



RITMO STUDIO PTE. LTD.

334 Kreta Ayer Road #03-06 Singapore 080334

Contact No. : 8808 9763

E-mail : hello@ritmostudio.sg

Website : <http://ritmostudio.sg>

UEN: 201634958G

REFUND & CANCELLATION POLICY

This Refund & Cancellation Policy ("Policy") sets out the terms on which Ritmo Music Studio ("we", "us", or "our") handles deposits, lesson fees, refunds, and cancellations for students and their parents/guardians ("you"). This Policy should be read together with our Terms & Conditions, which are provided and agreed to at the time of registration.

1. DEPOSIT FEE

1.1. A refundable S\$100 deposit and a minimum 6-month commitment apply to all regular lessons and courses at Ritmo Music Studio (RMS), except trial lessons, promotional courses, flexi-packages, and ad-hoc programs.

1.2. The deposit acts as a security deposit. If you complete the minimum 6-month commitment and provide the required 4 weeks' advance notice of termination, the deposit will be used to offset lesson fees for the remaining term.

1.3. The deposit will be forfeited if:

- you fail to give at least 4 weeks' written notice of termination; or
- you terminate lessons before completing the minimum 6-month commitment period.

2. LESSON FEES & REFUNDS

2.1. Lesson fees are charged on a quarterly term basis (except for flexi-packages or special programs/workshops) and are generally non-refundable once a term has commenced, save as set out in this Policy.

2.2. If you join mid-term, lesson fees are pro-rated from your start date; no separate refund request is needed as this is reflected in your invoice.

2.3. If lessons are terminated partway through a term (with valid 4 weeks' notice as required under Clause 8 of our Terms & Conditions), unused lesson fees for the remaining term will be refunded or offset against your deposit, at RMS's discretion.

2.4. Late payment fees (S\$15) once incurred are not refundable.

3. TRIAL LESSONS, FLEXI-PACKAGES & PROMOTIONS

3.1. Trial lesson fees, promotional course fees, and flexi-package fees are non-refundable, as these programs already carry reduced commitment and pricing.

3.2. Flexi-package lessons must be scheduled and used within 12 weeks of purchase. Lessons not used within this validity period are forfeited and will not be refunded; an additional package may be purchased to extend validity.

4. MISSED, CANCELLED & MAKE-UP LESSONS

4.1. No refund or make-up is given for a missed or cancelled individual lesson unless at least 48 hours' advance notice is given, or a valid Medical Certificate is provided for illness.

4.2. Approved make-up lessons must be completed within the current term. Make-up lessons not used by the end of the term are forfeited and are not convertible to a refund or credit.

4.3. For extended absences (e.g. vacation), a minimum of 4 weeks' advance notice is required. If no suitable make-up slot can be arranged within the term, or within a month before/after the absence, those lessons are forfeited and non-refundable.

4.4. Group classes and flexi-packages are not eligible for make-up lessons or related refunds.

5. TERMINATION BY RMS

5.1. In the rare event that RMS terminates lessons due to a student's gross disregard for musical progress (e.g. missing two or more consecutive lessons without notice, or continual lack of required parental collaboration for minors), any unused, already-paid lesson fees for the remaining term will be refunded on a pro-rated basis. The S\$100 deposit will follow the forfeiture conditions in Clause 1.3.

6. DAMAGE TO STUDIO PROPERTY

6.1. Where a student damages RMS instruments, equipment, materials, or goods, the student/family is responsible for full replacement cost. If replacement is not made, the remaining month's lessons and the deposit will be forfeited in lieu of payment.

7. HOW TO REQUEST A REFUND

7.1. All refund or termination requests must be submitted in writing (WhatsApp or email) to our studio using the contact details below, together with your name, the student's name, and reason for the request.

7.2. Approved refunds will be processed via the original payment method (PayNow, bank transfer, or PayPal) within 10 business days of approval.

7.3. We will inform you in writing of the outcome of your request and, where a request is declined, the reason for doing so.

8. CHANGES TO THIS POLICY

8.1. We may revise this Policy from time to time without prior notice. Please refer to the "Last updated" date below to check for the latest version. Continued enrolment in our lessons constitutes acceptance of any such changes.

Last updated : 17 July 2026