



Terms and Conditions (Group Class)

School schedule and class attendance

1. Class starts at the scheduled time and one class lasts 50 minutes. Two lessons will have a 10 minutes' break in between.
2. All students are required to sign the class attendance form.
3. If a group has less than 2 students, Miracle Mandarin reserves the right to reduce the class from 50 minutes to 30 minutes per lesson.
4. Students are legally responsible for any damages they caused and for compensating the owner(s) of the damaged property and/or any other person(s) involved for damage or loss suffered by them.
5. Miracle Mandarin is not responsible for any personal property loss on the school premises.
6. The school is not responsible for any loss or sickness of the student during the study period.

Course – Cancellation, Changes & Refund Policy

1. No tuition refunds will be made after classes begin, regardless of the reason of the student's leave.
2. For group class, the schedule is fixed and any delay or cancellation from the student's side is not accepted, so no make up lesson will be made.
3. There is no refund for missed classes or credit that is not finished due to the student's reason.
4. For respect to other students and in order to guarantee the highest standard of training in group classes, Miracle Mandarin reserves the right to reschedule students failing to attend at least 50% of the lessons over one month.
5. If a student is placed in a class that they feel too easy or too hard, they need to talk to the course consultant immediately after the first class and move to another class.
6. Students paying by bank transfer or by credit cards are responsible for all bank transaction fees. They need to pay bank charges, 1% extra for Chinese card, 3% extra for Non-Chinese Master/Visa bank card.



Terms and Conditions (Private Class)

Class schedule and attendance

7. Class starts at the scheduled time and one class lasts 50 minutes. Lessons of two classes will have a 10 minutes' break in between.
8. All students are required to sign the class attendance form.
9. All changes and absences must be notified to Miracle Mandarin course consultant by writing (e-mail, fax) or in person at least one working day before the class due time. Student needs to finish the course before the expiry date.
10. There is no refund for missed classes or credit that is not finished due to the student's reason.
11. Student reschedule will depend on school schedule and teacher's schedule availability.
12. If a student is away from class for more than 3 weeks, the school reserves the right to change the schedule or the teacher.
13. Any complaints must be addressed by writing to courses@miraclemandarin.com
14. Students are legally responsible for any damages they caused and for compensating the owner(s) of the damaged property and/or any other person(s) involved for damage or loss suffered by them.
15. Miracle Mandarin is not responsible for any personal property loss on the school premises.
16. Students paying by bank transfer or by credit cards are responsible for all bank transaction fees. They need to pay bank charges, 1% extra for Chinese card, 3% extra for Non-Chinese Master/Visa bank card.