

TERMS AND CONDITIONS



- Parent / guardian responsibility:** It is the responsibility of the parent / guardian who has signed the booking / re-enrolment form to ensure that they are fully aware of the Terms and Conditions of the Little mandarin school We reserve the right to change the Terms and Conditions without notice.
- Medical conditions:** It is the responsibility of the parent / guardian to inform Little mandarin school of any medical conditions and allergies. Several teachers are experienced in first aid. In the event of an emergency, the parent / guardian authorises Little mandarin school team to give permission to a doctor, paramedic or other appropriate medically qualified person, to undertake whatever treatment is considered necessary.
- Payment:** All lessons must be paid for in advance. A non-refundable deposit is payable on enrolment with Little mandarin school. This amount is deducted from the first term's fees. Payment can be accepted either in cash or by cheque payable to "Little Mandarin Talkers". There is a discount for siblings. For further information on prices and payment, please refer to the information sheet issued each term.
- Returned payments** If a cheque is returned to us from the bank we will charge an admin fee each time the cheque is presented.
- Refunds** The course fee is non-refundable. We will use our discretion to reimburse the balance of fees if a child is not settling in the class and the parent decides not to continue with the term. We are unable to refund missed lessons that may occur, including sickness, school, transport difficulties or holidays.
- Re-enrolment** Re-enrolment will take place during the last week of term. If your form and payment is not returned by the last lesson of the term, your place may be offered to another child from the waiting list.
- Cancelled lessons** If Little mandarin school has to cancel a lesson, we will endeavour to arrange for an alternative teacher or add an alternative date. It is our policy to only refund those customers that have not been given 5 days' notice of the date of an alternative lesson; however, no refunds will be offered in the case of circumstances outside of our control such as adverse weather conditions, power interruption, and 'acts of god'.
- Valuable items** Little mandarin school does not accept liability for the loss or damage to any personal effects brought to any lesson and you are therefore requested to ensure that no valuable items are brought to the lessons.
- Behaviour** We reserve the right to remove from the class any child whose behaviour is disruptive. Violent behaviour will not be tolerated and will result in exclusion.
- Absence and punctuality** We would ask that parents / guardians drop off and collect their children on time. Please warn one of the Little mandarin school team of any emergency or unexpected delay. We would also ask that you notify us or the teacher if your child is going to be absent, so that the teacher does not wait unnecessarily.
- Staying on premises** Parents / guardians are not permitted to stay on the premises during the class except under exceptional circumstances. But we do encourage parents / guardians to speak to the class tutor after class to discuss any questions you may have about the course, your child's progress or our teaching.
- Insurance:** Little mandarin school will maintain any insurance cover as is required.
- CRB:** All teachers are CRB checked.