your current lesson bundle.

If you are enrolled via the music voucher system of the Municipality of Staffanstorps, you need to observe a 2 months notice policy. You inform the municipality or Rockskolan at support@rockskolan.com to give notice.

8. Instruments & Equipment

Many of the instruments used in the classes can be lent to you to be used on location (not to be taken home). It is however necessary, in order to get the most out of your classes, to be able to practise at home inbetween your weekly classes you should in other words, for your own sake, have an instrument to practise with at home.

9. Flexibility Add-on for Individual Tuition

If you bought a flexibility add-on you can postpone your lesson by one week if you contact our administration at least 72 hours before your planned lesson. When you call we will schedule a new date for that specific lesson. We reserve the right not to grant you rescheduling if you do not contact us at least 72 hours before your lesson. In that case the same rules as for Delays and Absence apply.

10. Communication with Rockskolan

Rockskolan's teachers are liberated from administrative work and do not represent Rockskolan Sverige in issues concerning your application process or your lesson spot. All communication must go through Rockskolan Sverige via either of the following addresses: support@rockskolan.com, booking@rockskolan.com. Absence is reported to +46 - (0)8 559 208 55 or either of the above mentioned e-mail addresses.

11. Facilities

When ordering you choose where you want the Services to be carried out. You may choose to have the Services delivered in facilities of Rockskolan's choosing ("Our place"), in your own home ("Your place") or online ("Online").

If you choose to have the Services delivered in facilities of Rockskolan's choosing ("Our place") you leave to Rockskolan to decide which facilities are best suited for the Services. Lessons normally take place in Rockskolan's facilities or at our partners' facilities. While planning and scheduling the delivery, the exact place/facilities will be announced. Rockskolan reserves the right to change the facilities in order to continue delivering the Services. Rockskolan also reserves the right to temporarily change, postpone or pause the Services due to the unavailability of facilities.

YOUR OBLIGATIONS

Eligible customers

We offer the Services to individuals acting as consumers (as defined under applicable local law).

You may not order the Services or use any of the Functions if you are below eighteen (18) years of age, unless you have legal permission from your legal guardian.

Use of the functions

When you use the Functions, you must always comply with all applicable laws, regulations and public orders. You shall not access the Site other than through interfaces provided by us and as otherwise expressly authorised under these Terms. You may not use the Functions in a manner contrary to our, or any third party's, rights and interests. You agree to comply with all instructions and recommendations provided by us from time to time.

We may have to suspend the supply of any of the Functions to:

- Deal with technical problems or make minor technical changes; or
- Update changes to the Functions to reflect changes in applicable laws and regulatory requirements.
- Make changes to staffing, facilities or equipment.

We will contact you in advance in case we need to suspend the supply of any Services. This does not apply if the problem is urgent or an emergency.

PRICES AND PAYMENT

Price information

You must pay all applicable fees as set out and described on the Site for the Services that you have selected. The prices for the Services are set out on the Site and include any explicitly set out relevant delivery costs, value added tax (VAT) or other fees and taxes. The price of the Services provided to you will be the price indicated on the order pages when you placed your order.

We have the right to change the prices for the Services. If we change the prices, we will notify you in advance. By continuing to use or access the Services after the price changes come into effect, you agree to be bound by the new prices.

Payment information

Payment for the Services can be made in accordance with what is set out below.

We offer payments in cooperation with Svea Webpay, Klarna, PayPal by way of:

- Payment installments
- Card payment
- Direct payment

On your payment, the third party processor's/provider's terms and conditions will apply (Svea Webpay: [<http://www.sveawebpay.se/kontovillkor>]; PayPal: [<https://www.paypal.com/se/webapps/mpp/home>]; Klarna [<https://www.klarna.com/uk/terms-and-conditions/>]). You may be requested to identify yourself and credit reports may be pursued by the third party processor/provider. Where we use a third party for payments, we will not have access to or store any payment information.

The Services may be paid for by credit or debit card. You must keep the payment information accurate and up-to-date.

We are entitled to perform a credit control when this is needed in order to be able to offer you a credit period.

You agree to pay within the set time for the payment method you choose. Payment after due date can entail late payment fees and interest.

Sometimes we will make available gift cards and vouchers as further described in the Site. These are valid as payment method for 1 year or as otherwise specifically set out on the gift card or voucher.

Payments via Svea Webpay

Svea Ekonomi offers solutions for part payments of up to 24 months. An example of real rate when purchasing items at 10 000 SEK with a part payment plan of 12 months, 0% interest rate, 195 SEK starting fee and 29 SEK per invoice according to standards recommended by the Swedish Consumer Agency, is 10,68%.

Please refer to the SveaWebPay website for further information: <http://www.sveawebpay.se/kontovillkor> or contact Svea Ekonomi AB at +46-8-51493113.

OUR LIABILITY

Warranty

We warrant that we will, where applicable:

- Perform the Services professionally and with the correct and necessary competence.
- Take care of your interests and consult with you in order to avoid misunderstandings where necessary.
- Ensure that the Services are not performed in breach of the Swedish Product Safety Act (Sw. *produktansvarslagen*) or the Swedish Marketing Act (Sw. *marknadsföringslagen*).
- Discourage you from using the Services in the event these are not of use for you.

Defects

The Services are defect in the following events:

- The Service has not been performed in accordance with our agreement.

- We have not performed the Services in accordance with applicable security regulations, or in breach of the Swedish Product Safety Act.
- The Services are not in accordance with what we have agreed.
- The Services are not in accordance with information provided in our marketing.

Complaints

In the event that you consider the Services to be defect, you may make a complaint by using any of our Contact Information. You have to make the complaint within reasonable time (within two (2) months will always be considered as reasonable). You cannot make complaints in relation to defects discovered more than two (2) months after the initiation of the Services.

Your rights in the event of defects

In the event of defects, you may:

- Require that the defect is corrected (normally without any cost for you).
- Require that defect parts of the Services are carried out anew, if applicable.
- Where the purpose of the Services has forfeited, and we ought to have understood that - you may terminate the agreement.
- Request a refund in the form of a webshop voucher eligible for purchases at rockskolan.com and corresponding to the value of the remainder of the Services.

Delay

Sometimes we may not complete the Services within the period agreed between us (and you have not caused this delay). You can in the event of delay:

- Require that we fulfil the Services.
- Where the purpose of the Services has forfeited, and we ought to have understood that - you may terminate the agreement.

Cancellation

If you cancel the Services before they have been completed, we are entitled to compensation for the part of the Services that have already been performed or planned. We may also claim compensation for loss of income for not being able to perform other work. For purchased lesson bundles of individual tuition, you may request a refund in the form of a webshop voucher eligible for purchases at rockskolan.com and corresponding to the value of the remainder of the lessons in the bundle you have purchased. In the case of programs and group activities which are not lesson bundles of individual tuition, no cancellation nor refund policy applies.

Third party services as a part of our Services

Sometimes we may rely on third party services and/or product providers. Such providers act beyond our reasonable control and we shall not be held liable for any damages caused by an action or omission attributable to them.

Defects and delays beyond our control (force majeure)

We are not responsible for delays and defects outside our control. If our suppliers are delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided that we do this we will not be liable for defects and delays caused by the event, but if there is a risk of substantial defect or delay you may contact us to end the agreement and receive a refund for any Services you have paid for but not received.

WITHDRAWAL RIGHT

Right of withdrawal

In accordance with the Swedish Distance and Doorstep Sales Act (Sw. *distansavtalslagen*) you have the right of withdrawal within fourteen (14) days from the day on which you acquire the Services.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by a clear written statement. Please contact us by using any of our Contact Information. You may also use this withdrawal form: <https://rockskolan.com/en/contact>.

To meet the withdrawal deadline, it is enough for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you are a consumer and you withdraw from a contract with us, we will reimburse all payments received from you. Refunds will be processed by using the same means of payment as you used for the initial transaction.

Where we have already performed parts of the Services before you notify us your wish to withdraw, we are entitled to reimbursement at an amount proportionate to the amount payable for the full Services.

Withdrawal exemptions

Your right as a consumer under the Swedish Distance and Doorstep Sales Act to withdraw does not apply if you have agreed to a) us initiating the Services during the withdrawal period and b) that your withdrawal right is in such case not applicable.

- Recreational activities performed at a set time (for example culture and sport events).
- Digital products after you have started to download or stream these.
- Any part of any Service which becomes mixed inseparably with other items after their delivery.

Pausing the Services

Lesson bundles with individual tuition:

If you for any reason do not use your lessons in direct connection to the purchase you have the possibility to make a booking up to a year after you purchase. The same is applied on any replacement lessons due to illness or absence, i.e. they can be booked at latest one year after the date of purchase. You may also obtain a store credit voucher corresponding to the value of your remaining lessons. Store credit vouchers are valid for one year.

Programs, group activities and other Services than individual tuition are not possible to pause, cancel or postpone. No refund or credit can be obtained if you choose to discontinue.

PRIVACY

We process your personal data in accordance with our Privacy Policy.

PROPERTY AND INTELLECTUAL PROPERTY RIGHTS

Our rights

The Site is owned and operated by Rockskolan. All copyrights, trademarks, trade names, logos and other intellectual or industrial property rights held and used by us as well as those presented in the Functions (including titles, graphics, icons, scripts, source codes etc.) are our property or third party licensors' property and must not be reproduced, distributed, sold, used, modified, copied, limited or used (in whole or in part) without our written consent.

Respect for our property

You must not tamper with, attempt to gain unauthorised access to, modify, hack, repair or otherwise adjust any of our material, hardware, source-codes or information for any purposes.

Respect for our intellectual property

The Services and other information, including all associated intellectual property rights, provided and made available by us, remain our exclusive property. You may not use our exclusive property for commercial or any other purposes without our written consent.

APPLICABLE LAW

Swedish law shall apply to these Terms and our legal relationship in general.

COMPLAINTS AND DISPUTES

If you have any complaints, please contact our support department by using any of our Contact Information. You may also contact us by filling out this contact form: <https://rockskolan.com/en/contact>.

We will always first try to solve your complaints through discussions between you and our support department. In the event of a complaint or dispute you may, however, always contact the Swedish National Board for Consumer Disputes (Sw. *Allmänna reklamationsnämnden*).

Disputes regarding the interpretation and application of these Terms shall be resolved by the National Board for Consumer Disputes or by the competent ordinary court.

Please also note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform available at ec.europa.eu/consumers/odr.

COMPANY INFORMATION

The association Musikergruppen is an entity registered in Sweden.

Address: Box 185, 22100 Lund

Reg. No: 802551-7197