

Onset School of Music | Terms of Use

Effective date: October 15, 2026 | Onset School of Music

1. Scope and acceptance

These Terms of Use govern access to onsetschoolofmusic.com (the “Website”) and, once launched, account.onsetschoolofmusic.com (the “Account Center”). The Account Center provisions apply when that service becomes available. By accessing or using the applicable services, you agree to these Terms. Parents or guardians must manage accounts for students under 18.

2. Onset’s role and Participating Instructors

Onset School of Music (“Onset”) operates a music education facility and provides room access, instructor referrals, scheduling coordination, payment collection and related administrative services. “Participating Instructors” are independently operating music instructors approved to use Onset’s facilities and services to provide instruction directly to students. Participating Instructors are customers of Onset’s facility and administrative services; they are responsible for their instructional services and professional conduct. Onset remains responsible for its own facility operations, screening practices and administrative obligations under applicable law.

3. Instructor approval and safety

As part of its approval process, Onset conducts due diligence and background screening, including applicable background checks, before approving Participating Instructors to use its facilities and services. Screening supports student safety but cannot guarantee future conduct or suitability for every student. Questions or concerns about safety or an instructor may be reported to info@onsetmusic.com or 339-293-9393.

4. Recurring lessons and scheduling

Students generally reserve recurring weekly lesson times. Scheduling is coordinated by Onset with Participating Instructors. Lesson times and replacement lessons depend on instructor and facility availability. Please provide accurate contact and scheduling information and promptly notify Onset of changes.

5. Student cancellations and makeup credits

When a student cancels a regular lesson at least three (3) hours before its scheduled start, the student may receive a makeup lesson credit, subject to the rules below. Cancellations with less than three hours’ notice and no-shows are charged at the regular lesson rate and do not earn a makeup credit.

A student may have no more than one (1) unused makeup credit at a time. An unused credit may carry forward while the student continues regular weekly lessons, but expires when the student next misses a regularly scheduled lesson. If that missed lesson is canceled with at least three hours’ notice, the expiring credit may be replaced with a new credit; otherwise no new credit is issued. Makeup credits are for replacement lessons, subject to availability, and are not automatically redeemable for cash. Students are encouraged to use credits promptly.

6. Instructor cancellations

If a Participating Instructor cancels a lesson, the student will not be charged for that canceled lesson and is not required to schedule a replacement. Any amount already collected for that lesson will be addressed through an appropriate refund or billing adjustment.

7. Discontinuing recurring lessons

Students and families wishing to discontinue a recurring weekly lesson reservation are asked to provide at least two (2) days' advance notice whenever possible. This helps Onset coordinate scheduling changes and make lesson times available to others. Onset understands that circumstances change and strives to accommodate reasonable shorter-notice requests. Outstanding charges and previously scheduled lessons are handled under applicable scheduling and cancellation policies, taking into account accommodations agreed upon by Onset. The two-day request is not a separate automatic penalty.

8. Billing, QuickBooks and payments

Onset administers invoicing and collects lesson payments on behalf of Participating Instructors, including through Intuit QuickBooks and QuickBooks payment services. Charges, balances and receipts may be reflected in Onset's accounting records. Customers are responsible for approved lesson charges and should promptly contact Onset about any billing discrepancy.

Where online payments are offered, a third-party payment processor may handle card or bank information under its own terms and privacy practices. QuickBooks payment services are currently used; Stripe or GoDaddy Payments may be added in the future. The availability of a particular processor or saved-payment feature depends on the payment options actually offered. Onset does not authorize an automatic recurring charge merely because a customer uses the Website or Account Center; any such payment arrangement requires the customer's separate authorization.

9. Account Center and QuickBooks integration

The Account Center is being developed and is not represented as already available by these Terms. Once launched, it may allow authorized customers to access their profiles, lesson information, invoices, balances and payment history. It may exchange necessary customer and billing information with Onset's QuickBooks account and maintain a synchronized copy of relevant records to operate the portal. Customers must keep login credentials confidential, use only their own accounts and notify Onset of suspected unauthorized access. If portal information differs from accounting records, contact Onset for review and correction; Onset will investigate discrepancies rather than automatically treating any record as infallible.

10. Acceptable use and intellectual property

Do not attempt unauthorized access to accounts or data, interfere with service security, introduce harmful code, or use the services unlawfully. Onset's website content, name and logo are owned by Onset or their respective licensors. Materials supplied by individual instructors may be subject to those instructors' rights and restrictions.

11. Third-party providers and availability

The Website and Account Center may rely on hosting, accounting, payment and other technology providers. Their separate terms may apply. Onset aims to keep its online services accurate and available but cannot guarantee uninterrupted access. Nothing here removes Onset's responsibility for its own conduct or duties imposed by law.

12. Liability and applicable law

To the extent permitted by applicable law, Onset is not responsible for losses arising solely from unauthorized misuse of a customer's account or temporary third-party service outages beyond Onset's reasonable control. Nothing in these Terms excludes rights or remedies that cannot lawfully be waived, including obligations concerning safety, negligence or consumer protection. These Terms are governed by Massachusetts law, subject to any mandatory legal protections.

13. Updates and contact

Onset may update these Terms as its services change, including when the Account Center launches. Material changes will be posted with an updated effective date, and additional notice will be provided when appropriate. Questions: Onset School of Music, 4 Audubon Rd, Wakefield, MA 01880; 339-293-9393; info@onsetmusic.com.