

# TERMS (ONLINE) RENEWED VOICE COACHING

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## Terms & Conditions concerning our Product/ Services

The following terminology applies to these Terms and Conditions: "Client", "You" and "Your" refers to you, the person that purchases a service or product of "House of Voice" on this website or through e-mail: [info@houseofvoicecoaching.com](mailto:info@houseofvoicecoaching.com)

For all services and products offered on this website, the prices are BTW included unless mentioned otherwise.

### **(ONLINE) RENEWED VOICE COACHING**

#### ***One month Package***

The one-month package contains four vocal coaching sessions with a duration of 30 minutes long per session. The one-month period starts from the first session on.

The Renewed Voice Coaching sessions of House of Voice will only be offered to people who are eighteen years or older.

When having signed up for the online Renewed Voice coaching each session will be given online through the enterprise video communication platform Zoom.

If you are signing up for the Renewed Voice Coaching for the first time at House of Voice the first month contains two sessions of sixty minutes per session. The first session will be an in-depth personal intake, the second session will be an in-depth voice assessment. House of Voice won't offer any Renewed Voice coaching without these two sessions. It is therefore not possible to start the Vocal Coaching without having attended these sessions. House of Voice will then make a personal plan based on the information from these two sessions.

Once you sign up for the one month package, you are agreeing to pay the whole one month amount. House of Voice will send you an invoice at the beginning of each calendar month, starting the beginning of the next month from the first lesson.

### **Automatic extension of the one- month package**

After one month the Renewed Voice Package will be automatically extended. The client will be informed about that before the start of the first lesson of the one- month package. You can cancel the extension of the one- month Renewed Voice Coaching package at any moment, as long as it's prior to the date of the first lesson of the next Package Month. For example, if your one month package ends on the 16th of february of 2021, and the next one- month session would start one week later on the 23d of february 2021, you can cancel the extension of the one- month package up until the 22nd of february 2021 by sending a cancellation e-mail at [info.houseofvoicecoaching.com](mailto:info.houseofvoicecoaching.com).

The invoice has to be payed in full within 14 days after the date of the invoice. Once you have agreed to purchase the one month package, there is no possibility to cancel. The one month is consecutive without any pauses and stand for four sessions of 30 minutes each.

The lessons will take place at a predetermined time and date in consultation with the client before the first Renewed Voice coaching session takes place .

This will be the time and date that will be specifically reserved for the client.

The client receives a list of the reserved date and time per week right before the first lesson begins.

The client may ask to change the regular day/ time after a few lessons, but House of Voice won't guarantee that the day/time will be changed, as this depends on the availability of the coach of House of Voice.

### **Exceptions to re- schedule:**

If the session happens to be on a National Holidays the session will be rescheduled to either the week prior or after the scheduled time.

You are able to reschedule your session once in this one month period, but only for the

reason of being sick.

When the coach has to cancel the session due to sickness on her end, the session will always be rescheduled.

If the client decides to stop attending the Renewed Voice Coaching sessions before the four sessions have taken place in that specific month, the client still has to pay the total amount of the one month package.

If the client doesn't show up to the lesson, there won't be any refund nor will this session be rescheduled.

The client has to pay the session in full, according to the one- month package payment terms.

When the client didn't pay the invoice within the due- date as mentioned on the invoice, the client will get one friendly payment reminder. They'll get a seven days of grace period to pay the amount due. If the client still hasn't payed within the time mentioned, the coach of House of Voice has the right to stop the sessions effective immediately. The client gets a €25,- fee and will be able to continue the package once they payed the fee. Any session that are missed due to failure to meet the installment payments, will not be re- scheduled.

Continue reading for more information on the rights of the client & House of Voice at the Disclaimer.