

# TERMS & CONDITIONS

2014

The following terms and conditions are an agreement between you and Mandarin Garden. When you register for a course, program, you are agreeing to what is written below.

## **Passport & Visas & Formalities**

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

## **Course Terms & Conditions**

- No course is less than 1.5 lessons once.
- An additional 10 RMB per lesson will be added when the lessons are less than 2 lessons once.
- An additional 10 RMB per lesson will be added when lessons are gave outside of regular working hours.
- Transportation fee will be added when lessons are gave outside of the center.
- Expiry Date: Student must finish a course within a certain number of weeks after their start date. 50 lesson: 20 weeks; 100 lessons: 30 weeks; 150 lessons: 40 weeks; 200+ lessons: 60 weeks. Students that fail to complete their courses within the expiry date will be deemed to waive their remaining lessons and no lesson transfer or refund will be available.

## **Course Cancellation, Changes & Refund Policy**

- If you cannot attend a group lesson on schedule, Mandarin Garden will not arrange for a make-up class.
- You are required to inform Mandarin Garden in writing of any absences or changes at least 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 taught.
- The registration of 500 Yuan is non-refundable but may be applied to future registrations in the same calendar year.
- Tuition and study materials fees are refundable for those who cancel two weeks or more before their intended star date.
- A 500 Yuan Cancellation Fee will be retained for all other cancellations including those who fail to arrive on their intended star date (Including visa rejection). -- Internship Placement Fees are non-refundable.
- No Tuition refunds will be made after classes begin, regardless of the reason for departure.
- Course change fee is 300 Yuan.
- Refunds will be made within thirty days, to the person or agency that paid. Students who have paid for their tuition through agents must apply to that agency for a refund.

## **Unusual Circumstances**

Your program may be disrupted by an unusual vent or circumstances that Mandarin Garden 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 on any unusual event or for any loss, damage, expense or claim of any description 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 and 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, age and town/city/area of residence.

## **Complaints Policy**

You should lodge your complaint in writing within five working days of the incident complained of, please send email to:

[tiffane@mandaringarden.org](mailto:tiffane@mandaringarden.org)

## **Code of Conduct**

All participants on Mandarin Garden programs are expected to adhere to proper conduct, listen to the instructions of Mandarin Garden. 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.