

## REGISTRATION FORM (Live Online Course)

### PERSONAL INFORMATION

\*Name: \_\_\_\_\_ \*Gender: ☐ Male ☐ Female \*Date of birth :D\_\_\_\_\_/M\_\_\_\_\_/Y\_\_\_\_\_  
\*Nationality: \_\_\_\_\_ \*Passport/ID : \_\_\_\_\_  
Home Address: \_\_\_\_\_ \*State/Country: \_\_\_\_\_  
\*Mobile: \_\_\_\_\_ \*E-mail: \_\_\_\_\_

\*Courses pay by ☐ by yourself ☐ by your company (please fill in the company name and the contact info.)  
Company Name: \_\_\_\_\_ Emergency Contact Person & Contact: \_\_\_\_\_

How did you hear about Mandarin Garden?

☐ Internet Website \_\_\_\_\_ ☐ Offline Marketing \_\_\_\_\_  
☐ Friend Recommend Name \_\_\_\_\_ ☐ Company Recommend Name \_\_\_\_\_  
☐ Alumni ☐ Renewal ☐ Referral ☐ Other ,please specify \_\_\_\_\_

### PROGRAM DATA

Your level of Chinese

☐ Total beginner ☐ Elementary  
☐ Pre-intermediate ☐ Intermediate  
☐ Pre-advanced ☐ Advanced

Live Online Course you want to apply for:

☐ Daily Mandarin ☐ Visa+Chinese Course  
☐ HSK Preparation Course ☐ HSK Exam Preparation  
☐ Chinese Characters ☐ Business Chinese  
☐ General Chinese

I plan to start my course on: D\_\_\_\_\_/M\_\_\_\_\_/Y\_\_\_\_

### PAYMENT

By completing the payment, I have agreed to the Terms & Conditions.

☐ Bank Transfer ☐ Credit Card (ONLY in person) ☐ PayPal ☐ AliPay  
☐ Cash (ONLY in person) ☐ Other, please specify \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Date: D\_\_\_\_\_/M\_\_\_\_\_/Y\_\_\_\_ (End of the form)

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

***Course Terms & Conditions .***

- Each lesson is 45 minutes. We run group classes with a minimum of 3 people and a maximum of 5 people on a first come, first served basis. If a group has two or one participant, Mandarin Garden reserves the right to reduce each lesson from 45 minutes to 30 minutes.
- The timetable of courses are fixed. If you cannot attend a lesson on schedule, Mandarin Garden will not arrange for a make-up lesson. However, an extra 10% of lessons will be given by Mandarin Garden as a compensation for your possible absence.
- If you want to change your regular course schedule, please submit your request in written application two weeks in advance.
- All courses must finish within one year from their starting dates. Students that fail to complete their courses within one year will be deemed to waive their remaining lessons and no lesson transfer or refund will be available.
- **The course registration fee is non-refundable; No tuition refunds after course begins.**
- **A cancellation fee of 500rmb will be charged if you cancel the course before the intended start date.** Tuition is refundable in full for those who cancel the course four weeks or more before their intended start date, two weeks before 50%, less than two weeks 20%. The cancellation fee of 500rmb 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 want to change course arrangements after registration, you must give Mandarin Garden a written notice two weeks in advance. **Course change fee is 500rmb.** Change is not guaranteed and will only be made upon availability.

***Unusual Circumstances***

Your program may be disrupted by an unusual event or circumstances that Mandarin Garden 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 course 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 email to: [tiffane@mandaringarden.org](mailto:tiffane@mandaringarden.org)

***Code of Conduct***

All participants of Mandarin Garden programs are expected to adhere to proper conduct and obey the instructions of Mandarin Garden. This covers, but is not limited to, respecting others' cultures and beliefs. Participants will be removed from the program without a refund if they engage in illegal, violent or improper behavior.

**All the rights and obligations are stated expressly above. Any verbal communications and promises by the staff are invalid and unenforceable. Mandarin Garden reserves the right to explain the aforementioned terms and conditions. (End)**