



### School Schedule and Class Attendance

1. Classes start at the scheduled time. A one-hour lesson lasts 50 minutes. A two-hour lesson will have a 10-minute break midway.
2. Students are required to sign the class attendance form every time.
3. A group class schedule is fixed. There are no make-up lessons, refunds or credits for classes missed by students through no fault of Miracle Mandarin.
4. There is no refund/credit for missed group classes or for termination of group/private studies before the end of the course other than as specified under "Refunds and Terminations".
5. If a group has less than three participants, Miracle Mandarin reserves the right to reduce each lesson from fifty minutes to thirty minutes, although for time tracking purposes this reduced time will still be treated as a full hour of classroom time.
6. Students, placed in classes that they feel are too easy or too hard, should contact a Course Consultant immediately after the first lesson in order to arrange a move to another class, which move is subject to class availability.
7. For private classes, all changes and absences must be communicated to a Miracle Mandarin Course Consultant in writing (e-mail, fax) or in person at least one working day before the scheduled class. Failure to do so will result in the student forfeiting one class.
8. Subject to the terms in the preceding paragraph, private classes may be rescheduled so long as the student finishes all classes before the course Expiry Date, which is documented in the Course Agreement. There is no refund/credit for private classes not completed by the Expiry Date.
9. If a student is away from class for over 3 weeks, the school reserves the right to change the schedule or the teacher (for private class only).

### General Rules & Regulations

1. Students must have valid medical insurance for their entire study period. Miracle Mandarin is not financially responsible for medical care required for students' accidents or illnesses occurring during their course of studies at Miracle Mandarin.
2. Miracle Mandarin is not responsible for any property loss on or off the school's premises.
3. 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.
4. Audio and/or video recordings are not allowed in the classroom.
5. Religious or political promotional activities are strictly prohibited on the school premises.
6. Complaints and issues should be addressed in writing to [courses@miraclemandarin.com](mailto:courses@miraclemandarin.com)

### Discount Policy

1. 5% discount on next term tuition for each referral who signs up for a course at Miracle Mandarin [Note: New student must indicate name of referrer on Application Form.
2. 5% discount for the first term only for each member of a self-proposed group of 3 or more persons signing up for the same group course.
3. These offers can be accumulated and applied against future tuition payments. However, only one discount type may be applied against each tuition payment.



### Refunds and Terminations

1. Before the course starts, a student can get full or part of the tuition back if the student can not start with prior cancellation notice. Once the course starts, the school don't do refund any of the fees, including registration, tuition and books. The refund policy and refund amount is listed in the following:
  - 1) Refused a Chinese Visa:  
Those participants who are refused a Visa to China will receive a full refund on their program fee, not the application fee & the cost to send the money back, provided that written notice prior the start of the program and the original visa rejection documents issued by the Chinese Consulate Office are given to Miracle Mandarin.
  - 2) Standard Refund Policy:  
Excluding the non-refundable application fee and program deposit, and agent fee, if applicable, refunds will not exceed the table below:  
Program Fee Refund Policy (% Refunded): Notice Given:

80%	30 days or more before start of program
70%	15 - 29 days before start of program
50%	14 - 3 days before start of program

  
The refund policy is as such due to the many expenses involved in arranging a program.
2. No refund or cancellation of program for students who get student visa through Miracle Mandarin once documents for the student visa are issued.
3. If a student terminates a course for his/her personal reasons, the school doesn't refund nor keep any credit.

### Application and Payment Procedures

1. Fill in an Application Form in person at the school or online.
2. After review of student requirements and Chinese language skills by Miracle Mandarin, the school will send an invoice and a Course Agreement, which includes course details, i.e., level, schedule, location and fees.
3. After receipt of the Course Agreement and invoice, pay the full tuition fee plus a one-time registration fee of RMB400 to Miracle Mandarin, no later than one week before the start of the course. Payments can be made by cash (RMB only), credit card (in person), or bank transfer (contact Miracle Mandarin to get bank information).
4. Students paying by bank transfer are responsible for all bank transfer fees. Any bank fees charged to Miracle Mandarin are reimbursable to Miracle Mandarin by the student before starting the first lesson.
6. Payment by credit card will involve 1% extra for Chinese card, 3% for non-Chinese card bank charge fee, done by school.
5. Students wishing Miracle Mandarin to assist with obtaining either an (X) or (F) visa must first register and pay in full for all courses during the term of the visa. [See "Visas"]

### Visas

1. Students need to hold a legal, valid visa during their study in Miracle Mandarin.
2. Students wishing to obtain a visa through school are required to study for a minimum 3 months standard course or intensive course at Miracle Mandarin, and to pay in advance for all fees.
3. Students wishing to get visa support must apply for the course and visa 4 weeks in advance. If student is outside China, 6 weeks advance before the course starting time is needed.