

AhleDhikr Institute Terms and Conditions

To ensure a comfortable learning environment and for the safeguarding of the Institute and pupil, the following are list of terms and conditions concerning all parties.

AHLEDHIKR'S LIABILITY

- 1.1 To provide a comfortable and safe learning environment.
- 1.2 The Institute must maintain learning times and syllabus schedules as advertised to the best of their ability.
- 1.3 To update and facilitate learning for the students. This includes being available for tutoring and answering questions out of hours.
- 1.4 The Institute is not responsible or associated for the views, statements and actions of its pupils.
- 1.5 The Institute will not be liable for any loss or damage of personal property of pupils.
- 1.6 Institute instructors do not necessarily share the same views as its pupils.
- 1.7 The Institute reserves every right to share information with the authorities should there arise a need to do so.
- 1.8 The Institute is not liable for damages or losses to the property/ belongings of attendees.
- 1.9 Personal information of pupils may be shared with our partners.

CODE OF CONDUCT

- 1.10 All pupils are bound by correct learning etiquette, without exception.
- 1.11 Students must make sure all information given to the Institute is correct and updated.
- 1.12 Pupils must maintain order and not be disruptive inside or outside the Institute to members of the Institute and fellow pupils.
- 1.13 Property of others must be respected at all times, including litter, vandalism and damage.
- 1.14 The pupil is not allowed to use their phones except for cases of emergencies or being permitted by the instructor to do so.
- 1.15 Pupils are not allowed to attend/listen with any unauthorized visitors, whether in class or whilst listening via the virtual classroom.
- 1.16 None of the material can be shared without prior consent. All resources, audios and videos are copyrighted to AhleDhikr Institute and all rights remain reserved for them.
- 1.17 AhleDhikr Institute is not responsible for children or under 18's during breaks and if they are dropped off early or parents are late to pick-up.
- 1.18 Rights remain for AhleDhikr Institute to verbally add terms and conditions.

USE OF MATERIAL

- 1.19 The Institute will either provide curriculum resources OR provide information on where the pupil is able to purchase them from.
- 1.20 All materials are for personal and learning uses only and is copyrighted to AhleDhikr Institute.
- 1.21 The pupil must purchase his/her own learning resources and equipment needed to study.
- 1.22 The pupil has no right to alter or edit learning materials without prior consent given by the institute.

LEARNING ETHICS AND PUNCTUALITY

- 1.23 Any change to timings, the institute must provide 14 days notice to all pupils.
- 1.24 The pupil is responsible for their own attendance and time keeping.
- 1.25 Lateness and absence cannot be refunded.
- 1.26 The pupil must maintain all required learning ethics.
- 1.27 The pupil must provide his/her learning materials and relevant equipment needed to study.
- 1.28 As the course will be heavily interactive, the pupil must engage and contribute in learning.
- 1.29 The pupil must maintain their own learning records, and complete all tasks and assignments given to them in its proper timeframe.
- 1.30 The Institute has every right to discipline improper behavior.
- 1.31 Disciplinary actions can be implemented by the Institute and have every right to suspend or exclude pupils, without refund.
- 1.32 Students' who don't attend for 3 lessons consecutively, without communicating the tutor, will have their application removed.

COMPLAINTS

- 1.33 The Institute will consider complaints in relation to the material, classroom, fellow pupils and the instructor.
- 1.34 The Institute is not responsible for what is beyond their means to control.
- 1.35 Complaints must be specific in nature.
- 1.36 Complaints must be raised in a timely manner, otherwise they may be rejected.
- 1.37 All complaints must be made to the Institute admin and not to fellow pupils, Taybah Education Centre or the instructor.
- 1.38 All parties have access to the final outcome of the complain via the Institutes admin.

FEES

- 1.39 The Institute reserves every right to increase prices to meet business needs and issue discounts for fixed periods.
- 1.40 All payments must be made on the 25th of the previous month - a minimum of a month in advance.
- 1.41 The Institute can issue warnings for late payment and can terminate the learning agreement if the pupil fails to meet fees deadlines.
- 1.42 Discounts will be given the pupils as advertised.
- 1.43 The Institute will give a monthly, term-based and annual option for payment.
- 1.44 All payment must be made via direct debit and referenced by the payee with their name.
- 1.45 Refunds can only be issued if the pupil withdraws within the first 8 days (2 weeks) of the beginning of the course OR if they provide one month prior notification.
- 1.46 The institute will only refund payment if there was negligence on their own part.
- 1.47 Refunds will not be issued for no-shows or pupils who do not wish to continue.

Thank you for enrolling with AhleDhikr Institute and we ask Allah, the Most High, to grant you a successful learning experience.

NAME:

SIGN:

DATE: