

# 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 Notice

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 during our working days (Not Fridays and Saturdays) 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](mailto:arabic@deewaninstitute.com).

## **6. Late Rescheduling Policy and Fee**

If you need to reschedule a class with less than 5 working days' notice, you may request a reschedule up to 48 hours (two full working days) in advance.

A fee of 5 JD will apply.

Please note that rescheduling requests made with less than 48 hours' notice will not be accepted. Working days are Sunday to Thursday; Fridays and Saturdays are not included.

## **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 scheduling policy.

## **8. Temporary Pause and Rescheduling**

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 holding fee will apply. When resuming classes, please note that finalizing a new schedule may take up to two weeks.

## **9. 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 inquiry 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.

## **10. Rescheduling Limit and Grace Period**

To ensure a smooth learning experience, students are allowed up to three reschedules per month. Any additional reschedules will incur a fee of 20 JDs. Additionally, all hours within a package must be used within the specified timeframe; otherwise, they will be forfeited. To offer some flexibility, we provide a grace period: the 1-Month package can be extended up to five weeks, the 3-Month package up to four months, and the 6-Month package up to seven months.

## **11. 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](mailto:arabic@deewaninstitute.com)).

## **12. 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 5-to-2-day notice 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.

## **13. 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.

## **14. Curriculum Use**

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.

## **15. Feedback and Complaints**

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

## **16. 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.

## **17. Teacher Prep Time**

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.

## **18. 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.

## **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.