

## Terms and conditions - 12-week courses

### Fees

Payment must be made in full by no later than 1 week before the start of your selected programme.

### Class sizes

No more than 12 students per class for all levels

### Attendance

Students are expected to attend classes regularly and to notify their teacher in advance by email or other means if they are going to be absent. In the case of absence, a 30-minute catch-up session may be arranged with the teacher prior to the next class in one of the following ways:

- A. Before the start of class
- B. At the teacher's office at an agreed time
- C. Skype or WeChat learning at an agreed time

CIBL will offer 1 catch-up session per student per programme, but no session is available without advance notification subject to the teacher's availability.

### Homework

All students are expected to complete any assigned homework and revision prior to the next class.

### Deferrals

Deferrals may be arranged at the discretion of CIBL and are subject to availability. Deferrals permit students to transfer to a different class of the same level if and when there is an appropriate class available. The student will join the new class at the same point at which they left the previous class. Each student is only permitted to defer once.

### Change of level

Students are permitted to transfer to a different level at the discretion of CIBL. Requests should be made within the first two weeks of the course to the class teacher who will advise whether it is suitable for the student to transfer. If a transfer agreement is reached, the student must email the CIBL Institute Manager to confirm the arrangements before formally transferring.

### Withdrawal from the programme

Please ensure that you will be able to attend the whole course before enrolling. CIBL will not be accountable for any responsibilities regarding unforeseen changes in students' circumstances that may prevent their attendance for all or part of the course, including changes to work patterns or care obligations.

### Refunds

No refunds can be given for missed classes, except when classes are rescheduled by CIBL to a different day. All cancellations of enrolment and requests for refunds must be received in writing by CIBL. In such cases, refunds will be given subject to the following terms:

- If the refund request is received 5 working days or more before the start of the programme, a full refund will be issued minus the £50 administration fee

- If the refund request is received less than 5 working days before the start of the programme

All cases will be resolved at the discretion of the Confucius Institute Management

### Quorum requirements

The programme is subject to quorum requirements. If the programme does not reach the quorum number, CIBL will inform applicants before the start of the programme and provide them with alternative options. For those who do not wish to take other courses, programme fees will be refunded in full.

### Use of participant photos, videos, and statements

- CIBL reserves the right to use any photos or videos of participants, or statements made by participants, for print, verbal, internet, or other commercial use
- Requests to decline such use must be sent in writing to the Institute Manager, Craig Meegan