

个人资料 Personal Information

全名 Full Name:_____男M 女F 出生日期 Date of Birth 日DD:___月MM:___年YYYY:_____

国籍 Nationality:_____现住址 Address:_____

身份证件 ID/Passport:_____公司或学校 Company or School Name:_____

电邮 Email:_____

手机 Mobile:_____微信 WeChat:_____

特殊医疗状况 Special Medical Conditions:_____

紧急联络人姓名 Emergency Contact:_____紧急联络人手机 Emergency Mobile: _____

紧急联络人电邮 Emergency Email:_____与学员的关系 Relationship with Student:_____

(18岁以下学员 for students under 18 years old)

监护人姓名 Guardian's Name:_____监护人手机 Guardian's Mobile: _____

监护人电邮 Guardian's Email:_____与学员的关系 Relationship with Student: _____

条款和条件 Terms & Conditions

A 课程 Courses

1. 每课时45分钟。Each Lesson is 45 minutes.

2. 班课 Group

如果班课只有一位学员，每课时将是30分钟。如果您无法按时参加班课，不提供补课。如果您未能在结束日期完成班课，不提供剩余课时或退款。

If a group has only one person, each lesson will be 30 minutes. If you cannot attend a group lesson on schedule, no make-up lesson will be available. If you fail to complete your group course by the final course date, no remaining lessons or refund will be available.

3. 家教课 Private

家教课请提前预订。如您无法出席预订的课程，应提前24小时取消，否则视为您已使用此课时。家教课有效期：1-19课时为3个月；20-39课时为6个月；40-79课时为12个月；80-119课时为18个月；120课时以上为24个月。如果您未能在有效期之内完成家教课，请注意，过期失效，并不提供剩余课时或退款。

Book your lesson in advance. You must cancel your booking 24 hours before the lesson starts. Failure to do so will result in the loss of your lesson. Private Course Validity: 1-19 lessons are valid for 3 months; 20-39 lessons are valid for 6 months; 40-79 lessons are valid for 12 months; 80-119 lessons are valid for 18 months; 120+ lessons are valid for 24 months. If you fail to complete all your lessons before the validity date expires, no remaining lessons or refund will be available.

B 退款政策 Refund Policy

1. 注册费和住宿安置费不退款。Registration Fee and Accommodation Placement Fee is non-refundable.

2. 课程开始后，学费不予退款。在预定的开课日期四周前取消，学费可全额退还；前两周到前四周取消，学费可退还50%；前两周内取消，学费可退还20%。任何时候您取消课程，将收取1000元人民币的课程取消费。退款将直接支付给付款的个人或代理机构。通过代理机构支付学费的学员必须向该机构申请退款。银行手续费由您承担。课程开始后，如果您想更换课程，您必须提前两周发出书面申请，不能确保只能视当时的班级情况为您更换，课程变更收费500元人民币。

Tuition Fee is non-refundable after your course begins. Tuition Fee is refundable in full for those who cancel the course four weeks or more before their intended start date, two to four weeks before 50%, less than two weeks 20%. A Cancellation Fee equivalent to RMB1000 will be charged if you cancel the course. Refunds will be made to the person or agency that paid. Students who paid for their tuition through an agency must apply to that agency for a refund. You are responsible for any bank processing fees. If you want to change courses after your start date, you must give Mandarin House a written notice two weeks in advance. Change is not guaranteed and will be only made upon availability. A Course Change Fee equivalent to RMB500 will be charged.

3. 在预定的入住日期前四周或更长时间取消，住宿费可全额退还；前两周到前四周取消，住宿费可退还50%；在前两周内取消，住宿费可退还20%。任何时候您取消住宿，将收取2000元人民币的住宿取消费。入住后，如果您想取消住宿，您必须提前四周发出书面申请，四周后的剩余住宿费减去取消费后，可退还。退款将直接支付给付款的个人或代理机构。通过代理机构支付住宿费的学员必须向该机构申请退款。银行手续费由您承担。周日下午2点至4点之间办理入住手续，周六中午12点前办理退房手续。入住后，如果您想更换住宿，您必须提前两周发出书面申请，不能确保只能视当时的住宿情况为您更换，住宿变更收费600元人民币。

Accommodation Fee is refundable in full for those who cancel the accommodation four weeks or more before their intended start date, two to four weeks before 50%, less than two weeks 20%. A Cancellation Fee equivalent to RMB2000 will be charged if you cancel the accommodation. If you want to cancel your accommodation after check-in, you must give a written notice four weeks in advance, fees paid for the remaining accommodation after these four weeks less Cancellation Fee will be refunded. Refunds will be made to the person or agency that paid. Students who have paid for their accommodation through an agency must apply to that agency for a

refund. You are responsible for any bank processing fees. Students check-in on Sunday between 2pm and 4pm and check-out on Saturday before 12pm. If you want to change accommodation arrangements, you must give Mandarin House a written notice two weeks in advance. Change is not guaranteed and will be only made upon availability. An Accommodation Change Fee equivalent to RMB600 will be charged.

C 暂停政策 Suspension Policy

如果您想暂停课程，您必须提前两周发出书面申请，最长暂停周期为24个月。暂停服务费每月500元人民币，不到一个月的按一个月收费。

If you want to suspend your course, you must give Mandarin House a written notice two weeks in advance. The maximum suspension period is 24 months. A Suspension Fee equivalent to RMB500 per month will be charged.

D 转让政策 Transfer Policy

如果您无法继续学习，您可以将剩余课时转让给亲友。课程转让收费500元人民币。

If you are unable to continue your course, you can transfer the remainder lessons to a friend. A Transfer Fee equivalent to RMB500 will be charged.

E 不可抗力事件 Unusual Event

您的计划可能会被无法控制的不可抗力事件而打断，如果不可抗力事件严重到足以影响您的计划，我们将尽可能安排合适的替代方案。我们不会在此类情况下退款。对于您因不可抗力事件影响而遭受的损失，损害，费用或索赔，我们不承担任何责任。

Your program may be disrupted by an unusual event that Mandarin House can not control. 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. 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.

F 照片及评论 Photos and Comments

您同意我们免费使用您在我们服务期间的照片和视频，对我们服务的口头或书面的评论意见等。

You agree that we may use any photos(s)/ video(s) we take of you or any comments (written or verbal) you make during or in connection with your stay without obtaining further permission or making any payment to you.

G 行为规范 Code of Conduct

您应当尊重他人，行为举止有礼貌，遵守当地的法律法规。如果您因违法违规行而受到当地政府执法部门刑事或行政处罚的，Mandarin House有权终止或拒绝为您提供服务。您应当对自己的不当行为造成的所有损害承担赔偿责任，直接向财产所有人进行赔偿。

You are expected to be respectful and courteous and must obey all local laws. Mandarin House reserves the right to terminate or refuse service to any participant who fails to comply with the laws and rules, or for any other reason deemed necessary at the sole discretion of Mandarin House. You are responsible for any and all damages you cause and must directly compensate the owner of the property involved.

H 责任豁免申明 Liability Release

签署前请仔细阅读以下责任豁免声明：

Please read the following agreement of release and waiver of liability carefully before signing:

1. 如我在受豁免人使用的场所期间，因以下签署人人身或财产损害或致死或伤害（因受豁免人故意或重大过失导致的损害除外）而造成的所有损失或损害，索赔或要求，我谨此免除、放弃、解除和承诺不起诉Mandarin House及其所有人、员工、代理（以上在本协议中称为“受豁免人”）针对以下签署人及其遗嘱代理人、受让人、继承人、近亲属的全部责任。

I hereby release, waive, discharge and covenant not to sue Mandarin House, its owners, its employees and its agents, (all for the purposes herein referred to as 'the Releases'), from all liability to the undersigned, his or her personal representatives, assigns, heirs, and next of kin for any and all loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death or injury of the undersigned while I am in or upon the premises used by the Releases.

2. 我在此承担我在受豁免人使用的场所期间进行受豁免人提供的课程或其他相关活动时可能因受豁免人的疏忽或其它原因（因受豁免人故意或重大过失造成的损害除外）造成的人身伤害、死亡或财产损失风险的全部责任。

I hereby assume full responsibility for the risk of bodily injury, death or property damage that may be due to the negligence of the Releases or otherwise while I am in or upon the premise and/or while practicing courses or other related activities offered by the Releases.

3. 我明确同意，针对因我承担的或由我造成的伤害、死亡或财产损失而提起的任何法律诉讼，因此而造成受豁免人承担的法律费用、法庭成本或其它开支，我应向受豁免人做出赔偿，并使其免受损失。

I expressly agree to indemnify and hold no liability to the Releases, for any legal fee, court costs and any other expense that may be incurred by the Releases, arising out of the necessity of defending any legal action instituted by injuries, death or property damage suffered; or injuries, death or property damage caused by me.

I 其他 Others

1. 收到列有详细费用的合同后，您应在规定日期内全额付款。银行手续费由您承担。如果付款失败，相关服务则无法保证。

Upon receiving the contract in which the detailed fees are listed, you should pay in full before the payment due date. You are responsible for any bank processing fees. In case of payment failure, the relevant services cannot be guaranteed.

2. 在学生签证有效期内，您同意不参加任何形式的有偿工作，您同意学费不予退还或转让，并且您同意80%以上课程出勤率。

During the validity of your X visa, you agree not to participate in any form of paid work, you agree that tuition fees are not refundable or transferable, and you agree to attend more than 80% of class attendance.

3. 学习期间应持有有效的护照、签证、保险。

It is your responsibility to have a valid passport, visa, and insurance during your studies.

(结束 End)