

Deewan Institute's Course Policy

Please review the policy terms.

1. Registration and Payment

Please complete your registration and payment before your first scheduled class.

2. Schedule Confirmation

Schedules cannot be guaranteed until full payment for your courses has been received. Please note that preparing your schedule may take up to two weeks (10 working days); however, Deewan will make every effort to provide your schedule as soon as possible.

3. Liability for Payment

By confirming and approving your schedule, you agree to pay for the total number of scheduled hours, including any cancelled classes. Payment—whether made before or after schedule approval—indicates acceptance of this policy and the Deewan standard timetable.

4. Refund Policy

Once the payment is complete, refunds will not be issued if you choose to withdraw from your courses. An exception to this policy is if Deewan cancels your course; only then will the student be provided with a refund for your remaining classes.

5. Rescheduling

- Students are allowed up to 3 reschedules per month. Any additional reschedules will incur a 5 JOD fee per class.
- A class may be rescheduled free of charge if you inform me more than 5 working days in advance.
- A 5 JOD fee applies if notice is given 2–5 working days in advance. *(Please note that Friday and Saturday are not considered working days.)*
- If notice is given less than 2 working days before the class, the session unfortunately cannot be rescheduled and will be considered cancelled.

6. Temporary Pause

If unexpected circumstances, such as travel, require you to temporarily pause and reschedule your classes for two weeks or longer, please inform Deewan administration at least 5 working days in advance. A 20 JD freezing fee will apply. When resuming classes, please note that finalizing a new schedule may take up to two weeks.

7. Travel Plans

To help avoid scheduling conflicts, please inform Deewan of any travel plans, including anticipated absences on public holidays (e.g., Christmas, Eid, Easter), before your course schedule is finalized. Any scheduling requests made after the schedule is set will be subject to the standard rescheduling policy.

8. Adjusting Weekly Class Hours and Pricing

If you wish to adjust the number of hours you attend per week, please note that the price may change according to the rate provided on our website and the form. In the case of a reduction in hours, you may incur additional fees or lose class time, while an increase in hours will result in added sessions to your package. Please note that refunds are not available for any changes made.

9. Late Arrival

If you are running late or unable to attend a class, please inform the administration (not the teacher) via the email (arabic@deewaninstitute.com).

10. Period of Study

All hours included in a package must be used within the package's timeframe. Any unused hours after this period will be cancelled. To provide some flexibility, we offer a grace period: the 1-Month package can be extended up to 5 weeks, the 3-Month package up to 4 months, and the 6-Month package up to 7 months.

11. Group Classes Attendance

All group classes will proceed as long as at least one student is present. Please note that lessons cannot be rescheduled, and the rescheduling policy does not apply to group courses. For the hop-on hop-off group course, students must adhere to the specific days they have selected and agreed upon with the administration. If you miss a class, it will be considered lost, and no

compensation will be provided. To help avoid scheduling conflicts, please inform Deewan of any travel plans, including anticipated absences on public holidays (e.g., Christmas, Eid, Easter), before your course schedule is finalized.

12. Instructor Emergencies

Deewan reserves the right to reschedule classes due to instructor emergencies or other unforeseen circumstances with the same or another teacher if needed. Deewan must inform the student about the rescheduling at least 1 hour in advance.

13. Curriculum Use

We are currently updating and improving our curriculum. All materials provided to students are for use by current Deewan instructors and students only. Until the curriculum is finalized and officially published, please do not share these materials with anyone outside of Deewan.

14. Feedback and Complaints

If you have feedback or complaints during your course, please email (arabic@deewaninstitute.com).

15. Comfort and Environment

If you do not feel comfortable with the place, course plan, teaching style, teacher, or atmosphere, please feel free to talk to the administration or send an email for further action. We are committed to making your time at Deewan as enjoyable and constructive as possible.

16. Teacher Prep Time

Teachers' preparation time is allocated only for the planned curriculum. If you require additional or extra materials, please coordinate with the admin to schedule and pay for the extra preparation time.

17. Professional Boundaries

Students are expected to maintain an academic relationship with their teacher. Interaction should be focused on the study plan, class quality, and relevant cultural topics. Students should not request their teacher's personal phone number, email, or social media profiles. Physical distance must be maintained at all times; students should not touch their teacher or other

students. Additionally, students are expected to remain calm and respectful, avoiding disruptions such as loud laughter that could interfere with other classes.

18. Teacher Assignment and Changes

Deewan reserves the right to suggest a change in teacher or to split classes between two teachers at any time. Students are required to give the new teacher a chance and attend at least one session before deciding whether they prefer to continue with the new teacher or request further changes.

19. Confirming Your Calendar's Time Zone for Class Accuracy

All classes, whether in-person or online, are scheduled in Jordanian time. Please ensure that your Google account and Calendar time zone settings are correctly set to Jordanian time to avoid any scheduling discrepancies. Any missed classes due to incorrect time zone settings will not be rescheduled, so it is the student's responsibility to verify that their calendar reflects the correct class time.