

VMS Adult & Teen Operational Policies

on Course Registration and Attendance

(Vancouver Mandarin School, hereinafter referred to as VMS)

This class registration policy is formulated to ensure the teaching order and clarify the rights and obligations of both students and the school. It applies to all adult and teen courses at VMS, including small group classes and one-on-one private lessons. By completing the course registration, all students are deemed to have acknowledged and agreed to abide by this policy. Vancouver Mandarin School reserves the right of final interpretation.

Class Types:

- **Small Group Class:** consists of 3–6 students.
- **Private Class:** consists of 1–2 students.

I. Payment Rules

1. **Payment Deadline:** Students must complete the full payment of course fees before the first class. Failure to pay on time will affect the eligibility to attend classes. If the payment is overdue for three working days, the course slot will be automatically forfeited.
2. **Payment Methods:** Accepted payment methods include bank transfer and online payment platforms (email: info@vancouvermandarinschool.com). After payment, students should promptly obtain a payment receipt from the school's finance department for verification purposes.

II. Refund and Credit Rules

(I) Refund Application Conditions and Procedures

1. **Small Group Class or Private Class Refund Restrictions:** For registered small group classes (with two or more students), no refund applications will be accepted once the course officially starts. If a refund is requested before the course begins, a \$45 administrative handling fee will be deducted from the total course fee. The remaining amount will be refunded to the original payment method within 15 working days after the application is approved. Any used hours will not be refunded under any circumstances.
2. **Exceptions for Special Circumstances:** In cases of force majeure (such as natural disasters, public health emergencies, etc.) that prevent the course from proceeding normally, or when a student is unable to continue due to a serious illness (verified by a diagnosis certificate from a hospital at or above the secondary level), a full refund can be applied for. If the application is made after the course has started, the refund amount will be calculated by deducting the fees for the completed classes, and the review process remains the same as above.

(II) Credit Usage Specifications

1. **Credit Accrual Scenarios:** Unused course credits (i.e., "unused credits") generated due to course adjustments or voluntary suspension by students will be recorded in the student's personal account. Credit records can be queried through the school's admin.
2. **Validity Period and Scope of Use:** Unused credits are valid for 24 months (counting from the date of credit generation). During the validity period, they can be used to offset the fees for other activities or courses of the same type at VMS (such as adult interest classes, teen tutoring courses, etc.). The specific applicable courses are subject to the school's current course list, and credits cannot be exchanged for cash.
3. **Credit Deduction Rules:** If a student wishes to withdraw from or suspend a registered course, they must notify the school at least one week (seven natural days) in advance through official channels (email/student system). Failure to notify within the specified time will result in the deduction of credits equivalent to one class from the student's personal account to compensate for the costs associated with course arrangement adjustments.

III. Attendance, Rescheduling, and Makeup Class Rules

Public Holidays:

In principle, both Private and Small Group Classes will not be scheduled on public holidays.

However, if both the teacher and students agree to hold a class during a public holiday, it may proceed upon mutual consent. This arrangement should be confirmed between the teacher and students 1–2 weeks before the holiday during regular class time.

(I) Private Class Lessons

1. **Absence Notification Requirements:** If a student is unable to attend a private lesson, they must notify the school and the instructor at least 24 hours in advance through the specified methods (email/instructor's private message). Failure to notify in advance or with less than 24 hours' notice will result in the lesson being deducted from the prepaid class hours, and no makeup class will be provided.
2. **Lesson Rescheduling Arrangements:** Subject to the "24-hour advance notice" requirement, the school will coordinate rescheduling based on the instructor's schedule and the student's needs. In principle, the number of rescheduling requests within one course cycle (calculated quarterly) should not exceed two times. If the instructor needs to reschedule due to unexpected circumstances, the school must notify the student at least 12 hours in advance and give priority to arranging a substitute instructor of the same level or negotiating a new class time to ensure the student's rights and interests.
3. **Rescheduling Limitations:** To respect the instructor's preparation time, frequent (more than two times within one month) or last-minute (less than 24 hours' notice) rescheduling requests may be rejected by the school, and the lesson will be counted as attended for class hour consumption.

(II) Small Group Class Lessons

1. **Single Student Absence Handling:** If one student is absent from a small group lesson (regardless of prior notice), the class will proceed as scheduled for the other students. The absent student can review the lesson through the recorded video provided by the

school (the recording only includes course content explanations, excluding interactive segments), and the class credit will still be deducted without additional class hours.

2. **Lesson Rescheduling Conditions:** Lesson rescheduling is only possible when both students are unable to attend and a mutually available time can be negotiated with the instructor. If only one student requests rescheduling or the instructor has no available time, the class will proceed as originally scheduled, and unilateral rescheduling requests will not be accepted.
3. **Special Arrangement Instructions:** In special situations such as student transfers or class composition adjustments, the school may provide one-time temporary course adjustments (such as temporarily changing to one-on-one instruction or postponing the class time) at its discretion. These arrangements are one-time exceptions and not part of the regular policy, with the specific details subject to the agreement between the school and the students.

IV. Course Delivery Format and Handling of Special Circumstances

Our courses are mainly conducted in person. However, if a student is unable to attend a class in person due to special circumstances or sickness, they have two options: they can choose to join the class online, provided that prior approval from the school has been obtained; or they can request the instructor to record the class. In either case, the class credits will be deducted as scheduled, and the recorded materials are for the student's personal review only. Without the prior written consent of the school, these materials cannot be shared or used for any commercial purposes.

V. Absence Notification Specifications

1. **Notification Deadline and Channels:** Regardless of the reason for absence, students must notify the school at least 24 hours in advance through the following official channels:

- **Email:** Send to the school's info@vancouvermandarinschool.com. The email subject should clearly state "[Absence Notification] Student Name + Course Name + Date".
 - **Private Message to School Admin or the Instructor:** Send directly to the admin or instructor via the school-approved communication platforms (WhatsApp, SMS), the admin or instructor will then send a screenshot to the school for filing.
2. **Prohibited Notification Methods:** Absence or rescheduling requests are not allowed to be posted in class group chats (including WhatsApp, WeChat groups). Such messages will be considered invalid notifications and will not be processed by the school. The resulting consequences, such as class hour consumption, will be borne by the students themselves.

VI. Supplementary Instructions on Respecting Instructors' Time

The preparation and teaching time of instructors are crucial for ensuring the quality of courses. Students are required to strictly adhere to the time limits for attendance notifications and lesson rescheduling stipulated in this policy:

1. Instructors need to complete course preparation and teaching aid arrangements before each lesson. Last-minute absences or rescheduling will render the prepared materials unusable and increase teaching costs.
2. If a student fails to notify absences or rescheduling as required more than three times within one course cycle, the school will conduct a counselling session with the student. In severe cases, the student's eligibility for future course registration may be restricted to ensure the fairness of the teaching order and protect the legitimate rights and interests of all students and instructors.

VII. Effectiveness

This policy is effective immediately as of October 2025. In case of any discrepancies between previous regulations and this policy, this policy shall prevail.

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