

TERMS AND CONDITIONS

1. FEES & PAYMENT

- 1.1 All required fees must be paid by the deadline set by CIBL.
- 1.2 CIBL reserves the right to impose a 10% late payment surcharge or decline participation if any required payment or document submission deadlines are missed.

2. COMMUNICATION OBLIGATION

- 2.1 Participants must check their registered email address frequently. All official communications (including payment reminders, activity updates, and visa notices) will be sent via email before departure.
- 2.2 Three-Strike Rule:
- Failure to respond to critical emails (e.g., regarding payment, visa documentation, pre-departure briefing) within 48 hours constitutes one strike.
 - After three unanswered communications, CIBL will deem the participant to have voluntarily withdrawn from the programme, and participation will be terminated without refund.

Note: “non-response” includes lack of a substantive reply (e.g., only automated replies) or emails bouncing due to a full inbox, blocked account, or similar issues.

3. REFUNDS

- 3.1 No refunds will be given for missed activities, changes in participants’ personal circumstances, or voluntary withdrawal. Withdrawal does not release the participant from any outstanding fee obligations.
- 3.2 The programme fee and administration fee are strictly non-refundable.

4. PARTICIPANT RESPONSIBILITIES

- 4.1 Participants must secure comprehensive travel insurance (including medical, liability, and evacuation cover). CIBL reserves the right to refuse participation if valid travel insurance is not in place before the trip. No refunds will be issued in such cases.

- 4.2 Participants must agree to and sign the Agreement regarding legal requirements, health, safety, conduct, and other conditions as outlined by local partners. Failure to sign before the trip will result in rejection of participation without refund.
- 4.3 Participants must hold a valid passport and obtain a valid Chinese visa. CIBL is not liable for visa delays, refusals, or related costs and does not provide visa application advice.
- 4.4 Flights, accommodations, and personal arrangements should only be booked after CIBL advises to.
- 4.5 Severe lateness or absence during the programme may result in exclusion from subsequent activities or from future CIBL programmes.

5. USE OF MEDIA CONTENT

- 5.1 CIBL reserves the right to use any photographs, video recordings, or statements made by participants for print, verbal, online, or other promotional and commercial purposes. Participants wishing to decline must submit a written request to the Confucius Institute for Business London prior to the trip.

6. FORCE MAJEURE

- 6.1 CIBL is not liable for programme changes or cancellations resulting from events beyond its control, including but not limited to natural disasters, pandemics, political unrest, changes in host university policies, or actions by local government authorities.

7. QUALITY CONTROL AND SURVEY

- 7.1 CIBL aims to provide you the best trip quality and service, but if any circumstances arise with which you are not satisfied, we encourage you to talk to the trip lead first and see if it can be resolved. If the issue continues, please contact us at confucius.business@lse.ac.uk
- 7.2 At the end of the trip, a survey will be conducted to evaluate the quality and the delivery of the trip.