



# 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:**