



DIGITAL PORTAL TERMS AND CONDITIONS

(Applicable to all employees, contractors, systems and platforms involved in sending SMS/MMS)

TERMS AND CONDITIONS

Effective Date: 12/01/2025 - Version: 1

Welcome to the String Ensemble Academy Digital Portal ("Portal"). These Terms & Conditions ("Terms") govern your access and use of our website, booking system, communications, classes, programs, and all services provided by String Ensemble Academy ("SEA", "the Academy", "we", "us").

By accessing the Portal, creating an account, booking a class, enrolling a student, or completing any financial transaction with SEA, you agree to these Terms.

If you do not agree, you must discontinue use of the Portal and your enrollment cannot be completed.

1. About String Ensemble Academy

String Ensemble Academy is a Florida-based music education institution offering private lessons, group classes, early learning programs, ensembles, workshops, and musical training for children, youth, and adults.

The Portal allows students and parents/guardians to:

- Book classes and programs
- Manage schedules
- Receive communications
- Make payments
- Access student information

2. Eligibility

To use the Portal or enroll in SEA programs, you must:

- Be 18 or older, OR be a parent/legal guardian completing registration for a minor
- Provide accurate personal and student information
- Agree to all SEA Terms, Policies, and Procedures

Parents/guardians are fully responsible for minors accessing or using the Portal.

1001 South Mac Dill Avenue, Suite 200, Tampa, Florida 33629
www.stringensembleacademy.com | info@stringensembleacademy.com | (813) 358-1403

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3. Bookings, Payments & Enrollment

3.1 Class & Program Booking

Bookings are processed through the Portal and are confirmed only once payment is completed.

Certain programs may require prepayment for the full term, semester, or subscription cycle.

3.2 Payment Terms

Payments may include:

- Registration fees
- Monthly tuition
- Semester packages
- Special workshops or events

Payments are handled securely via our WIX-integrated system.

3.3 Refunds & Cancellations

Refunds, cancellations, absences, and make-up lessons follow the policies described in the Student Policies & Procedures (SPP).

SEA reserves the right to:

- Deny refunds outside policy
- Apply administrative fees
- Adjust class schedules due to teacher availability or Academy operations

4. Behavior, Safety & Responsibilities

4.1 Student Conduct

All students must behave respectfully and safely during lessons, rehearsals, and Academy activities.

4.2 Safety Disclaimer

SEA prioritizes student safety, but parents acknowledge that:

Participation involves physical activity

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SEA is not liable for injuries resulting from misuse of instruments, equipment, or failure to follow instructions

4.3 Parent / Guardian Responsibilities

Parents/guardians must:

- Ensure punctual arrival and pick-up
- Keep emergency contact info updated
- Follow SEA's communication and safety rules
- Accept responsibility for student conduct
- SEA is not responsible for minors left unattended outside instructional hours.

5. Communications Consent (Email, SMS, Phone, Portal Notices)

By enrolling or submitting your information, you authorize SEA to contact you via:

- Email
- SMS/MMS (text messaging)
- Phone calls
- Portal notifications
- WhatsApp or similar channels (if applicable)

Communications include:

- Class reminders
- Billing notices
- Schedule changes
- Announcements
- Emergency alerts
- Marketing (only with opt-in)

You may opt out of marketing by replying STOP to SMS or by updating your preferences.

Operational messages may still be required.

6. 10DLC Text Messaging Compliance

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SEA complies with U.S. carrier and 10DLC regulations.

This means:

- We send SMS only to consenting users
- Opt-out is honored immediately
- SMS logs are maintained securely
- No unauthorized third-party sharing of phone numbers
- Abuse of SEA messaging systems is strictly prohibited.

7. Privacy & Data Protection

SEA collects and processes personal information solely for educational and operational purposes.

We comply with:

- Florida privacy standards
- Industry-standard data protections
- WIX secure hosting practices

Information is never sold and is shared only with:

- Payment processors
- Integrated WIX services
- Third-party providers essential for Academy operations
- Legal authorities when required

For more details, see our Privacy Policy.

8. Intellectual Property

All Portal materials—including videos, images, recordings, lesson documents, logos, and digital content—are property of SEA.

Users may NOT:

- Share
- Reproduce

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- Distribute
- Modify
- Publish
- Sell

Any SEA content without written authorization.

9. Portal Use Rules

Users may not:

- Use the Portal for illegal purposes
- Attempt unauthorized access, damage, or disruption
- Share login credentials
- Upload harmful content
- Interfere with SEA's operations

SEA may suspend Portal access at any time for non-compliance.

10. Limitation of Liability

To the fullest extent permitted under Florida law, SEA is not liable for:

- Service interruptions (WIX outages, system failures, third-party errors)
- Loss of data
- Physical injuries outside controlled instruction
- Personal property lost or damaged on premises
- Errors caused by user negligence

Participation in SEA programs is voluntary and at the student's own risk.

11. Dispute Resolution (Florida Law)

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These Terms are governed by the laws of the State of Florida.

Disputes shall be resolved in the following order:

- Informal negotiation
- Mediation
- Binding arbitration in Florida

Class-action participation is waived to the extent allowed by law.

12. Updates to These Terms

SEA may update these Terms at any time.

Updates will be posted on the Portal with a new effective date.

Continued use of the Portal constitutes acceptance.

13. Contact Information

For inquiries or legal notices:

String Ensemble Academy (SEA)

Address: 1001 S Mac Dill Ave, Suite 200, Tampa, FL 33629

Email: info@stringensembleacademy.com

Phone: (813) 358 1403

14. Student Policies & Procedures (SPP) — Mandatory Acceptance

All students, parents, or legal guardians completing their first enrollment or financial transaction with SEA must review and accept the Student Policies & Procedures (SPP).

The SPP include, but are not limited to:

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- Attendance & punctuality
- Code of conduct
- Safety guidelines
- Teacher substitution
- Make-up lessons
- Cancellation & Refund Policy/
- Tuition payment terms
- Use of facilities
- Expectations for parents, students, and guardians

Acceptance of these Terms confirms that you acknowledge the SPP are binding and form part of the contractual relationship between you and SEA.

SEA may update the SPP at any time.

Continued enrollment constitutes acceptance of updates.

15. Acceptance of Terms

Using the portal, submitting personal data, or opting in to communication services constitutes acceptance of this policy. All personnel must read, understand and follow this T&C policy before sending any SMS.

Signed by: *Omar Rafael Pucciarelli* / COO

Date: 12/01/2025

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida.

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