Al-Quran Institute – Student Policies

Effective date: [DD Month YYYY] · Version 1.0

Welcome to Al-Quran Institute. These policies explain how payment, attendance, absences and waiting time work, so every student knows what to expect from day one. By booking a free trial or enrolling, the student (or the parent/guardian for students under 18) agrees to these policies.

1. Our Service at a Glance

- All lessons are one-to-one, live and online (Zoom / Google Meet or another platform the Institute confirms).
- Subjects: Quran, Tajweed, Arabic, and Islamic Studies. A student may enrol in more than one subject.
- Every new student receives a 30-minute free trial session and a level assessment. After the session, the teacher explains the recommended learning plan verbally.
- Each student receives a progress report once a month.
- Female teachers are available for female students on request.
- Lesson duration, weekly frequency and fees are agreed at enrolment and shown on our pricing page.

2. Enrolment and Free Trial

1. Booking is done through WhatsApp or the website. We ask for the student's name, age, country, time zone, subject and current level.
2. The free trial is one session of 30 minutes per student. It is not repeated, and a missed trial is not rescheduled more than once.
3. After the trial, the student may enrol by choosing a schedule and paying the first monthly package in advance. A time slot is reserved only once payment is received.
4. Students under 12 must have a parent or guardian nearby during lessons. A parent or guardian is the contact person for all students under 18.
5. Information given at enrolment must be accurate. Please keep your contact details and time zone up to date; the Institute is not responsible for missed lessons caused by outdated information.

3. Payment Policy

3.1 Monthly package, paid in advance

- Tuition is charged as a monthly package based on the agreed number of lessons per week. It is paid in advance, before the first lesson of each billing month.
- A billing month starts on the date regular lessons begin and ends on the same date of the following month. Your renewal date will be confirmed in writing on WhatsApp.
- The monthly fee is fixed for the billing month. It does not change because a month has four or five weeks, or because of public holidays (see Section 8).
- Prices are stated in [£] and are listed on our pricing page. Any change in prices is announced at least 30 days in advance and applies only from the next billing month.

3.2 Payment methods

We accept [PayPal / bank transfer / credit card / other methods you will offer]. The student pays any bank or transfer fees charged on their side, so that the Institute receives the full package amount. A payment receipt or confirmation is sent after each payment.

3.3 Reminders and late payment

- A payment reminder is sent 3 days before the renewal date.
- If payment is not received by the renewal date, a grace period of 3 days applies. Lessons continue during the grace period.
- If payment is still not received after the grace period, lessons are paused until payment is received. Lessons missed during a payment pause are not made up and are not credited.
- The time slot and teacher are held for up to 7 days after the renewal date. After that, the slot may be given to another student, and a new slot will depend on availability.
- Outstanding balances from a previous month must be cleared together with the next month's payment.

3.4 Refunds

- The free trial costs nothing, so no refund applies.
- Once the first lesson of a billing month has taken place, the package for that month is non-refundable, including for lessons the student chooses not to attend.
- If payment has been made but no lesson has taken place yet, the student may request a full refund at least 24 hours before the first scheduled lesson.

- A full refund (or a credit, at the student's choice) is given for any lessons the Institute cannot deliver, for example when no suitable teacher is available, or when the Institute cancels a lesson and cannot offer a make-up lesson.
- Approved refunds are returned through the original payment method within 7 to 14 working days, minus any non-recoverable payment processing fees.

3.5 Packages, family and multi-subject enrolment

- A student who studies more than one subject pays for each subject's package separately, unless a combined package is agreed in writing.
- Family or multi-student offers depend on the agreed number of active students. If a student leaves and the family no longer qualifies, the standard rates apply from the next billing month.

4. Attendance and Punctuality

- Lessons start and end at the scheduled times. Please be ready with a stable internet connection, a working microphone and a quiet place, a few minutes before the lesson.
- Students should have their Mushaf or learning material ready, as advised by the teacher.
- Regular attendance is the single most important factor in progress. Teachers record attendance for every lesson, and the monthly progress report includes attendance.
- A student who misses many lessons in a row without contact may be contacted by the administration, and the time slot may be reviewed.

5. Waiting Policy (Late Arrival and No-Show)

5.1 If the student is late

- The teacher waits up to 15 minutes from the scheduled start time and will try to contact the student by WhatsApp during that time.
- If the student joins within the 15 minutes, the lesson proceeds and ends at the originally scheduled time. The time lost is not added.
- If the student has not joined or contacted the Institute after 15 minutes, the lesson is marked as a no-show. It is counted as a completed lesson and is not eligible for a make-up lesson.
- For lessons of 30 minutes or less, the waiting time is 10 minutes.

5.2 If the teacher is late

- Teachers are expected to be online at the scheduled time. If a teacher is more than 5 minutes late, the student should message the Institute on WhatsApp.
- Time lost because of a late teacher is added to the lesson that day where possible, or compensated in a make-up lesson.
- If the teacher does not join within 15 minutes, the lesson is treated as a teacher absence (see Section 7).

6. Student Absence, Cancellation and Rescheduling

6.1 Notice required

- To cancel or reschedule a lesson, the student must inform the Institute through WhatsApp at least 2 hours before the lesson. Messages sent to the Institute's official WhatsApp number are valid; messages sent only to a teacher's personal account should be confirmed with the administration.
- Excused absence: notice given 2 hours or more before the lesson. A make-up lesson is offered, subject to teacher availability.
- Late notice: notice given less than 2 hours before the lesson is treated as unexcused, and the lesson is counted as taken. A make-up lesson is not guaranteed.
- Emergencies: in a genuine emergency (sudden illness, bereavement, hospital visit), the Institute may offer one make-up lesson at its discretion, even with late notice.

6.2 Make-up lessons

- Make-up lessons must be requested and completed within the same billing month as the missed lesson.
- Each student may use up to 2 make-up lessons per billing month for excused absences. Additional absences are scheduled only if availability allows.
- Make-up lessons cannot be carried forward to the next month, converted into cash, or reduce the monthly fee.
- A make-up lesson has the same duration as the missed lesson and is arranged with the student's regular teacher whenever possible, or another qualified teacher if not.
- A make-up lesson that the student cancels with late notice, or does not attend, is not offered again.

6.3 Changing the regular schedule

- A permanent change to the weekly schedule is possible with at least 7 days' notice and subject to teacher availability.
- Flexibility is one of our values: we try to accommodate changes in work or school hours, and ask students to tell us as early as possible.

6.4 Temporary break (hold)

- A student who needs a break of one week or more (travel, exams, illness, Ramadan, etc.) should tell the administration before the renewal date.
- Subject to approval, the paid package may be held and carried to the next billing month only. Packages cannot be held indefinitely.
- A hold does not guarantee the same teacher or time slot. To reserve the same teacher and time slot during a break of one month or longer, a reservation payment of 50% of the monthly package may be required.
- Stopping lessons without notifying the administration does not pause billing.

6.5 Ending enrolment

- A student may stop at any time by informing the administration in writing (WhatsApp is enough) at least 7 days before the next renewal date, so that no further package is charged.
- Lessons already paid for in the current month remain available until the end of that billing month, but are not refundable (see 3.4).

7. Teacher Absence and Technical Problems

- If a teacher cannot teach because of an emergency or technical problem, the Institute will inform the student as early as possible and offer a substitute teacher or a make-up lesson at no extra cost.
- If the make-up lesson cannot be completed within the billing month because of the Institute's scheduling, the student receives a tuition credit on the next invoice, or a refund for the missed lesson if the student is leaving.
- If a lesson is interrupted by technical problems on the teacher's side, the lost time is made up.
- Technical problems on the student's side (internet outage, device failure, power cut) are the student's responsibility. The teacher will wait according to Section 5, and the lesson is not made up unless the Institute decides otherwise. In such cases students are encouraged to rejoin by phone or switch to another device.

- Lessons cancelled because of events beyond the Institute's control (force majeure, such as disasters, national internet shutdowns or political unrest) will be rescheduled where possible.

8. Holidays and Institute Closures

- The Institute announces its closure dates, such as Eid holidays, at least 7 days in advance.
- Because the monthly fee reserves the teacher's time, it is not reduced for holidays. Where practical, lessons that fall on an Institute holiday will be rescheduled in the same billing month.
- Student holidays (travel, school breaks) are handled under Section 6.

9. Conduct and Lesson Rules

- Respect and good manners (adab) are expected from students, parents and teachers. Our lessons are a place for learning the words of Allah.
- Students should dress modestly and attend from a suitable, quiet place. Cameras should be on during the lesson unless the teacher agrees otherwise.
- Lessons are one-to-one. Other people may sit in only with the teacher's agreement, and parents of young children are welcome to supervise.
- Students and parents must not contact teachers about payments or schedule changes privately. These matters go through the Institute's administration.
- The Institute may pause or end the enrolment of a student who repeatedly breaches these rules, after a warning.
- Teachers are expected to follow the same standards of respect, punctuality and professionalism.

10. Recording, Privacy and Materials

- Lessons are not recorded by students or parents without the Institute's written permission. If the Institute records a lesson for quality or training purposes, the student will be told beforehand.
- Learning materials provided by the Institute are for the student's personal use and must not be shared or sold.
- Personal information is collected only for teaching and administration, is not sold to third parties, and may be shared only with payment providers or platforms needed to deliver the service. A student may ask for their data to be deleted when they leave.

11. Progress Reports and Feedback

- A progress report is sent each month, covering attendance, current level, strengths and next steps.
- Parents and students are welcome to discuss the report and give feedback. Complaints or concerns should be sent to the administration, who will reply within 2 working days.
- If a student feels that a teacher is not a good match, the Institute will arrange a change of teacher where possible.

12. Changes to These Policies

Al-Quran Institute may update these policies from time to time. Updates are posted on our website and sent to active students by WhatsApp, and apply from the next billing month. Continuing lessons after an update means acceptance of the new policy.

13. Contact Us

- WhatsApp: [number]
- Email: [email]
- Website: al-quran.institute

Quick Summary for Students

Topic	Rule
Free trial	30 minutes, once per student
Payment	Monthly, in advance; 3-day grace period after renewal date
Cancel or reschedule	At least 2 hours before the lesson, via WhatsApp
Make-up lessons	Excused absences only, up to 2 per month, within the same billing month
Student waiting time	Teacher waits 15 minutes (10 minutes for lessons of 30 minutes or less), then marked as no-show
Teacher absence	Substitute teacher, make-up lesson or tuition credit

Topic	Rule
Refunds	Not after the first lesson of the month, except lessons the Institute cannot deliver
Break (hold)	Request before renewal date; carried to the next month only
Ending enrolment	7 days' notice before the next renewal date