

The cancellation policy

of

Perth Beijing Chinese School & Perth Beijing School Pty Ltd

The school's cancellation policy follows the general practices of the industry and Australian consumer protection laws.

When you can cancel a service

If you have a major problem with a service or a minor problem that can't be fixed within a reasonable time you have the right to cancel a service contract, when it is:

- provided with an unacceptable level of care and skill
- unfit for the purpose you asked for
- not delivered within a reasonable time when there is no agreed end date.

Services you can't cancel

You must pay for services you've received under a service contract that worked as expected.

You can't cancel a service contract or get a refund if the problem was outside the control of the provider or if you:

- changed your mind
- not able to attend classes due to change of personal circumstances
- insisted on having a service provided in a particular way, against the provider's advice
- failed to clearly explain your needs to the provider

For more detail, please contact the school (e: alex@perthchinese.com.au) or visit ACCC website:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/cancelling-a-service#services-you-can-t-cancel>