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

## CODE OF CONDUCT

* 1. All pupils are bound by correct learning etiquette, without exception.
  2. Students must make sure all information given to the Institute is correct and updated.
  3. Pupils must maintain order and not be disruptive inside or outside the Institute to members of the Institute and fellow pupils.
  4. Property of others must be respected at all times, including litter, vandalization and damage.
  5. The pupil is not allowed to use their phones except for cases of emergencies or being permitted by the instructor to do so.
  6. Pupils are not allowed to attend/listen with any unauthorized visitors, whether in class or whilst listening via the virtual classroom.
  7. 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.
  8. 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.
  9. Rights remain for AhleDhikr Institute to verbally add terms and conditions.

**USE OF MATERIAL**

## The Institute will either provide curriculum resources OR provide information on where the pupil is able to purchase them from.

## All materials are for personal and learning uses only and is copyrighted to AhleDhikr Institute.

* 1. The pupil must purchase his/her own learning resources and equipment needed to study.
  2. The pupil has no right to alter or edit learning materials without prior consent given by the institute.

**LEARNING ETHICS AND PUNCTUALITY**

* 1. Any change to timings, the institute must provide 14 days notice to all pupils.
  2. The pupil is responsible for their own attendance and time keeping.
  3. Lateness and absence cannot be refunded.
  4. The pupil must maintain all required learning ethics.
  5. The pupil must provide his/her learning materials and relevant equipment needed to study.
  6. As the course will be heavily interactive, the pupil must engage and contribute in learning.
  7. The pupil must maintain their own learning records, and complete all tasks and assignments given to them in its proper timeframe.
  8. The Institute has every right to discipline improper behavior.
  9. Disciplinary actions can be implemented by the Institute and have every right to suspend or exclude pupils, without refund.
  10. Students’ who don’t attend for 3 lessons consecutively, without communicating the tutor, will have their application removed.

**COMPLAINTS**

* 1. The Institute will consider complaints in relation to the material, classroom, fellow pupils and the instructor.
  2. The Institute is not responsible for what is beyond their means to control.
  3. Complaints must be specific in nature.
  4. Complaints must be raised in a timely manner, otherwise they may be rejected.
  5. All complaints must be made to the Institute admin and not to fellow pupils, Taybah Education Centre or the instructor.
  6. All parties have access to the final outcome of the complain via the Institutes admin.

**FEES**

* 1. The Institute reserves every right to increase prices to meet business needs and issue discounts for fixed periods.
  2. All payments must be made on the 25th of the previous month - a minimum of a month in advance.
  3. The Institute can issue warnings for late payment and can terminate the learning agreement if the pupil fails to meet fees deadlines.
  4. Discounts will be given the pupils as advertised.
  5. The Institute will give a monthly, term-based and annual option for payment.
  6. All payment must be made via direct debit and referenced by the payee with their name.
  7. 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.
  8. The institute will only refund payment if there was negligence on their own part.
  9. 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: ………………………………………………………………..**