

# THE RLJ MUSIC ACADEMY

## TERMS & CONDITIONS (MEMBERS & STUDENTS)

Last updated: 7/1/2025

### 1. ABOUT US

The RLJ Music Academy (“the Academy”, “we”, “us”, “our”) is operated by **RLJ Music Academy Ltd**, a company registered in England & Wales.

By accessing or using our website, platform, courses, memberships, events, or services, you agree to these Terms & Conditions.

If you do not agree, do not use the Academy.

### 2. ELIGIBILITY

- You must be **18 years or older**, or have parental consent.
- You confirm all information provided is accurate and truthful.

### 3. MEMBERSHIPS & SERVICES

The Academy offers structured education via:

- Digital courses
- Membership tiers
- Live & recorded sessions
- Community spaces
- Events & workshops

We reserve the right to:

- Update content
- Modify schedules
- Add or remove features  
without guaranteeing identical delivery across time.

## 4. PAYMENTS & SUBSCRIPTIONS •

Memberships are billed **monthly or annually**, in advance. •

All prices are clearly displayed before purchase.

- You authorise recurring billing where applicable.

### Failed Payments

- Access may be suspended until payment is resolved.
- Continued non-payment may result in termination.

## 5. REFUNDS (VERY IMPORTANT)

Due to the **digital and intellectual nature** of our services:

- **No refunds** are provided once digital access has been granted  
unless legally required under UK consumer law.

Exceptions (at our discretion only):

- Duplicate charges

- Platform access failure caused by us

Refund requests must be submitted **in writing within 7 days** of purchase.

## **6. INTELLECTUAL PROPERTY (CORE PROTECTION)** All

content is the **exclusive property of RLJ Music Academy Ltd**, including but not limited to: •

Videos

- Audio
- PDFs
- Lesson structures
- Teaching systems
- Frameworks
- Logos, branding, and methods

### **You MAY:**

- Use content for **personal educational purposes only**

### **You MAY NOT:**

- Share, resell, reproduce, distribute, or teach the material
- Record sessions without written consent
- Allow account access to others

Breach of IP terms results in **immediate termination** with no refund.

## **7. CODE OF CONDUCT**

Members must:

- Act respectfully
- Maintain professional communication
- Honour the Academy's values and standards

We operate a **zero-tolerance policy** for:

- Harassment
- Abuse
- Disruptive behaviour
- Misrepresentation of affiliation

We reserve the right to remove any member **without refund** if conduct damages the Academy or its community.

## 8. DISCLAIMER

The Academy provides **education, not guarantees**.

We do not guarantee:

- Income
- Career outcomes
- Fame or bookings

Results depend on:

- Personal effort
- Consistency

- Discipline
- External factors

## 9. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

- We are not liable for indirect or consequential losses
- Our total liability is limited to the amount paid by you in the preceding 12 months

## 10. TERMINATION

We may suspend or terminate access if:

- Terms are breached
- Payments fail
- Misuse or IP infringement occurs

You may cancel your subscription at any time; access continues until the end of the billing period.

## 11. DATA & PRIVACY

We process data in accordance with UK GDPR.

Refer to our **Privacy Policy** for full details.

## 12. GOVERNING LAW

These Terms are governed by the laws of **England & Wales**. Any

disputes fall under the exclusive jurisdiction of English courts.