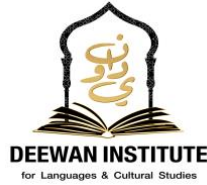


Deewan Institute's Course Policy

1. Please complete your registration and payment before your first scheduled class.
2. Schedules cannot be guaranteed until you have paid for your courses in total.
3. Once you confirm and approve your schedule, you are liable to pay for the total number of hours at the time of confirmation—including any cancelled classes.
4. 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. Our policy requires a notice of at least 5 working days for rescheduling One-on-one and Two-on-one classes (excluding Group Classes). If a student wishes to reschedule, it must be done no later than 5 working days before the scheduled class. Failure to do so or cancelling within this timeframe will result in the loss of the scheduled hour/s. For any assistance, please promptly contact our Admin at arabic@deewaninstitute.com.
6. Should you desire to reschedule your classes with less than a 5 working days notice period, this can be done at least 48 hours in advance, incurring a fee of 5 JD.
7. Please inform Deewan about any travel plans before your course plan is issued.
8. In the event of unexpected circumstances such as travel, if you wish to temporarily pause and reschedule your classes in the future, kindly inform Deewan administration at least 5 working days in advance and remit a freezing fee of 20 JD.
9. In order to facilitate a seamless learning experience for our students, we permit one reschedule per month. Furthermore, all hours within a package must be utilized within the designated timeline, or they will be forfeited. To accommodate some flexibility, we have incorporated a grace period at the end of each plan: the 1-Month package is valid for up to five weeks, the 3-Month package for up to four months, and the 6-Month package for up to seven months.
10. If you are running late for the class, please inform the administration (Not the teacher) via email or phone.



11. All group classes will occur if at least one student is present. The lessons cannot be rescheduled, and the 5-day notice policy doesn't apply to group courses.
12. 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. We are currently in the process of improving and updating our curriculum. For this reason, materials provided to students are only to be used by current Deewan instructors for Deewan students. Until the curriculum has been finalized and published officially, please do not share the materials you receive with people outside Deewan.
14. If you have feedback or complaints during your course, please email arabic@deewaninstitute.com.
15. 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. The teachers' prep time will only be limited to your planned curriculum. If you require additional or extra material, please arrange with the admin to book and pay for spare time.