

TERMS & CONDITIONS

My Mandarin House is committed to providing you with an effective and enjoyable online learning environment, and we have established these TERMS & CONDITIONS to govern the use of our software, web site, message board, bulletin board, email, technology, content, and other service. You may not copy, transmit, or redistribute the service, or any portion of the content or software (including photographs, learning activities, articles, or reference materials), or use the content or software separate from the service; nor may you allow other people to access or use the service unless specifically authorized by My Mandarin House.

Your Plan

Each session is 45 minutes. Book your session at a time when you know you'll have a strong and stable internet connection. A session cannot be cancelled within 24 hours before the session start time. If you didn't attend a session on schedule, 1 session will be deducted from your course plan, as if the session had been used. Each plan has a validity date, if you fail to complete some sessions before the validity date, no remaining sessions will be available for you, and no refund will be made to you. Paid plan is not available for a cancellation or refund.

Your Account

You are responsible for maintaining the secrecy of your account name and password. You agree to immediately notify My Mandarin House of any unauthorized use of your account. You agree that any information provided by you to My Mandarin House will not violate any law or regulation or infringe the rights of any third party.

Prices Policy

You can always find the current prices on the My Mandarin House website, following links for 'PRICING'. The prices listed do not include any VAT or other applicable taxes; you will be responsible for paying any such taxes. All prices are subject to change by My Mandarin House at any time, without notice and without liability to you. My Mandarin House does not provide price protection or refunds in the event of a price drop or a promotional offering.

Unusual Circumstances

Your service may be disrupted by an unusual event or circumstances that My Mandarin House could not reasonably have foreseen. If the unusual event is serious enough to significantly affect your service, 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.

My Mandarin House reserves the right to change, amend, modify, add or remove portions of these TERMS & CONDITIONS or My Mandarin House's services at any time without notice to you and without liability to you or any third party. All the rights and obligations are stated expressly above. Any verbal communications and promises by the staff are invalid and unenforceable. My Mandarin House reserves the right to explain the aforementioned TERMS & CONDITIONS. By completing the payment, you have agreed to these TERMS & CONDITIONS.