



Squirrel Chinese

Terms and Conditions

Welcome to Squirrel Chinese! We're delighted to offer the Saturday Chinese Club during term time, along with online tutorials for those eager to explore Chinese language and culture. To ensure smooth registration, please review the following guidelines:

Registration and Payment

1. To experience our Saturday Chinese Club, you're invited to take advantage of a complimentary trial session. Contact us at Squirrelchinese@gmail.com to arrange your trial before committing to full registration.
2. Upon deciding to join our classes, complete the registration form, GDPR consent form, and submit the £10 registration and one-time insurance fee. Upon registration, expect a confirmation email (usually on the same day) and an invoice detailing remaining term fees.
3. Full payment is required by the specified date on the invoice. Late payments will incur a £10 surcharge to cover administrative costs.
4. Payments are facilitated via online bank transfer/BACS. The invoice email will contain all necessary payment details.
5. The registering party is responsible for settling the fees of the enrolled students and ensuring the accuracy of provided information.
6. In cases where multiple children from the same family participate, each child must be registered separately.

Cancellations

7. Any cancellations should be communicated via email to Squirrelchinese@gmail.com at least 48 hours before the scheduled lesson. You'll receive confirmation of your cancellation.
8. Cancelled lessons can be made up when a parallel session is available, otherwise digital teaching materials for the lesson can be provided upon request.

9. Should a class be cancelled by the school, efforts will be made to reschedule during school holidays. Alternatively, fees for the cancelled class will be refunded or deducted from the next term's fees.

Class Rules

10. Students are expected to be punctual for classes and picked up promptly.
11. Primary school-aged students must be collected by a parent/carer or authorised adult from the designated area. Any changes to collection arrangements must be communicated to the teacher.
12. Unattended children at the end of their class will be secured inside the locked premises, but supervision might not be possible due to space constraints. Parents assume full responsibility should their child remain unattended after class hours.
13. Parents are kindly asked not to wait inside venues during class times.
14. Our expectations for all students are to:
 - Approach each class with a positive attitude and seek help when needed.
 - Respect teaching staff and treat peers as they'd wish to be treated.
 - Refrain from bringing food or drinks, except for water, into the class.
 - Ensure well-behaved behaviour while waiting for class, with siblings engaged in activities.
 - Display respectful behaviour towards staff, peers, and premises. Any poor behaviour, including bullying, will result in necessary actions.

Health

15. Please inform Squirrelchinese@gmail.com or Sophie Guo about any medical or learning concerns affecting your child's learning.
16. Notify Squirrelchinese@gmail.com or Sophie Guo any changes in contact details or health issues.

Data Protection

17. The school may use occasional student photographs/videos for promotional purposes.
Refer to our GDPR consent form for details.
18. All invoices and materials will be sent via email. Ensure our emails aren't marked as SPAM and rest assured that your details are secure and not shared.
19. Your data may be used for various school-related purposes, including updates, invoicing, and ensuring a safe learning environment.
20. By consenting to 'School information and marketing', you agree to receive relevant educational information and allow data processing concerning your child's medical condition.

Miscellaneous

21. Timetables might undergo changes; parents will be informed accordingly.
22. Non-compliance with terms and conditions may result in being asked to leave without refund.
23. Direct all queries and complaints solely to Squirrelchinese@gmail.com.
24. For our Safeguarding and Child Protection Policy, please contact Squirrelchinese@gmail.com upon request.

These rules are established to enrich your child's learning experience while maximizing their potential. For any policy-related queries, please reach out to Sophie Guo or email Squirrelchinese@gmail.com.