



# Arabfield Academy

*Plant the language, Harvest the culture*

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## Official Student Policies

Effective Date: \_\_\_\_\_

### 1. Understanding These Policies

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These policies apply to all students enrolled in courses or packages offered by **Arabfield Academy** (referred to as “the Academy”). This includes live online lessons, recorded materials, and blended learning programs. By registering or making a payment, you confirm your full acceptance of these policies.

### 2. Registration and Payment

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- Your booking is confirmed only after the full payment for your chosen package has been successfully processed through the Academy's official payment channels.
- You are responsible for any bank, transfer, or processing fees that may apply.
- Each package clearly outlines the number of lessons/hours included and its expiration date. Any unused lessons after this date will be forfeited, unless a different arrangement has been agreed upon in writing.
- In exceptional circumstances, and purely as a gesture of goodwill, the Academy may, at its sole discretion, issue non-refundable account credits.

### 3. Trial Lessons and Refunds

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- Every new student is eligible for one **free 30-minute trial lesson** to assess your level and familiarize you with our teaching methods.
- Following the trial lesson, all sales are considered final. Refunds will not be issued, except in cases of "Academy Service Failure" (see §12).
- Any request for a refund or a dispute must be submitted in writing within **7 calendar days**.

### 4. Attendance, Punctuality, and Student Cancellations

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- Students are expected to be on time. Teachers will wait for up to **25% of the scheduled lesson duration** (e.g., 15 minutes for a 60-minute lesson).
- If a student arrives after this threshold without prior notification, the lesson will be considered forfeited.
- To cancel or reschedule, you must provide at least **12 hours' notice** through official channels. Failure to do so will result in a forfeited lesson.

### 5. Teacher Availability and Academy Rescheduling

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- If a teacher needs to cancel, they must notify the Academy at least **24 hours in advance**, unless it is an emergency.
- If the Academy or a teacher cancels a lesson, we will: reschedule within 7 days, assign a substitute teacher, or provide credit for the missed lesson.
- The Academy guarantees that no paid lesson will be permanently lost due to a cancellation by the Academy or a teacher.

### 6. Freezing Your Package (Student)

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- Packages can be frozen for a minimum of **one week** and a maximum of **2 months**.
- You may request one freeze for every **3 months** of your package's validity.

- In cases of documented **force majeure** (see §9), the freeze period may be extended up to 3 months.
- Requests must be submitted in writing and will be confirmed within **14 calendar days**.

## 7. Communication Channels

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- All official communication must occur through the Academy's designated channels (e.g., official WhatsApp Business number, email).
- **Direct personal contact with teachers is strictly prohibited** and will be considered a serious breach, leading to immediate termination of enrollment without a refund.
- Administrative support is available during specified hours, with an expected response within **24 business hours**.

## 8. Language Policy

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English serves as the primary supporting language for explanations and administrative communication. We do not guarantee teachers fluent in other languages in our standard programs.

## 9. Force Majeure (Students & Academy)

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Force majeure events include, but are not limited to: certified serious illness, hospitalization, death of an immediate family member, government-imposed travel restrictions, or natural disasters. Valid documentation must be provided within 14 days of the event's onset.

## 10. Privacy, Recordings, and Intellectual Property

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- Your personal data is confidential and will not be shared without your consent, unless legally required.
- Lessons may be recorded for quality assurance. These recordings are the property of the Academy and will not be published without your consent.

- All course materials are the exclusive property of **Arabfield Academy**. Students are **NOT** permitted to resell, redistribute, or publish these materials.

## 11. Academic Integrity and Conduct

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- Students are expected to act honestly and refrain from plagiarism or submitting others' work.
- Students must treat teachers and staff with respect. Harassment or abuse will result in immediate termination.

## 12. Academy Service Failure (Limited Remedy)

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If the Academy fails to provide the agreed service (e.g., cancels more than three lessons in a month without a timely solution), we will offer a remedy at our discretion: make-up lessons, a substitute teacher, or a pro-rata credit/refund.

## 13. Account Use and Sharing

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Your account is personal. Sharing access with others is prohibited. Families may explicitly request multi-user packages; otherwise, each learner requires their own package.

## 14. Complaint and Dispute Resolution

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Please submit any complaints in writing to the Academy's support team. We will investigate and respond within **10 business days**. Unresolved disputes will be governed by the laws of the Arab Republic of Egypt.

## 15. Termination and Enforcement

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The Academy reserves the right to suspend or terminate any enrollment that breaches these policies. The Academy may update these policies, and any significant changes will be communicated in advance.

Acknowledgment and Signature

Student Name: \_\_\_\_\_

Arabfield Academy Representative:

Student Signature:

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Representative Signature:

Date:

Date: