VMS Adult&Teen Class Registration Policy

1. Payment

- Full payment must be made before the first class.

2. Refund & Credit

- For small group classes, **no refund will be issued once the registered class starts**.

- Unused credits may be applied to other activities or courses within **24 months**, subject to availability.

- If you wish to withdraw or suspend from a course, please notify the school at least one week in advance; otherwise, the remaining credits for the upcoming one class will be deducted.

3. Attendance, Rescheduling & Make-up Classes

Private Lessons

- At least **24 hours' notice is required** if you cannot attend a lesson.

- With proper notice, we will try to reschedule; otherwise, the class will be deducted from prepaid hours.

- Flexibility is available, but not unlimited — frequent or last-minute changes are not acceptable, as instructors' preparation time must be respected.

Small Group Lessons (2 students)

- If one student cannot attend, the class will **still go ahead** for the other student.

- The absent student will receive the recording, and the class credit will still be deducted.

- Rescheduling is only possible **if both students and the teacher are available**; otherwise, the class continues as scheduled.

- Exceptional arrangements (e.g., during student transitions or pairing adjustments) may be made at the school's discretion, but these are **one-time gestures, not standard policy**.

4. Communication of Absences

- If you cannot attend, please notify the school **at least 24 hours in advance**.

- Communication must be sent **directly by email (cc: info@vancouvermandarinschool.com)** or via private message to your instructor.

- **Please do not post absence or rescheduling requests in the group chat.**

5. Respect for Instructor's Time

We value our instructors' preparation and teaching time. Timely communication of absences or changes ensures classes run smoothly and fairly for all participants.

(*Vancouver Mandarin School reserves the right of final explanations.)