



PARTICIPANT TERMS & CONDITIONS

Deposit

Deposits will be returned to the participant by bank transfer to an account of their choice. The amount returned will be specified in British Pounds. The exact amount received by the participant, should the currency of their account not be British Pounds, will depend on the daily exchange rate.

A full or partial refund of the deposit in the case of cancellation or early termination of the programme by Pagoda Projects or by the participant may be possible depending on the exact circumstances, but is subject to the absolute and exclusive discretion of Pagoda Projects.

In order for Pagoda Projects to return the deposit to the participant in full upon completion of their programme, the participant must adhere to the following terms:

Utilities Fair Usage policy:

Pagoda Projects operates a fair usage policy, whereby Pagoda Projects monitors the monthly utility bills for the apartment. If the usage Pagoda Projects deems as fair for the apartment in question is exceeded, Pagoda Projects will issue the participant and other tenants of the shared apartment with a warning. The warning will include the exact amount used, likely causes of the excessive usage and a guide amount for fair usage for the apartment in question. If this guide amount is exceeded in the following 2 week period, any utility costs above this amount will be divided equally by the number of tenants in the apartment and deducted from the deposits of each tenant.

Damages and breakages:

The participant is obliged to pay for all proven damage to the property and repairs required due to the misuse or negligence of the property by the participant or third parties allowed into the property by the participant. Upon initial arrival of the participant at the Shared Apartment, Pagoda Projects will provide a completed Apartment Check List. This document is to be checked and signed by the participant. The cost of any breakages or damages will be divided equally by the number of tenants in the apartment and deducted from the deposits of each tenant. If the participant pays their deposit in a currency other than Chinese Yuan (RMB), their entire deposit in that currency will be returned in full upon payment by the participant in Chinese Yuan for any costs due in relation to breakages, damages or excessive utilities usage. The participant must leave their bedroom in a clean, tidy condition and must not leave personal items in the room upon departure.

Accommodation keys:

If the participant loses their accommodation key(s) during their programme, Pagoda Projects will charge an administration fee, inclusive of the cost to replace the key(s), of £ 10.00 GBP per key, to be deducted from the participant's deposit on the day upon which the deposit is returned. Upon completion of their programme, the participant must return their apartment keys, including any external access keys, to Pagoda Projects or leave the keys in their apartment if instructed to do so.

Termination

Pagoda Projects reserves the right to terminate the programme due to disciplinary reasons as outlined under the following section of this booking form; 'Code of conduct & general advice'. Although Pagoda Projects will always endeavour to resolve any issues during the programme and will issue a warning to the participant upon breach of the code of conduct, as a last resort Pagoda Projects reserves the right to terminate the programme, in which



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case all prior payments made by the participant would not be refunded. Pagoda Projects reserves the right to terminate the participant's programme immediately for extreme breach in code of conduct. In cases where breaches in code of conduct by the participant result in disputes with another participant sharing accommodation with the participant, which cannot be settled, the participant is obliged to stay in a hostel or hotel at their own expense whilst Pagoda Projects seeks alternative arrangements for the participant.

It is illegal for the participant to receive any kind of payment from their host company during the internship programme. Any request for payment by the participant will be regarded as an extreme breach of our code of conduct and will result in immediate termination of their programme.

Data Protection

Pagoda Projects agrees to treat all information about the participant with discretion and will not share information with third parties outside of the context of the participant's programme without permission from the participant, with the following exceptions: As part of the participant's programme, the participant is expected to book return flights from a reputable provider. For this reason, Pagoda Projects reserves the right to share the participant's phone number, email address and programme details with STA Travel Limited, who have proven to be a reputable provider of flight booking services at competitive prices. Basic information about the participant may be shared with host companies or accommodation providers in the normal process of arranging the programme for the participant. Basic information about the participant may be shared with the local authorities in China or Vietnam or Vietnam upon request without prior permission from the participant.

In the event that the participant engages in contact with any person who is interested in an internship, accommodation or language class in Chengdu, Dalian, Qingdao, Zhuhai or Taipei, the participant is prohibited from referring this person directly to the host company, homestay family or partner language school directly. All such referrals must be directed to Pagoda Projects.

The participant is prohibited from extending their internship or accommodation without prior approval from Pagoda Projects. Extension of homestay or apartment accommodation by direct arrangement with the respective host family or landlord by the participant without the consent of Pagoda Projects will result in immediate eviction from the accommodation and any associated cost with such an extension must be paid immediately by the participant to Pagoda Projects.

The participant is hereby prohibited from engaging in any activity deemed to be in direct competition to Pagoda Projects in China or Vietnam both during and after their programme.

Pagoda Projects reserves the right to use photo and video content featuring the participant for marketing purposes, unless clearly requested not to do so in writing by the participant.

During the pre-departure period, Pagoda Projects will request information from the participant relating to their physical and mental health. Pagoda Projects does so in line with a disclosure policy, which is available on the website of Pagoda Projects. In most cases any information disclosed by a participant is recorded purely for emergency situations. It is important for our staff to have immediate access to information regarding allergies, medication or pre-existing conditions in the case of a medical emergency. In many cases the Pagoda Projects team will not take any obvious steps with a participant or treat them differently in normal circumstances. However, particularly with regard to a participants' mental health, knowing about a previous or ongoing issue might enable our team to act with particular sensitivity in certain circumstances. If a participant discloses an issue



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in confidence, which the respective Pagoda Projects team member considers a 'red flag' issue, we reserve the right for that team member to share the information with Pagoda Projects's upper management and where necessary the participants' named emergency contacts and home university. Disclosing such information only takes place in the interest of providing adequate support to the participant and in the interest of the participant's safety and wellbeing. 'Red Flag' issues include, but are not limited to, expressions of suicidal thoughts, self-harm or considering the early termination of a programme due to an extreme mental or physical health issue.

China or Vietnam Visa

Pagoda Projects will offer support to the participant during visa application process.

Pagoda Projects has no responsibility for the type or duration of visa offered to the participant and the final decision whether to accept any visa application for the participant lies with the relevant embassy or visa application centre of the People's Republic of China or Vietnam or Taiwan.

Should the participant be refused a visa for China or Vietnam and not travel to China or Vietnam as a consequence, Pagoda Projects is not liable for any costs incurred by the participant in relation to their planned trip, such as visa application fees, flight tickets or insurance.

Diversity and Equality

Pagoda Projects is committed to diversity and equality. Pagoda Projects's Diversity and Equality policy is available on request.

Insurance

Pagoda Projects agrees to provide travel and health insurance from a reputable insurance provider on behalf of the participant. The decision whether to settle any claims made during the participant's programme rest solely with the insurance company.

The participant is responsible for reading and understanding the limitations of their insurance policy.

Pagoda Projects assists the participant to arrange the above mentioned programme and is in no way liable for the actions of the participant during the programme. Pagoda Projects is not legally responsible for the participant during the above mentioned programme.

Code of Conduct & General Advice

General

1. The participant must abide by the laws and regulations of Peoples Republic of China or Vietnam or Taiwan at all times.
2. Pagoda Projects has a zero-tolerance stance towards racism, bullying or other discriminative behavior. The details of Pagoda Projects's stance on this subject and procedures for handling instances of bullying or discrimination are outlined in the 'Bullying & Harassment Procedure', which is available on request.
3. Pagoda Projects is against all forms of bribery. Pagoda Projects's anti-bribery policy is available on request.



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Internship conduct

1. The participant is expected to complete the induction checklist supplied by Pagoda Projects during their induction at their host company.
2. The participant should ensure they understand what constitutes a permissible work absence and who to notify if absent. The participant should inform the relevant contact person at their host organisation by phone or email and for extended periods of absence should also inform Pagoda Projects by phone, email or in person as per the contact details in their welcome package.
3. The participant should always be on time to work and with assignments
4. If the participant feels victimized or is made uncomfortable by work-related incident, they should contact Pagoda Projects immediately by phone, email or in person as per the contact details listed in their welcome package.
5. The participant agrees to maintain confidentiality for work-related projects and personnel
6. Any problems at the internship must be reported to Pagoda Projects by phone, email or in person as per the contact details in the participants' welcome package.
7. It is illegal for the participant to receive any kind of payment from their host company during the internship programme. Any request for payment by the participant will be regarded as an extreme breach of our code of conduct and will result in immediate termination of their programme.

Apartment or University Accommodation conduct

1. The room shall be used solely as a private residence by the participant and occupancy shall be limited to one person unless otherwise stated by Pagoda Projects.
2. The participant agrees to comply with all present and future laws, ordinances and regulations of any public authority relating to the use of the apartment.
3. The participant shall not make, permit, or allow any noisy or offensive use of the apartment which might interfere with the enjoyment of others and in respect for neighbors in the building.
4. The participant will not permit any hazardous act or use of the apartment.
5. The participant agrees to act respectfully and politely to fellow tenants in the shared apartment.
6. The participant agrees to keep communal areas clean and tidy and respect the privacy of other tenants.
7. The participant agrees to pay in full for any deliberate or accidental damage to the apartment or items in the apartment provided by Pagoda Projects.
8. The participant agrees to exercise common sense when using gas, water or electricity, in order to keep consumption to a sensible level. The participant will be charged extra for usage deemed excessive by Pagoda Projects.
9. Theft will be dealt with by Pagoda Projects in accordance with the Laws of P.R China or Vietnam or Taiwan.
10. Participants are not permitted to allow pets into the apartment.
11. The participant agrees to allow Pagoda Projects's staff full access to the apartment upon request. Pagoda Projects agrees to give 24 hours notice before accessing the apartment, but shorter notice may be given in situations deemed to be particularly urgent or in case of emergency.

Homestay conduct

Please note: Acceptance to homestay is subject to the discretion of Pagoda Projects upon consideration of a homestay application form, which must be completed by the participant.

1. The participant should respect the culture and values of the host family



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2. The participant should make effort to interact with the host family on a daily basis and be proactive in attending appropriate family activities
3. The participant should endeavour to participate in language exchange with the family
4. The participant should contact Pagoda Projects if problems arise between family members and work with Pagoda Projects in trying to reach a reasonable, equitable solution for all concerned
5. The participant should keep their bedroom and communal areas clean and tidy and assist with general chores as part of the family routine where appropriate
6. The participant should always inform their host family if they plan to stay out in the evening or miss meals
7. The participant may not use the landline telephone without permission from the host family
8. The participant should restrict staying out late to the absolute minimum between Sunday and Thursday
9. The participant is responsible for washing their own clothes
10. The bedroom shall be used solely as a private residence. Occupancy shall be limited to one person
11. No smoking is permitted without permission in the host family's apartment

General Advice

1. Seek feedback from your supervisors, accept suggestions for corrective changes in behaviour and attempt to improve performance during your internship
2. During your internship, communicate appropriately, listen and ask questions in a culturally sensitive manner as explained by Pagoda Projects during pre-departure and upon induction.
3. Familiarize yourself with, and adhere to, relevant organizational structure and procedures
4. During your internship, dress appropriately for work and adhere to company dress-code
5. Be fair, considerate, trustworthy, and cooperative when dealing with co-workers
6. Assert yourself and your ideas in an appropriate and tactful manner
7. Keep an open mind; respect cultural differences and try to make informed judgments
8. Seek to enhance your professional effectiveness by improving skills and acquiring new knowledge