

# Terms and Conditions

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## By completing the payment, you have agreed to the Terms & Conditions

### Passport & Visa

You are responsible for a valid passport, visa, medical and travel insurance to cover your study period.

### Contract & Payment

Make full payment upon receiving your contract, in which the detailed fees and services are listed. In case of payment failure, the relevant services will not be guaranteed.

### Course

- Each lesson is 45 minutes. We run group classes with a minimum of 3 people and a maximum of 10 people on a first come, first served basis. If a group class has only 1 person, Mandarin House will reduce each lesson from 45 minutes to 30 minutes.
- If you cannot attend a group lesson on schedule, Mandarin House will not arrange for a make-up lesson.
- You are required to inform Mandarin House in writing of any absences or changes one working day before your private lesson. If prior written notice is not received, one lesson will be deducted from your timetable, as if the lesson had been used.
- All courses must finish within one year from their starting dates. Students that fail to complete their courses within one year will be deemed to waive their remaining lessons and no lesson transfer or refund will be available.
- The course registration fee is non-refundable; No tuition refunds after course begins.
- Tuition is refundable in full for those who cancel the course four weeks or more before their intended start date, two weeks before 50%, less than two weeks 20%. The cancellation fee of 1000rmb\* will be charged. Refunds will be made to the person or agency that paid. Students who have paid for their tuition through agents must apply to that agency for a refund.
- If you want to change course arrangements after registration, you must give Mandarin House a written notice two weeks in advance. Course change fee is 500rmb\*. Change is not guaranteed and will only be made upon availability.

### Unusual Circumstances

Your program may be disrupted by an unusual event or circumstances that Mandarin House could not reasonably have foreseen. If the unusual event is serious enough to significantly affect your program, we will try to arrange a suitable alternative if possible. We do not make any refunds in these situations and you will be responsible for any travel costs involved. We cannot accept liability for the effect of any unusual event or for any loss, damage, expense or claim of any disruption you suffer as a result.

### Use Of Photos and Comments

By agreeing to these terms and conditions you agree that we may use any photo(s)/image(s) we or someone on our behalf take of you or any comments (written or verbal) you make during or in connection with your stay for our promotional/marketing purposes (such as including them in our brochure/website) without obtaining your further specific permission or making any payment to you. Such use may include mentioning your name, nationality, ect.

### Complaints Policy

You should lodge your complaint in writing within 5 working days of the incident, please view the Students Complaints Policy at: [http://www.mandarinhouse.com/complaintspolicy/student\\_complaints\\_policy.pdf](http://www.mandarinhouse.com/complaintspolicy/student_complaints_policy.pdf)

### Code of Conduct

All participants of Mandarin House programs are expected to adhere to proper conduct and obey the instructions of Mandarin House. This covers, but is not limited to, respecting others' cultures and beliefs, respecting the accommodation and avoiding drugs and illegal activities. Participants will be removed from the program without a refund if they engage in illegal, violent or improper behavior. Participants are responsible for any and all damages they cause and must directly compensate the owner of the property involved.

**All the rights and obligations are stated expressly above. Any verbal communications and promises by the staff are invalid and unenforceable. Mandarin House reserves the right to explain the aforementioned terms and conditions.**

\*In Hongkong: cancellation fee is 1200hkd, course change fee is 600hkd.

(End)