

# GoEast Online Chinese Course Conditions and Terms

## One Payment Group Course

### You will:

1. Be provided with a language consultant to follow up on all of your concerns.
2. Be placed in a suitable level of a group class with the necessary placement assessment.
3. Reserve the right to get a full refund one week before the start of your class. Otherwise, a cancellation fee of 1200 RMB/200USD will be charged and the taken sessions will be charged with 25USD/session.

### You agree that:

1. You will have a proper online learning environment, including but not limited to good access to the internet, a workable microphone and a video camera.
2. If a group class has only one student, each live lesson will be 25 minutes less till another student joins. You can also choose to postpone the start of the group to next month.
3. If GoEast cannot reach you after the course starts, your seat will be released to other students. Your remaining tuition (with 200USD/1200RMB penalty) will be reserved for two months after your payment for signing up for another course.
4. If you cannot attend a group live class on time, GoEast will not arrange a make-up lesson particularly, but you will be able to receive class notes, and watch recorded live class videos if available.
5. 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.
6. To ensure the quality of your study, GoEast reserves the right to adjust the teaching approach giving prior notice.
7. GoEast can occasionally send you learning tips and course updates but will never share your data with third parties. You can unsubscribe from these non-contractual emails.

## Flexible Private Course

### You will:

1. Receive tailor-made language training courses provided by the trainers from GoEast.
2. Be provided with a language consultant to follow up on all of your concerns.
3. Reserve the right to cancel a live lesson 24 hours or more prior to the scheduled lesson time. An email or message must be sent to the trainer as notice of the cancellation.
4. Reserve the right to ask for a refund for the remaining sessions if you are not satisfied with our training service within 2 lessons and within 2 weeks after you start.
5. Reserve the right to transfer your remaining valid lessons to a family or a friend within the valid period. A transferring fee of 200 RMB/30USD will be charged.
6. You reserve the right to get a refund for your remaining valid lessons if you want to stop taking classes. The lessons you have taken will be charged at the rate of 260RMB(40USD)/session. The remaining refund will be: 70% of the remaining fee if the refund is requested 3 months after the first class; 50% between 3 to 6 months after the first class; 30% between 6 to 12 months after the first class. No refund after more than 12 months since the first class.

### You agree that:

1. Each live lesson session is 50 minutes. The minimum lesson length is 1 session per time, and a unit of 0.5 sessions can be added on top, which means 50min, 75min, 100min etc.
2. If you cancel a scheduled ongoing language lesson less than 24 hours prior to the scheduled lesson time, the full amount of the scheduled time and cost will be charged.
3. If you are late for a scheduled live lesson, the teachers will not extend the lesson for you and the time and cost will be charged.
4. If you leave a scheduled live lesson early, the teacher will not make up for the lesson for you in the next ones. The scheduled time and cost will be charged.
5. Your live lessons will be recorded from time to time for teaching quality control from our academy, but not for any commercial reason.
6. The learning materials will be accessible for as long as you have valid live lessons, and for an additional 6 months after you complete your live lesson course.

## Monthly Subscription Group Course

You will:

1. Be provided with a language consultant to follow up on all of your concerns.
2. Be placed in a suitable level of a group class with the necessary placement assessment.
3. Reserve ONE opportunity to postpone the start of your course to the following month by sending a request to your language consultant at least 7 days prior to the scheduled start of the group.

You agree that:

1. You will have a proper online learning environment, including but not limited to good access to the internet, a workable microphone and a video camera.
2. If a group class has only one student, each live lesson will be 25 minutes less for weekly groups and 50min less for weekend groups till another student joins. You can also choose to postpone the start of the group to next month.
3. If GoEast cannot reach you after the course starts, your seat will be released to other students.
4. If you cannot attend a group live class on time, GoEast will not arrange a make-up lesson particularly, but you will be able to receive class notes, watch recorded live class videos if available.
5. 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.
6. In order to ensure the quality of your study, GoEast reserves the right to adjust the teaching approach giving prior notice.
7. GoEast can occasionally send you learning tips and course updates, but will never share your data with third parties. You can unsubscribe from these non-contractual emails.
8. The learning materials will be accessible for as long as you have valid live lessons, and for an additional 6 months after you complete your live lesson course.
9. If you cancel your monthly payment plan, no refunds will be issued, and your live classes will terminate immediately

## Monthly Subscription Private Course

### 【Services Provided】

1. You will receive customized language training courses conducted by GoEast trainers.
2. A dedicated language consultant will address and follow up on all your concerns.
3. You reserve the right to request a refund for the remaining sessions if unsatisfied within two weeks from the commencement date. The rate for taken class hours is 33 USD per class hour.

### 【Your Agreement】

1. Each class hour is 50 minutes, with a minimum lesson length of 1 class hour per session. Additionally, a unit of 0.5 class hour (25 minutes) can be added on top (e.g., 50 minutes, 75 minutes, 100 minutes).
2. Late arrivals will not result in an extension of the lesson, and both time and cost will be charged accordingly.
3. Leaving a scheduled live lesson early will not warrant a makeup session, and the scheduled time and cost will be charged.
4. Live lessons will be recorded solely for teaching quality control, without any commercial use.
5. Learning materials will remain accessible for the duration of valid live lessons and an **additional 6 months post-completion of the live lesson course.**

### 【Other Terms】

Cancellation:

1. Cancellation within 24 hours of a scheduled ongoing language lesson incurs a full charge of the scheduled time and cost.
2. Cancellation over 24 hours prior to a scheduled lesson results in no charge for the scheduled time.
3. Ongoing subscription plan cancellations are non-refundable for remaining class hours.

### Reschedule:

Class reschedule requests should be submitted to your teacher at least 24 hours before the scheduled lesson time. If your teacher's availability does not align, you may apply for a substitute teacher, with the arrangement possible after a minimum of 72 hours from your request.

### Class Hours Validation:

Your monthly class hours package (12 class hours) remains valid for 30 days from the first class of the package. Unused class hours after this period will expire.

### Suspension:

- 6-month subscription plan: One suspension opportunity for up to 30 consecutive days.
- 12-month subscription plan: Two suspension opportunities, each for up to 30 consecutive days.