



Terms, Conditions, Policies and Information (Effective March, 2025)

1. General Information

By engaging the Bartok Music Group, LLC, a Texas Limited Liability Company doing business as “Dream Piano Institute”, for services, you understand and agree to the policies stated hereinafter, including any future updates and amendments. The term “You” or “Your” refers to the pupil or client. The terms “Dream Piano Institute” shall mean Bartok Music Group, LLC.

By engaging in our services, you agree to be bound by the laws of Bartok Music Group, LLC’s resident jurisdiction. The mailing address of Bartok Music Group, LLC is 24200 SOUTHWEST FWY, STE 402 PMB 259, ROSENBERG, TX 77471.

2. Service Language

Services will be provided in English, unless otherwise arranged.

3. Service Delivery

Instrument lessons are generally provided on 1-on-1 format unless otherwise specified. As of January 2025, offline lessons are available in the Greater Houston Metropolitan Area. Please contact the Dream Piano Institute for accurate location information. Online lessons are available to you globally, administered via VooV Meeting.

4. Pupil Age

Services are available to individuals ages 4 and up.

5. Pupil Proficiency

Services are available equally to individuals looking for the best lesson quality, regardless of the individual is a beginner or a professional.

6. Service Availability Regions

Services are available globally. If applicable, you must have an internet connection and can access VooV Meeting software. VooV Meeting software is a product of Shenzhen Tencent Computer Systems Company Limited, and Dream Piano Institute is not responsible for any disputes, injury, or issues that may arise between its client and its client's use of any product made available by Shenzhen Tencent Computer Systems Company Limited. Offline services are currently available in the following region(s): Greater Houston Metropolitan Area, TX, USA.

7. Media Usage Consent

You agree that still and motion photography and audio recording of you, and/or minor pupils enrolled which you are a legal parent or guardian of, to be collected and used by Bartok Music Group, LLC, and you consent for the use of such by Bartok Music Group, LLC's partners, agents, representatives, assigns, successors in interest and licensees in any manner or medium throughout the world an unlimited number of times in perpetuity in advertising, trade, promotion, exhibition, or any other lawful purpose.

You understand that you will not receive any monetary compensation for the permissions you are granting herein. You hereby waive any right of inspection or approval of the uses to which Bartok Music Group, LLC may put still and motion photograph and audio. You acknowledge Bartok Music Group, LLC will rely on this permission and hereby release and discharge the Bartok Music Group, LLC from any and all claims and demands arising out of or in connection with the Photograph or the exercise of the permissions granted here, including any or all claims for libel, invasion of privacy, or emotional distress.

You understand that you cannot withdraw your consent after you engage in Bartok Music Group, LLC's services, including those of its subsidiaries, and that this consent and release is binding on you and your heirs, legal representatives and assigns.

8. Fees

For the most recent music lesson rates, please contact Dream Piano Institute for the latest information. Accounts lock in their current rates and enjoy the grandfather benefit of lesson rate lock-in for existing recurring lesson services. Lesson rate lock-in only applies to existing continued lessons and does not apply to added lessons or pupils on one account. Dream Piano Institute reserves the right to determine account's eligibility to enjoy lock-in benefits.

For accounts enrolling multiple pupils under one family unit, the second or more pupils enjoy 20% discount to their tuition. The multiple pupils must be of direct familial relationship. Dream Piano Institute reserves the right to refuse any discounts on accounts. Sales taxes are not applicable to lessons.

Dream Piano Institute also offers piano service (eg. tuning and/or repairs). These services require a personalized quote which must be obtained by contacting Dream Piano Institute.

For any returned or disputed payments made by card, Dream Piano Institute may at its sole discretion assess a returned payment fee of up to \$200 USD.

For any returned payments or disputed payments made by check, Dream Piano Institute may assess a returned payment fee of \$60 USD.

In the event of all returned payment, an interest charge determined at the discretion of Dream Piano Institute, compounded daily, shall be imposed, on the entirety of the invoice.

You are not entitled to any refund. Any refund will be made at sole discretion of Dream Piano Institute. Any other agreements that would be in conflict of this term shall be deemed made in goodwill and does not constitute an agreement to amend, invalidate, modify, nor in any means a change or expungement of this return policy.

Additional fees shall include all other fees state in other locations within these policies and information.

9. Payment Method

Dream Piano Institute accepts card payments from the cards of the following card networks: Discover, MasterCard, UnionPay, and Visa. Dream Piano Institute does not accept American Express. Charges made at Dream Piano Institute may appear on your credit card statement as “BARTOK MUSIC GROUP”.

For payments by check, please address to “BARTOK MUSIC GROUP, LLC.”

10. Billing

For lessons, billing cycles are monthly. Payments are due in advance. Payments for lessons are considered late if not paid in full before the first lesson of the month. A late fee of \$40.00 USD may be imposed at Dream Piano Institute’s discretion. In the event of a returned payment, an interest determined at the discretion of Dream Piano Institute, compounded daily, shall be imposed, on the entirety of the invoice.

For academic material purchases, payment is due at pick-up or prior to shipping. Untimely payment may incur interest charges and late fees assessed at the sole discretion of Dream Piano Institute.

For piano servicing, payments are due immediately after service completion.

11. Correspondence

You may contact Dream Piano Institute through it's telephone or text hotline at +1 (680) 444-0888, or by email at mail@huangtiange.com. You agree and understand by contacting or when contacted by the Dream Piano Institute that your communication via all manners are monitored and recorded.

12. How to sign up

You may sign up for our services by contacting us via telephone or text hotline at +1 (680) 444-0888, or by email at usadpi@hotmail.com. Dream Piano Institute will provide a registration form, and promptly schedule your service appointment.

13. Service Scheduling

Service are scheduled by Dream Piano Institute, time slot availability will be provided on a first come first serve basis. Dream Piano Institute will provide a selection of time slot for the pupil to select.

14. Holidays

Holidays shall be any legal holiday designated by the U.S. Congress, or the Legislature of the State of Texas. Unless otherwise notified, Dream Piano Institute will provide services on legal holidays. Pupils may not skip service appointment that is due on a holiday, unless pupil give Dream Piano Institute advance notice at the beginning of the billing cycle which the will fall within. Payment for unused service during an eligible holiday will be credited towards the succeeding billing cycle.

15. Miscellaneous

- a. Unless a substantial event beyond the pupil's reasonable control, or an event of tragedy, no refund request will be processed.
- b. If a service appointment is impacted by internet connection issues and/or interruptions, or technical issues causing the appointment to be canceled, Dream Piano Institute and the pupil must promptly rearrange a secondary appointment to redeliver the impacted service appointment.
- c. If Dream Piano Institute and/or the pupil miss an appointment due to emergency circumstances or summons on missions, and a rearranged appointment cannot be made, payment for the impacted service will be credited towards the succeeding billing cycle.
- d. No credit nor refund will be issued if pupil fails to appear on service appointment without prior notice and reasoning. Failure to appear will be treated as relinquishment of service benefits.
- e. For the purposes of service results, if pupil misses more than 3 service appointments without providing appropriate reasoning, Dream Piano Institute will terminate the pupil

indefinitely. Pupil may reenroll again after pupil can ensure reasonable consistency for attendance.

f. Dream Piano do not provide bi-weekly service appointment frequencies nor any other service frequencies that is less than once per week (weekly). (ie: Pupils are permitted to request service appointments frequencies to be daily; Pupils are not permitted to request service appointments frequencies bi-weekly, tri-weekly, monthly, or vice versa.) Wherefore, any acts of the pupil that Dream Piano Institute deems as an attempt to bypass the foregoing terms in this paragraph, Dream Piano Institute reserves the right to cancel all subsequent appointments, and terminate the pupil indefinitely.

g. Pupils of Dream Piano Institute will receive exclusive discounts and/or priority access to events and hosted by the Dream Piano Institute, Bartok Music Group, and/or the International Music Exchange Association.

h. Dream Piano Institute pupils may request a letter of recommendation upon the need of such,

i. Dream Piano Institute's excellent pupils of higher proficiency levels may receive a letter of recommendation upon request from the Dream Piano Institute and the International Music Exchange Association. Dream Piano Institute will provide indefinite support throughout the careers of its excellent pupils of higher proficiency.

j. Information on Dream Piano Institute's referral program and its incentives, please contact us at +1 (680) 444-0888 or mail@huangtiange.com.

