

# GOEAST MANDARIN PRODUCT TERMS & CONDITIONS

## *Membership card (One-month pass)*

- The One-month Pass is limited to new students and can only be purchased once per person.
- The One-month Pass is valid from the date of purchase.
- Membership fees are non-refundable.
- GoEast has the final right to interpret the membership terms.

## *Membership card (One-year pass)*

- The Year-month Pass is valid from the date of purchase.
- Membership fees are non-refundable.
- 5% reward credits upon every course purchase.  
(E.g. you spend 1000 USD, that means 50 USD goes to your next course purchase.)
- GoEast has the final right to interpret the membership terms.

## *Online group classes*

You will:

- 1 Be provided with a language consultant to follow up all of your concerns.
- 2 Be placed in a suitable level of group class with necessary placement assessment.
- 3 Reserve the right to get a full refund if we don't get 2 students to start this group 3 days before the starting date. The self-study videos and materials will be free during your waiting.
- 4 Be expected to adhere to proper conduct and obey the instructions of GoEast and respect others' cultures and beliefs.

You agree that:

- 5 You will have proper online learning environment, including but not limited to good access to the internet, workable microphone and video camera.
- 6 If a group class has only one student, GoEast reserves the right to postpone the start of the group. You will have the option to switch to other classes, be put on a waitlist, or receive a refund.
- 7 If you cannot attend a group live class on schedule, GoEast will not arrange a make-up lesson particularly, but you will be able to receive class note, watch recorded live class videos if available.
- 8 All courses must be finished within the time given in each confirmation letter. Students that fail to complete their course within the given time will be deemed to waive their remaining lessons and no lesson transfer or refund is available.
- 9 In order to ensure the quality of your study, GoEast reserves the right to adjust the teaching approach giving prior notice.
- 10 Before you move to the next level, there will be an evaluation from your teacher or a standard test at the end of each course.
- 11 A cancelation fee of 200USD will be charged if you cancel the course you registered. Tuition is refundable for the rest of your sessions, but you must give your language consultant a notice email two weeks in advance. The sessions you have taken will be charged at the rate of 19USD/session.
- 12 The learning materials will be valid for one year after your start the course.