

# 2012 Terms & Conditions

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## When you register with YouMandarin, you are agreeing to:

### Registration & Payment

Submit the Registration Form and make full payment upon receiving your invoice, in which the detailed fees charged by YouMandarin are listed.

### Passport & Visa

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

### Health & Insurance

YouMandarin does not provide health insurance to its students. As such, YouMandarin suggests that all students acquire health care coverage before departing their home countries.

### Course Terms & Conditions

- One lesson is fifty minutes in duration.
  - There is a maximum of ten students per group, with an average of five. If a group has only one participant YouMandarin reserves the right to reduce each lesson from fifty minutes to thirty minutes.
  - If you cannot attend a group lesson on schedule, YouMandarin will not arrange for a make-up lesson.
  - You are required to inform YouMandarin in writing of any absences or timetable changes at least one working day in advance of your private lesson.
  - If prior written notice is not received, one lesson will be deducted from your schedule as if the lesson had been used.
  - All courses must finish within one year of their commencement. Students that fail to complete their courses within one year will be deemed to have waived their remaining lessons and no lesson transfer or refund will be available.
  - In order to ensure the quality of your study, YouMandarin reserves the right to adjust the study location and instructor assignment via prior written notice.
  - The course registration fee is non-refundable.
  - A cancellation fee of 1000rmb will be retained.
  - Tuition is refundable in full for those who cancel the course four weeks or more prior to their intended start date, two weeks' prior cancellation receives 50%, less than two weeks' 20%. Refunds will be made to the person or agency that originally paid. Students who have paid for their tuition through agents must apply through that agency for a refund.
  - No tuition refunds will be made after courses begin.
  - If you want to change course arrangements after you begin, you must provide YouMandarin a written notice two weeks in advance.
- Change is not guaranteed and will only be made upon availability. Course change fee is 500rmb.

### Accommodation Terms & Conditions

- Participants should arrive on Sunday after 12pm and depart on Saturday before 12pm.
- Accommodation is subject to availability and cannot be guaranteed for students beyond the dates of their course.
- The accommodation placement fee is non-refundable.
- A cancellation fee of 2000rmb will be retained.
- Accommodation fees are refundable in full for those who cancel the course four weeks or more prior to their intended start date, two weeks' prior cancellation receives 50%, less than two weeks' 20%. Refunds will be made to the person or agency that originally paid. Students who have paid for their tuition through agents must apply through that agency for a refund.
- If you want to cancel accommodation arrangements after arrival, you must provide YouMandarin a written notice four weeks in advance. All fees paid for the remaining accommodation after these four weeks will be refunded.
- Refunds will be made to the person or agency that paid. Students who have paid for their accommodation through agents must apply via that agency for a refund.
- If you want to change accommodation arrangements after arrival, you must give YouMandarin a written notice two weeks in advance. Change is not guaranteed and will only be made upon availability. Accommodation change fee is 500rmb.

### Unusual Circumstances

Your program may be disrupted by an unusual event or circumstances that YouMandarin could not have reasonably 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, etc.

### 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.youmandarin.com/images/student\\_complaints\\_policy.pdf](http://www.youmandarin.com/images/student_complaints_policy.pdf)

### Code of Conduct

All participants of YouMandarin programs are expected to adhere to proper conduct and obey the instructions of YouMandarin. This covers, but is not limited to, respecting others' cultures and beliefs, respecting the accommodations 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. YouMandarin reserves the right to explain the aforesaid terms and conditions.

### Signature

I have read and agree to the Terms & Conditions.

Signature of Student: \_\_\_\_\_ Date: D \_\_\_\_ M \_\_\_\_ Y \_\_\_\_