

# REGISTRATION FORM

2009

## PERSONAL DATA

Name: \_\_\_\_\_ Gender:  Male  Female Date of Birth: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_

Home Address: \_\_\_\_\_

Nationality: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_ Personal E-mail: \_\_\_\_\_

Company Name: \_\_\_\_\_ Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Have you studied at Mandarin House before?  Yes  No

What year? \_\_\_\_\_ Which city?  Beijing  Shanghai

How did you hear about Mandarin House?

Internet Website \_\_\_\_\_  Advertisement Publication \_\_\_\_\_

Friend Name \_\_\_\_\_  Company Name \_\_\_\_\_

Brochure Where \_\_\_\_\_  Other, please specify \_\_\_\_\_

## PROGRAM DATA

City I want to study in:  Beijing  Shanghai

My level of Chinese:

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> Total Beginner     | <input type="checkbox"/> Elementary   |
| <input type="checkbox"/> Lower Intermediate | <input type="checkbox"/> Intermediate |
| <input type="checkbox"/> Upper Intermediate | <input type="checkbox"/> Advanced     |

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

I plan to finish on: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_

Course I want to apply for:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Standard 20                 | <input type="checkbox"/> Intensive 30          | <input type="checkbox"/> Long Duration |
| <input type="checkbox"/> Private Tutoring            | <input type="checkbox"/> Combined 25   30      |  |
| <input type="checkbox"/> Work Experience             | <input type="checkbox"/> 50+ Program           |  |
| <input type="checkbox"/> Summer Homestay Program     | <input type="checkbox"/> Summer Full Camp      |  |
| <input type="checkbox"/> Summer Day Camp             | <input type="checkbox"/> Summer Family Package |  |
| <input type="checkbox"/> Other, please specify _____ |  |  |

## SERVICE DATA

Accommodation:  No.

Yes, please arrange my accommodation as requested below:

Single Room Shared Apartment  Private Studio Apartment  Homestay  Other \_\_\_\_\_

Check-in Date: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_ Check-out Date: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_

Airport Pick-up:  No.

Yes, please arrange an airport pickup for me.

Arrival Date: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_ Arrival Time: \_\_\_\_\_  AM  PM

Flight Number: \_\_\_\_\_ Airline: \_\_\_\_\_ Airport of Arrival: \_\_\_\_\_

## PAYMENT

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

## QUESTIONS

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# TERMS & CONDITIONS

# 2009

The following terms and conditions are an agreement between you and Mandarin House. When you register with us, you are agreeing to:

## Passport & Visas & Formalities

You are responsible for a valid passport, visa, medical and travel insurance to cover your stay period.

## Course Terms & Conditions

- If a group has less than three participants, Mandarin House reserves the right to reduce each lesson from fifty minutes to thirty minutes.
- If you cannot attend a group lesson on schedule, Mandarin House will not arrange for a make-up lesson.
- You are required to inform Mandarin House in writing of any absences or changes at least one working day 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 taught.
- Expiry Date: student must finish a course within a certain number of weeks after their start date. Up to 100 lessons: 1 year; 100+ lessons: 2 years. In any case, all courses must finish within 2 years. Students that fail to complete their course before the expiry date will forfeit their remaining lessons and no lesson transfers will be available.

## Course Cancellation, Changes & Refund Policy

- The course registration fee is non-refundable but may be applied to future registration in the same year.
- A cancellation fee of 500RMB will be retained for all cancellations.
- Tuition and study materials fees are refundable in full for those who cancel two weeks or more before their intended start date, one week before 50%, less than one week 20%.
- Internship placement fees are non-refundable.
- No tuition refunds will be made after courses begin.
- Course change fee is 300RMB.
- Refunds will be made within thirty days, to the person or agency that paid. Students who have paid for their tuition through agents must apply to that agency for a refund.

## Accommodation Terms & Conditions

- Requests for accommodation must be received at least four weeks prior to the start date.
- For all types of accommodation, the price per week includes accommodation from Sunday 12PM to Saturday 12PM.
- Accommodations are subject to availability and cannot be guaranteed for students beyond the dates of their course.
- Prices are subject to change, though this rarely happens during the year.

## Accommodation Cancellation, Changes & Refund Policy

- The accommodation placement fee is non-refundable but may be applied to future registration in the same year.
- A cancellation fee of 500RMB will be retained for all cancellations.
- Accommodation and airport pickup fees are refundable in full for those who cancel four weeks or more before their intended start date, two weeks before 50%, less than two weeks 20%.
- If you want to cancel accommodation arrangements after arrival, you must give Mandarin House four weeks notice. All fees paid for accommodation after these four weeks will be refunded, less the cancellation fee.
- Accommodation change fee is 300RMB.
- Refunds will be made within thirty days, to the person or agency that paid. Students who have paid for their accommodation through agents must apply to that agency for a refund.

## Unusual Circumstances

Your program may be disrupted by an unusual event or circumstances that Mandarin House 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 description 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 five working days of the incident. Please review the Students Complaints Policy.

## Code of Conduct

All participants of Mandarin House programs are expected to adhere to proper conduct and listen to the instructions of Mandarin House. This covers, 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.

## SIGNATURE

I certify that the information I filled in is complete and genuine. I have read and agree to the Terms and Conditions.

Signature of Student: \_\_\_\_\_ Date: D\_\_\_\_/M\_\_\_\_/Y\_\_\_\_