

## Terms and payment information

1. Course prices and timetables can be found in the dedicated section on the Confucius Institute website: <https://confucius-institute.uni.lu/>
2. Registration is only complete once the enrolment fee has been paid.
3. Registration on a course is considered as a firm commitment for the entire semester. No refund will be offered if the learner decides to stop attending classes, except in the cases below:
  - \* students starting an internship (proof will be requested).NB: if possible, the Institute should be notified upon registration that the student may have an internship during the year.
  - \* long-distance move.
  - \* illness (proof will be requested).Refunds should be requested in writing (by email), together with the necessary supporting document(s). The documents will be examined by the management team and a decision will be taken as to whether a refund can be given.

**Points 4, 5 and 6 below do not concern University of Luxembourg students enrolled on a General Chinese course. These courses are free for University of Luxembourg students and result in 3 ECTS credits.**

4. The Confucius Institute will refund fees paid in the following cases (\*):
  - \* if a course is cancelled because not enough learners register before the first session.
  - \* if a learner cancels his/her registration because the Confucius Institute changes the day and/or time of a class before the first session.
5. The following individuals are entitled to a reduction in enrolment fees (\*):
  - \* job seekers
  - \* asylum seekers
  - \* University of Luxembourg employeesSupporting documents required for a reduction in course enrolment fees must be provided before payment.
6. Enrolment fees must be paid by bank transfer following receipt of instructions from the Confucius Institute. Course enrolment fees must be paid in full before the course starts.(\*)

## Organisation of courses

1. The Confucius Institute publishes the start and end dates and holiday dates for each semester before the semester begins.
2. Language courses are limited to 15 people. Because of the COVID-19 health crisis, numbers are currently limited to 10 people until further notice.
3. The Confucius Institute reserves the right to change the course schedule at the start of the semester depending on the number of learners enrolled in each category. Learners will be informed of any changes.
4. New learners who already have a basic knowledge of Chinese will be given a free written and oral language test by a teacher from the Institute to determine the group that best suits their level. Learners are advised to sign up for the group suggested by the teacher at the end of the test if possible.
5. Learners who have enrolled cannot switch to another group during the year unless the teacher specifically recommends otherwise; this is to ensure that the group remains at the same level and can progress together through the year.
6. The Confucius Institute makes every effort to stick to its timetable. However, for various reasons (e.g. if the teacher is absent and unable to be replaced on the scheduled date or if a cultural event is planned in the same place and on the same date as the class), some sessions may be postponed. If this should occur, the Institute will try to find a similar time slot that suits as many learners as possible. No complaints or appeals will be considered. No refunds will be provided for learners unable to attend the postponed session.
7. An attendance register is taken at each session. If a learner is unable to attend, he/she should contact the secretary's office to inform the Institute in advance: 00 352 46 66 44 4964 or [confucius@uni.lu](mailto:confucius@uni.lu).
8. Learners are asked to comply with course start and end times as far as possible so that they do not disrupt the class. It is also strongly recommended that learners avoid using their mobile phones (which should be placed on silent) during classes so that they do not disturb the class.
9. Learners who miss a class may not attend another class with another group, even if it is the same discipline and the same level.
10. A learner who misses a class may not be replaced in that class by another person, even if the latter is also student of the Confucius Institute.

11. The Confucius Institute is a recognised HSK (Hanyu Shuiping Kaoshi) examination centre. HSK enrolment fees are paid separately.
12. Learners are responsible for their personal belongings; the Institute may not be held liable in the event of a loss or theft.

## **Equipment**

1. The Confucius Institute lends a copy of the course textbook to all learners enrolled on Chinese courses. The textbook must be returned to the teacher in the same condition at the end of the semester.
2. The Confucius Institute provides paper and lends calligraphy equipment (ink, inkwell and brush) to learners enrolled on calligraphy courses.