

General Terms & Conditions

These are a number of general rules and regulations in place to ensure that everyone has an enriching experience whilst at IH Cairo ILI. First and foremost, we are committed to creating a safe and supportive learning environment for all our students.

A. Discipline

Please be sure to abide by the following:

- (i) Always come to class with all necessary study material (textbook, exercise book and writing instruments).
- (ii) Switch off or silence mobile phones when attending class.
- (iii) Avoid eating and/or drinking in class.
- (iv) Refrain from smoking inside the IH Cairo ILI building. Smoking is permitted on the balcony off the Café on Level 2.

B. SAFETY PROCEDURES

- (i) In case of emergency please follow the instructions displayed on each classroom's noticeboard.
- (ii) Students should familiarize themselves with these procedures at the start of each class.

C. FEEDBACK & COMPLAINTS PROCEDURE

- (i) We greatly value your feedback at IH Cairo- ILI. It enables us to continually reassess our practices and processes and allows us to improve where necessary. It is kindly requested that you complete the feedback form hand it out at the middle and end of each course. This questionnaire is mainly designed to assess both IH Cairo – ILI administrative and educational services to maximize your satisfaction. Through the continuous improvement and development to the service we provide. Every word you say and every opinion you share will be taken into consideration seriously and respectfully.
- (ii) We are here to listen to your suggestions; you will find our comments box on your right hand side before you enter the front desk area. Be proactive!
- (iii) Should you wish to raise a complaint, please follow the below:
- (iv) For minor complaints, please email our customer service team or approach them directly.
- (v) For serious complaints or if you still feel that your issue was not resolved, you can submit your complaint in writing to the customer service team who provides you with a complaint form which will be referred to the Operations manager to be dealt with within 24 -48 business hours. Any educational complaints will be referred to the DOS.

****If you still feel that IH School didn't resolve your complaint, you can write to this quality assurance organization: EAQUALS. Please refer back to the customer service team for more information about the EAQUALS complaints procedures.**

D. ATTENDANCE

- (i) Class will begin on time. Please do your best not to be late for class as it is disruptive to your classmates. Being late to class will be recorded on the weekly record sheet & definitely will affect your attendance final grade by the end of the course.
- (ii) Student attendance for each class is recorded. You will be marked absent if you do not attend the class.
- (iii) Notify your teacher if you need to leave class early. You will be marked absent from class for any portion of class for which you are not present.
- (iv) If you do have to miss a class, make sure you have the phone number and e-mail address of at least two of your classmates whom you can contact to find out what you missed. Do not count solely on the weekly scheme of work, to tell you this as it might be subject to change.
- (v) Director of studies may make an exception if a student submits a medical certificate.
- (vi) If you attend less than 70 per cent of lessons, you will be allowed to take the end-of-course examination, but might be required to repeat the current level (see below).
- (vii) If you do have to miss a class, please inform your teacher and our customer service team with enough notice as possible. The teacher will record your absence.
- (viii) If you miss two consecutive lessons, IH Cairo-ILI will contact you to confirm your continued participation in the course.

In Case your teacher is absent:

- (i) You will be notified before the class starts.
- (ii) Your teacher will arrange directly with you the makeup class or a substitute teacher can be accommodated according to availability.

E. ASSESSMENT & PROGRESS

- (i) All students who successfully complete a course of study at IH Cairo ILI are awarded a certificate of Achievement which can be taken at the student's service desk.
- (ii) Students' proficiency level is valid for 3 months, otherwise he or she might need to do a replacement if interested to register for a higher level.
- (iii) In order to be awarded this Certificate of Achievement to progress to the next level; a student must satisfy the following requirements:
- (iv) Attend a minimum of 70 per cent of all course class sessions;
- (v) Achieve an overall final course grade no lower than 60 per cent.
- (vi) Any student who fails to meet any or all of these requirements will be issued with a letter of attendance confirming his or her attendance of the course level for which he or she registered. This document will not allow a student to register for a course of a higher level, however he or she can repeat the course just completed.

- (vii) If you know that you will be absent for an exam, please contact your teacher in advance. An alternative exam date will be made available for you.
- (viii) There will be a short quiz (apprx.15 minutes each) approximately each week. There are no makeup quizzes or exams. Quizzes are written for MSA classes & oral for ECA classes. You will be given a weekly grade on the weekly record sheet.
- (ix) During the course you will be asked to create some skits in ECA Classes and/or oral presentations in MSA class. Oral presentations will be graded at your weekly record sheet and through the final Grade in certificate.
- (x) Assignments given during the course will be graded on weekly basis through the weekly record sheet
- (xi) Homework assignments will be graded on a weekly basis, through weekly records sheets.
- (xii) Participation: You will be graded on:
 - a) our ability to participate based on your preparation,
 - b) Your willingness to speak in Arabic when possible,
 - c) Your ability to work in groups.

**** You will be sent the course guidelines by your teacher within the first two days of the course which includes more details of the above.**

F. Changing Levels

Any request to change your level should be within the first 2 days of the course and must be discussed with your teacher who will refer it to the Director of Studies for a final decision.

G. MAKEUP POLICY AND PUBLIC HOLIDAYS

- (1) Public holidays are preset for the whole year and announced through our course calendar which is available either through the website or you can contact our customer service team at info@ihcairo.com.
- (2) Islamic public holidays are marked in the calendar as subject to change due to Islamic Lunar calendar. We will inform students via email if there are any changes.
- (3) In case of public Holidays you will be informed via email beforehand, and no classes will be replaced in case of national holidays unless there are more than 2 days of national holidays in the same round.
- (4) In case public holidays fall within the 2 weeks course, students are given the option to extend their stay and attend replacement classes during the third week of the course.
- (5) There are no refunds or discounts for classes missed when a course includes a Public Holiday.

H. MINIMUM NO OF STUDENTS PER CLASS

After taking the placement test, we group students in classes based on their proficiency level. We need to have at least 3 students to open a class which we usually get up to this number and more. In case we didn't have the minimum number of students, we will still open the class for you. However, it will be on reduced hour's basis and you will still receive the same educational content and curriculum designed for the course you already booked as the teaching will be intensive during the class.

K. MINIMUM AGE

Students on Arabic language programmes should be a minimum of 18 years old.

I. Special Offers

Course discounts are valid from the date of advertisement. Discounts cannot be applied retrospectively to existing bookings.

L. PAYMENT

- 1) Full payment should be received one week before the registration day.
- 2) In case of late booking (2 weeks prior to registration day), payments can be made on the same day of registration.
- 3) ILI is not responsible for any transfer or bank charges incurred by international transfers.
- 4) Payments are accepted in cash, credit cards, payment gateways, and bank transfers.
- 5) No part of any booking is confirmed by any means (emails or letters) until payments are received in full.
- 6) Registration and placement test fees are included in tuition fees, unless otherwise mentioned.

General Rules

- (1) Refunds for tuition, accommodation, and airport services are made in cash or through Bank Transfers using the same payment currency.
- (2) Bank transfers and other transfer charges will be deducted from the refund amount.
- (3) All refunds are issued within 15 days from the day of the cancellation or when the refund request is approved.
- (4) All credit notes are valid for two months (60 days).
- (5) Credit notes cannot be transferred from a student account to another in any way.
- (6) Credit notes cannot be in the form of cash money rather it's in the form of credit hours to be used for tuition.

- (7) If credit notes are used for different tuition service type, a 10% deduction will be made from the credit note total amount before transferring credit note to other service type.
- (8) No refunds are made for partial or customized courses.

Tuition Fees

- (1) Tuition fees can be refunded if cancellation is requested before the start date of the course after deducting 15% as an admin fees.
- (2) Dropping a course is only allowed during the first two days of the course or two lessons of the online programs, after submitting a request to the Operations manager by the student and amount is kept as a credit note.
- (3) Switching courses is only allowed during the first two days of the course after submitting a request to the Operations manager by the student, and 10% admin fees is deducted.
- (4) All credit notes are valid for two months only (60 days).
- (5) ILI reserves the right to terminate the booking without refund if the student's behavior does not comply with ILI's regulations, the student handbook or code of ethics.
- (6) Extra payments due to switching between different courses or services with different total amounts are transferred to credit notes.
- (7) The one-to-one tuition fees are refundable only if a cancellation request is sent to the IH Cairo-IL 24 hours prior the lesson's day. Else, total fees of the lesson will be charged.
- (8) 8) In case you have a medical or deceased situation following your course enrollment and upon providing a medical report/ death certificate, we can issue a credit note

Accommodation Fees

- (1) Accommodation fees are non-refundable on or after the check-in date.
- (2) Accommodation fees can be refunded if cancellation is requested before the check in date after deducting 25% as an admin fees.
- (3) The accommodation deposit is refundable 24 hours prior to check out date at the school's front desk. Deductions may apply for any damage, as mentioned in residence agreement.
- (4) The accommodation deposit expires if not collected within 90 days (three months) from check-out date.
- (5) All deposits are refunded in cash in the same payment currency however in case the student missed to pick up their deposit prior to their departure we can send it back by bank transfer after deducting bank transfer charges, alternatively they can use it towards online lessons within 2 months of the departure date.
- (6) The accommodation deposit cannot be used for payments for any type of bookings unless permitted by the Operations Manager, and when approved the payment is nonrefundable.

Other services

****Meet and Assist:** can be refunded only if cancellation is requested before the arrival date with 2 business days.

When applying to our courses this means that you agree to the above mentioned terms and conditions.