

Refund Policy for Learning Plus Classes

- Refunds will be given up until 7 days before the first session starts
- Once the student has attended their first class no refunds given unless they are able to provide evidence of moving to another country or another city

Refund Procedure

1. Cancellation request must be sent to school by email to activities@mail.ssis-suzhou.net before the cancellation deadline
2. Submit fapiao to the school Community Learning Hub Office as proof of payment
3. School Community Learning Hub office will process the refund within 5 working days
4. The refund can only be given as a cash payment, once the refund in cash is ready for applicant to collect Learning Hub Office will email the applicant