

By completing the payment, you have agreed to the Terms and Conditions.

Courses Terms & Conditions

- You are required to pay the Chinese courses tuition by cash, Chinese bank card, bank transfer or western union within 5 working days of the courses plan being confirmed. We prefer a onetime payment.
- Each lesson is 50mins class + 10mins break (Offline Class), 45mins class (Online Class).
- If you cancel your courses before the class start date, the registration fee will not be refunded. The cancellation fee of 500CNY 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 cancel your courses after the class start date, the tuition is not refundable, but we will offer you school credit valid for one year. You can rejoin the program whenever you are available within that time period.
- If you cancel your courses during your classes, Chinese Plus Language Centre reserves the right to determine how your remaining class time is transferred and waived.
- If you want to change your courses arrangement after registration, you must give Chinese Plus a written notice two weeks in advance. Courses change fee is 500CNY.
- All courses must be completed by the agreed date. For those students with the Chinese Plus student visa, their visa expiration date is also the final date for their courses. Students that fail to complete their courses by the agreed date will be deemed to have waived their remaining lessons and no lesson transfer or refund will be available.
- Chinese Plus runs group classes with a minimum of 3 students and a maximum of 6 students. If a group has two or less students, we reserve the right to terminate the classes.
- If you cannot attend a group lesson on schedule, we will not arrange a make-up lesson.
- You are required to inform your teacher in writing of any absences or changes 24 hours 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.
- No classes are held during official Chinese public holidays. The holidays will be accounted for when we make your lessons plan. If you need to have classes during holidays, one lesson will be *2 times deducted from your courses plan.
- Chinese Plus reserves the right to change the teacher in case of illness or emergency. If you take more than one month leave there is the possibility that your teacher and classroom will be changed.
- In order to ensure the quality of your courses, Chinese Plus reserves the right, after giving prior notice, to adjust the study location and teaching method.
- As for private classes if you require an invoice (Fapiao) the minimum class price is 90CNY. As for group classes if you require an invoice (Fapiao), we will charge an additional fee of 5CNY per hour above the base class price.

Accommodation Terms and Conditions

- Chinese Plus charges a service fee for arranging your accommodation. It ranges from 200CNY to 500CNY depending on the period (time of the year) and the length of your stay.
- Accommodation deposit 200USDs with cash/Card/bank transfer in advance, after checking out and the housekeeper examines the room, the deposit will return to you when you leave. The deposit will not return if you cancel the accommodation arrangement.
- One-time payment is preferred. If you leave earlier than planned, deduct the daily rent, the left money will return to you.
- Accommodation is subject to availability and cannot be guaranteed for students beyond the dates of their courses.
- If you want to change accommodation arrangements after registration, you must give Chinese Plus a written notice two weeks in advance. Changing is not guaranteed and will only be made upon availability.

Unusual Circumstances

Your program may be disrupted by an unusual event or circumstances that Chinese Plus 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, etc.

Complaints Policy

You should lodge your complaint in writing within 5 working days of the incident, please send it to: service@chineseplusedu.com

Code of Conduct

All participants of Chinese Plus programs are expected to adhere to proper conduct and obey the instructions of Chinese Plus. This cover, 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. Chinese Plus reserves the right to explain the aforementioned terms and conditions.