



Mina Music Studio

## 课程条款与细则

Studio Terms & Conditions

版本 Version 1.0 · 2026 年 9 月 1 日起生效 Effective 1 September 2026 · minamusic.sg/terms

### 条款摘要

#### THE SHORT VERSION

- 您预先购买储值，可自由用于任何课程、任何周次。  
You buy **credits** in advance and spend them on any class, any week.
- 储值自入账之日起 6 个月内有效；每次充值，全部余额的有效期自动顺延六个月。  
Credits last **6 months**, and every top-up refreshes your whole balance for another six.
- 储值不予退款，亦不得转让，仅限记名学员本人使用。  
Credits are **non-refundable and non-transferable** — they belong to one named student.
- 课前 24 小时以上取消，不扣储值；不足 24 小时，扣除半节；未到亦未告知，扣除全节。  
Cancel **more than 24 hours ahead: free**. Under 24 hours: half the lesson. No-show: the full lesson.
- 储值于课后扣除，预约时不扣。  
Credits come off **after** your lesson, never when you book.
- 如遇本工作室取消课程，您不承担任何损失；本工作室如结束营业，未使用部分将予以退还。  
If **we** cancel, you lose nothing. If the studio ever closes, we refund what you haven't used.

本摘要仅供参考，具体以下列完整条款为准。

*A summary for convenience only — the full terms below are what apply.*

### 一、关于我们

*About us*

本《课程条款与细则》（下称“本条款”）系您——学员本人，或未满 18 岁学员的父母或法定监护人——与 **Mina Music Studio Pte. Ltd.**（唯一实体编号 202616389K，经营品牌为 **Echo Isle 声屿**，地址：4 Jalan Mat Jambol, Bijou, #01-01, Singapore 119555，下称“本工作室”）之间订立的协议。

These terms are an agreement between you — the student, or the parent or legal guardian of a student under 18 — and **Mina Music Studio Pte. Ltd.** (UEN 202616389K), trading as **Echo Isle 声屿**, of 4 Jalan Mat Jambol, Bijou, #01-01, Singapore 119555 ("we", "us", "the studio").

联络方式: [hello@minamusic.sg](mailto:hello@minamusic.sg)。营业时间为每日上午 10:00 至晚上 10:00, 采预约制。

You can reach us at [hello@minamusic.sg](mailto:hello@minamusic.sg). The studio is open 10.00am – 10.00pm daily, by appointment.

## 二、 条款的接受

*Accepting these terms*

本条款于您在本工作室充值前向您出示, 完整文本并将随收据一并发送予您。您一经充值或参加付费课程, 即视为已阅读并接受本条款。如您不接受本条款, 请勿充值。

These terms are shown to you at the studio before you top up, and the full document is sent to you with your receipt. Topping up credits, or attending a paid lesson, means you accept them. If you do not accept these terms, please do not top up.

## 三、 试课

*Your trial lesson*

“声屿试课”为时长 45 分钟的免费课程, 内容包括歌曲评估、音域与声区测评, 以及为您量身拟定的学习方向。每位学员限一次, 本工作室每月提供的名额有限。

The Signature Trial is a 45-minute complimentary lesson covering a song assessment, a vocal range and register evaluation, and a personal roadmap. It is available once per student, and we offer a limited number each month.

如您于试课后 72 小时内首次充值满 300 新元, 本工作室将在标准充值奖励之外, 另行赠送 150 储值。此项优惠每位学员仅限一次。逾 72 小时, 或充值金额不足 300 新元的, 仅适用标准充值奖励, 不含该 150 储值。

If your first top-up is \$300 or more and made within 72 hours of your trial, we add 150 bonus credits on top of the standard top-up bonus. This is available once per student, ever. After 72 hours, or below \$300, the standard bonus applies without the 150.

如您无法如约前来, 敬请提前告知。试课虽不收费, 但该时段是老师实实在在的时间, 也是其他学员所期待的。

If you can't make your trial, please let us know — it costs you nothing, but the slot is real time from your teacher and someone else would have liked it.

## 四、 课程与储值

*Lessons and credits*

储值系本工作室用以记录预付课时价值的内部单位。储值不具现金价值, 不可兑换现金, 亦非按金或储值支付工具。各项课程的时长与所需储值, 以本工作室当时公布的价目为准。

Credits are our internal unit for prepaid lesson value. Credits have no cash value, cannot be exchanged for cash, and are not a deposit or a stored-value payment instrument. The length of each class, and the credits it costs, are as published by us at the time.

声屿课堂以华语授课, 并围绕华语流行曲目设计。如您希望以英文授课, 或学习其他曲目, 敬请选择私教课程, 本工作室同样竭诚欢迎。

Studio Sessions are taught in Mandarin and built around Mandopop repertoire. If you would rather work in English, or on other repertoire, you are very welcome in private lessons.

## 五、 充值

*Topping up*

- 标准充值奖励: 300 新元加送 5%; 600 新元加送 10%; 1,000 新元及以上加送 15%。本工作室可调整上述比例, 调整仅适用于生效后所作的充值。

Standard top-up bonus: \$300 → +5% · \$600 → +10% · \$1,000 and above → +15%. We may change these rates, and a change affects only top-ups made after it takes effect.

- 每笔充值，本工作室均开具收据。

We issue a receipt for every top-up.

## 六、 储值有效期

*How long credits last*

储值自最近一次入账之日起 6 个月内有效，充值、奖励或赠送均属入账。上述任一情形，均将您的全部余额再次顺延六个月。因此，只要每六个月内至少充值一次，储值即不会失效。

Credits are valid for **6 months from the date credits were last added to your account** — whether by top-up, bonus or gift. Each of those events refreshes your entire balance for a further six months, so an account that tops up at least once every six months never loses a credit.

逾期未使用的储值将自动失效。本工作室通常会在到期前予以提醒，惟余额仍请您自行留意；您亦可随时向本工作室查询。

Credits still unused at the end of that period expire. We will normally remind you before that happens, but keeping track of your balance remains yours to do — just ask us at any time and we will tell you.

## 七、 退款与转让

*Refunds and transfers*

储值一经购买，不予退款，亦不得转让。储值仅属于一位记名学员，不得转售、赠予他人，或与他人（包括家庭成员）共用；父母自可为每位子女分别开立账户。如此安排，旨在确保每位学员均经独立评估，并被安排至合适的课程。

**Credits are non-refundable and non-transferable.** They belong to one named student and may not be shared with, sold to, or given to another person, including family members. A parent may of course hold a separate account for each child. This is so that every student is individually assessed and placed in the right class.

下列两种情形除外：

There are two exceptions:

- 本工作室停止提供课程。如本工作室结束营业，或长期无法提供课程，本工作室将按比例退还您已实际支付而尚未使用的款项，并于 30 日内完成。

**If we stop providing lessons.** Should the studio close, or should we become unable to provide lessons for an extended period, we will refund the unused portion of the money you actually paid, calculated pro-rata, within 30 days.

- 特殊情形。如遇重大疾病、意外受伤，或永久移居海外，本工作室可酌情延长有效期，或另作安排。敬请与我们联系——比起严格援引规则，我们更愿意寻求妥善的解决办法。

**Compassionate circumstances.** In cases of serious illness or injury, or permanent relocation overseas, we may at our discretion extend your validity period or make other arrangements. Please talk to us — we would far rather find a solution than apply a rule rigidly.

## 八、 预约课程

*Booking a lesson*

- 课程请直接联系 Mina 预约。预约时，您的账户余额须足以支付该课程。

Lessons are booked by contacting Mina directly. You will need enough credits in your balance for the class you are booking.

- 储值于课程结束后扣除，预约时不扣。

Credits are deducted after the lesson has taken place, not when you book it.

## 九、 取消、缺席与迟到

*Cancellations, no-shows and lateness*

| 情形<br>SITUATION                                                         | 扣除储值<br>CHARGED                  |
|-------------------------------------------------------------------------|----------------------------------|
| 课前 24 小时以上取消<br>You cancel <b>more than 24 hours</b> before the lesson  | 不扣<br>None                       |
| 课前 不足 24 小时取消<br>You cancel <b>less than 24 hours</b> before the lesson | 该课程的一半<br>Half the lesson        |
| 未出席且未告知<br>You do not attend and do not tell us                         | 该课程全额<br>The full lesson         |
| 本工作室取消，或老师身体不适<br>We cancel, or your teacher is unwell                  | 不扣——另行安排<br>None — we reschedule |

- 迟到。课程仍按原定时间结束，不予延长，并按全额扣除储值。如迟到超过 20 分钟且未与本工作室联系，将按缺席处理。

**Lateness.** Your lesson still ends at its scheduled time and cannot be extended, and the full credits apply. If you are more than **20 minutes** late without contacting us, we treat it as a no-show.

- 双人课程。如二人中一方临时取消，仅该方扣除储值；如约出席的一方不受影响，仍按双人课程原价计费。

**Duo lessons.** If one of the pair cancels late, only that person is charged. The student who attends is unaffected and pays the ordinary Duo price.

- 身体不适时。如患传染性疾病，敬请勿来。只要告知本工作室，无论何时告知，均按“课前 24 小时以上取消”处理。

**If you are unwell.** Please don't come in with an infectious illness. Tell us and we will treat it as a cancellation made more than 24 hours ahead, whenever you tell us.

- 本工作室可酌情免除取消费用；一次免除，不代表日后同样处理。

We may waive a cancellation charge at our discretion. Doing so once does not mean we will do so again.

## 十、 在工作室

*At the studio*

- 本工作室采预约制。敬请按上课时间到达，不必过早前来。

We are appointment-only. Please arrive at your lesson time rather than long before it.

- 敬请务必告知任何嗓音、咽喉、听力或其他健康状况，以及是否怀孕。歌唱系身体之运用，老师须了解上述情况。

**Please tell us** about any vocal, throat, hearing or other medical condition, or if you are pregnant. Singing is physical work and your teacher needs to know.

- 在工作室内，随身物品请您自行保管。

You are responsible for your own belongings while at the studio.

- 未满 18 岁的学员，由父母或监护人负责接送。

For students under 18, the parent or guardian is responsible for drop-off and collection.

- 如出现辱骂、威胁、醉酒或不安全行为，或骚扰本工作室员工及其他学员者，本工作室可中止该节课程，并可在不予退款的情况下关闭其账户。

We may end a lesson, and may close an account without refund, in cases of abusive, threatening, intoxicated or unsafe behaviour, or harassment of our staff or other students.

## 十一、 录音、摄影与录像

*Recording, photographs and video*

- 任何录音、录像及拍摄，均须事先告知本工作室并取得许可，方可进行。如未经告知与许可而擅自录音、录像或拍摄，一经发现，本工作室将保留追究相关责任的权利。

Any recording, filming or photography requires you to tell us in advance and obtain our permission before you begin. If you record, film or photograph without having done so, we reserve the right to take action once it comes to our attention.

- 本工作室有时会拍摄课程与演出，用于教学材料及社交媒体。本工作室必事先征得您的同意，您亦完全可以拒绝——拒绝对您的课程或账户绝无任何影响。

We sometimes photograph or film lessons and performances for teaching materials and social media. **We will always ask you first, and you are free to say no** — declining has no effect at all on your lessons or your account.

- 您可随时撤回该项同意。本工作室将自此停止使用您的肖像，惟已发布的内容或无法完全撤下。

You may withdraw that permission at any time. We will stop using your image from then on, though we may not be able to remove material already published.

- 本工作室提供的教学材料、教案与编配，仅供您本人使用，其权利仍归本工作室所有。

Teaching materials, lesson plans and arrangements we give you are for your own use and remain ours.

## 十二、 您的个人资料

*Your personal data*

本工作室依照新加坡《个人资料保护法》(Personal Data Protection Act) 处理您的个人资料。

We handle your personal data in accordance with Singapore's Personal Data Protection Act.

- 收集内容：您的姓名、联络电话、电邮、上课与付款记录，以及您主动告知的健康或嗓音信息。

**What we collect:** your name, contact number, email, lesson and payment history, and any health or vocal information you choose to tell us.

- 使用目的：为您授课、管理您的储值账户、保存必要的业务记录，以及就课程事宜与您联系。

**Why:** to teach you, to run your credit account, to keep proper business records, and to contact you about your lessons.

- 知悉范围：仅限本工作室。本工作室不出售、不交易您的资料，仅在必要时提供予服务供应商（如本工作室的银行），或依法律要求予以披露。

**Who sees it:** only us. We do not sell or trade your data. We share it only with service providers where necessary, such as our bank, or where the law requires it.

- 营销讯息（课程安排、优惠与工作室消息）仅在取得您同意后发送；您可随时告知本工作室取消接收，您的课程不受任何影响。

**Marketing messages** — class schedules, offers and studio news — are sent only with your consent, and you can opt out at any time by telling us. Your lessons are unaffected either way.

- 您的权利：您可要求查阅本工作室所持有的您的个人资料，并要求予以更正。

**Your rights:** you may ask to see the personal data we hold about you, and ask us to correct it.

- **保存期限：**于您持有账户期间保存，并于其后最多保存 5 年，以符合新加坡会计与税务记录之要求。

**How long we keep it:** while you hold an account with us, and for up to 5 years afterwards, to meet Singapore accounting and tax record-keeping requirements.

- **资料保护主任 (DPO)：**可通过 [hello@minamusic.sg](mailto:hello@minamusic.sg) 联系。

**Data Protection Officer:** reachable at [hello@minamusic.sg](mailto:hello@minamusic.sg).

### 十三、 未满 18 岁的学员

*Students under 18*

学员如未满 18 岁，须由父母或法定监护人接受本条款并持有储值账户。父母或监护人为本条款之当事人，负责支付费用，并代学员就个人资料及摄影录像事宜作出同意。

If the student is under 18, a parent or legal guardian must accept these terms and holds the credit account. The parent or guardian is the person we contract with, is responsible for payment, and gives consent on the student's behalf for personal data and for any photography or filming.

### 十四、 本工作室的责任

*Our responsibility to you*

- 本工作室将以合理的谨慎与专业技能提供课程。

We will provide lessons with reasonable care and skill.

- 本条款中的任何内容，均不限制或免除本工作室因疏忽导致死亡或人身伤害之责任、欺诈之责任，或依新加坡法律不得限制或免除的其他责任。

Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited or excluded under Singapore law.

- 除上述情形外，本工作室对您的全部责任，以您就相关课程所支付的金额为限，且在任何情况下不超过您账户内未使用储值之价值。

Otherwise, our total liability to you is limited to the amount you paid for the lesson or lessons concerned, and will not in any event exceed the value of the unused credits in your account.

- 歌唱之进步，取决于个人练习、生理条件与投入程度。本工作室无法亦不保证任何特定的成果或水平。

Singing progress depends on individual practice, physiology and commitment. We cannot and do not guarantee any particular result or standard.

### 十五、 条款的修改

*Changes to these terms*

本工作室可修改本条款。最新版本连同版本号与生效日期，始终公布于 [minamusic.sg/terms](https://minamusic.sg/terms)。如有重大修改，本工作室将提前至少 14 日通知，该修改适用于该日期之后所作的充值与所上的课程。

We may update these terms. The current version is always published at [minamusic.sg/terms](https://minamusic.sg/terms) with its version number and effective date. If we make a material change we will tell you at least 14 days beforehand, and the change applies to top-ups made and lessons taken after that date.

### 十六、 适用法律

*Governing law*

本条款受新加坡法律管辖；因本条款引起的任何争议，由新加坡法院管辖。

These terms are governed by the laws of Singapore, and the courts of Singapore have jurisdiction over any dispute arising from them.

如有疑问? 敬请与我们联系, 或发送电邮至 [hello@minamusic.sg](mailto:hello@minamusic.sg)。如您认为其中某项条款在您的情况下并不公平, 也请务必告诉我们——比起让您默默不快, 我们更愿意当面谈一谈。

**Questions?** Message us, or email [hello@minamusic.sg](mailto:hello@minamusic.sg). If something here doesn't seem fair in your situation, please say so — we would much rather talk about it than have you quietly unhappy.

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**Mina Music Studio Pte. Ltd.** · 唯一实体编号 UEN 202616389K · 未注册消费税 Not GST-registered

4 Jalan Mat Jambol, Bijou, #01-01, Singapore 119555 · [hello@minamusic.sg](mailto:hello@minamusic.sg) · [minamusic.sg](https://minamusic.sg)

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中英文版本如有歧义, 以英文版为准。Where the English and Chinese versions differ, the English applies.