



# AGENT MANUAL AND AGREEMENT

The Complete Guide to Become  
An IH Cairo – ILI Agent

## 1. INTRODUCTION TO INTERNATIONAL HOUSE CAIRO

IH Cairo-ILI is part of the International House World Organisation (IHWO), which now has 160 member schools worldwide. Established in 1975, we are now an official IHWO specialised Arabic language school.

IH Cairo- ILI is accredited with EAQUALS certificate. As the majority of you would know, accreditation by Equal's is the primary means by which providers of language courses can demonstrate their compliance with excellent international standards designed specifically for language learning service.

IH Cairo-ILI also has the official Bildungsurlaub recognition which guarantees high quality language courses for students from all over the world. It is a way of proving that our courses have been officially checked to meet the standards of professional teaching which is valued by clients of all ages. In Germany, the institution of Bildungsurlaub allows employees from any sector to apply for up to an extra 5 days of educational leave that are to be used for professional advanced training. Language courses have become a popular option for Bildungsurlaub as it allows employees to travel and advance their foreign language skills abroad.

We have spent 40 years educating and taking care of students and focused on developing and refining our teaching methodology, textbook resources and overall service standard. Our history and experience is what enables us to deliver the highest quality teaching, resources and services in a historical location.

## 1. OUR COURSES

We offer our students two or four- week courses in Egyptian Colloquial Arabic at **12 levels** and Modern Standard Arabic at **13 levels** all year round, so they can come and study here when it suits them! Class size is limited to 16 students with the average being 8-10 students.

**Please see page 7 for more information on what our courses cover.**

In addition, we are able to cater to individual requirements, designing tailor-made courses upon request. Private one-to-one tuition is also available.

The IH Cairo teaching methodology is highly effective, focusing on student participation and engagement with the language to enhance the Arabic language learning experience. Our TAFL-certified teachers and acclaimed in-house textbooks (see below) help make learning this complex language simple.



## 2. OUR CLIENTS

Since opening IH Cairo's doors in 1975, we have had thousands of international students visiting us every year. Among them are successful academics, diplomats, journalists, aid workers and researchers Egyptologists and archaeologists, and of course, students from all sorts of different backgrounds. We can have up to 30 different nationalities learning with us at any time so we form the center of a real cosmopolitan community.

Our clients include:

- Universities
- Members of the New Zealand Embassy Middle East mission
- Diplomats from the Foreign and Commonwealth Office
- Spanish missions
- United Nations
- European Union
- Members of the Ministries of Education in Brunei and Malaysia
- Personnel from the British Army in Beaconsfield
- The Naval Academy
- Defense Language Institute of the USA
- Hundreds of businesses and individual students from all walks of life.

All successful students are issued with detailed course certificates with clearly defined course objectives and assessment information. Our course levels are matched to the Common European Framework and the American ALTE standards, and most universities accept our assessment as part of their student grading.

Where prospective students wish to obtain a grant or scholarship to attend IH Cairo, we shall endeavor to assist them as much as we can, including providing documents in support of their application.



### 3. OUR FACILITIES

IH Cairo is centrally located in a residential area of central Cairo. Our 19 classrooms are all air-conditioned and well-equipped. Each class is limited to 16 students so teachers are able to focus on each individual student during class. IH Cairo students can also make use of our numerous study spaces, computer lab and library and free WIFI! IH Cairo also has a café serving nutritious, delicious and inexpensive meals for breakfast and lunch, as well as snacks and hot and cold drinks throughout the day.

### 4. OUR SERVICES

We pride ourselves on offering a full range of services to our students. From the moment they touchdown in Cairo, we can be on hand to make the transition to life here more simple and enjoyable. It can start with our airport pickup service meeting them and taking them directly to their accommodation.

We have two residences, an internal one above the IH Cairo and the other in Dokki (we provide a free shuttle bus service to and from the Dokki residence for the IH Cairo students).

The IH Cairo Experience does not stop there – we provide students with the opportunity to get out and about in modern day Cairo with weekly organized trips and tours.

***For more detailed information on our facilities and services, please see page 13.***

### 5. OUR RESOURCES

We have also produced two acclaimed textbook series: *Kallimni Arabi* (ECA) and *Lughatuna Al-Fusha* (MSA) published by the American University in Cairo Press, which are used at IH Cairo and commercially available.

We have also developed supplementary educational resources to enhance the learning experience and complement our textbook series.

### 6. OUR TEAM

IH Cairo ILI is only able to offer quality teaching if supported by excellent teaching and administrative management with regular monitoring and training. Our teaching methodology is highly effective, focusing on student participation and engagement with the language.

All IH Cairo ILI teachers are properly trained to CTEFLA standards (Cambridge RSA), as well as being Arabic language specialists. The educational management of our Institute includes a Director of Studies,

four coordinators (ECA, MSA, Universities and Audio Visual and IT), two qualified teacher trainers, a Head of Teacher Training and Author. The Education staff is supported by dedicated Administration and Finance Teams.

The strength of the IH organization is the quality and training of its teachers. Since the organization began some 60 years ago, IH has been a pioneer of modern language teacher training. Today, IH is still one of the largest language teacher training organizations in the world and IH Cairo ILI is the ONLY IH teacher training center for Arabic teachers.

### **Board of Directors**

**Colin Rogers, CEO:** Colin, like most of the staff at IH Cairo is a language teacher, and established IH Cairo as an adult language school in 1975, affiliated to International House, London. He is also involved in computer education and children's education and runs El Alsson International School, a bilingual school for 1500 students from 4-18 years [www.alsson.com](http://www.alsson.com).

**Karim Rogers, Executive Director:** As IH Cairo is a family business, Karim is very much involved in the day-to-day management. He is responsible for the development of the business in terms of marketing, new products, IT additions, buildings and facilities and has designed and overseen the constructions of our new residences. He also attends major trade fairs on our behalf and does a lot of work with agents.

### **Management Team**

**Mostafa Mamdouh, Chief Accountant:** As Chief Accountant at IH Cairo- International Language Institute, I control and manage all financial accounting activities of the company. In this position I lead the development and implementation of budgets and key financial decisions, and make recommendations for more effective management strategies. I have a solid education in finance and accounting with Bachelor of Accounting, and I have also completed extensive professional development through courses run by the Institute of Management Accountants (IMA) , ACCA, and American University.

**Fatma Mohamed, Operations Manager:** Fatma comes from a multinational background of operations management and customer services. As an operations manager, she is responsible for line managing a consistent and stable administrative environment in ILI coordinating closely with educational departments. She is also involved in handling day to day customer enquiries and complaints if any. Besides, she is liaising educational agents/possible travel abroad.

**Nadine Marwan, Programs Manager:** Nadine brings to the table more than 8 years of professional business experience, working in managerial positions for both national and multinational companies. She has a persistent drive for improvement and has an impressive track record in areas like customer services, sales, marketing and management. Nadine is responsible for managing multiple projects within the Arabic department, starting from initiation up till closing. Nadine values integrity, dedication, courage, and continuous development as she thinks they are the cornerstones for any business to develop

## Teaching Staff

**Mohammad Amer, Director of Arabic Studies & Teacher Training :** Mohammad brings years of teaching experience to supporting and guiding our teaching faculty. He is an IH qualified Director of Studies and teacher trainer. He oversees a team of educational coordinators, who handle the quality control aspects of the teaching, as well as our 20+ full-time and part-time teachers. He is particularly experienced in designing tailor-made programmes for our larger clients. Mohammad is also responsible for running the online courses as well as managing the TAFL courses. He is actively involved in developing online programmes, specialized teacher training for the Ministry of Education Brunei and developing special materials for clients.

**Samia Louis, Author & Senior Course Developer:** Samia has been teaching and developing course materials for many years and is now our resident author. Our series of Kallimni 'Arabi Egyptian Colloquial Arabic textbooks have been published through the American University in Cairo Press. The Lughatuna ah-Fusha series of Modern Standard Arabic textbooks is already underway with books one and two currently available.

**Abeer Gaieth, Deputy Director of Arabic Studies:** Abeer is the Deputy Director of Studies and a very experienced teacher. She is in charge of all administrative tasks within the department and she is responsible for handling the one to one requests, the office hours, conversation classes and students' feedback. She is also the one who liases between the teachers and the admin team.

**Heba Mussad, ECA Coordinator :** Heba brings years of experience in teaching Arabic as a foreign language (ECA/MSA). She has a master's degree in Teaching Second Languages and Cultures and is trained in classroom management and language acquisition instructions. She supervises and supports teachers to improve their proficiency level of Arabic language instruction. She also develops materials to advanced levels and any other requirements of students and curriculum. She also helps students adjust to the Egyptian culture and to tackle any academic problems.

**Wissam Sayed, MSA Coordinator:** Wissam has a bachelor degree in Arabic language and literature from Cairo University. She's been teaching Arabic to foreigners since 2007. she is teaching Modern standard Arabic up to advanced levels. She also teaches specialized courses as grammar, media and universities' programs. As a MSA coordinator, she supports teachers to develop in teaching different levels of Modern Standard Arabic. Works continuously to supplement and develop new MSA course books with the help of teachers. She participates in the professional development program for MSA.

# A MODERN LANGUAGE FOR A MODERN WORLD

## ADDITIONAL COURSE INFORMATION



### 1. WHAT OUR COURSES COVER

This section looks more specifically at IH Cairo's two main language programs, setting out what each course level covers and how IH Cairo course levels correspond to the Common European Framework and the Association of Language Testers in Europe (ALTE) standards. To complete a course level and receive a certificate, students should attend for the full duration of the course.

#### 1.1 Egyptian Colloquial Arabic (ECA)

Egyptian Colloquial Arabic (ECA) is the spoken language of Egypt and the most widely understood Arabic dialect in the Middle East. We try to give you a working knowledge of ECA to enable you to accomplish everyday tasks and to chat in Egyptian Arabic.

Our focus is communicative. We follow the situational language teaching methodology, where the spoken language is presented through situations that do not require translation.

Each ECA level is 40 hours in total and classes meet five days a week (20 days X two-hour lesson).

ECA- LEVEL	Level, Content & Outcome
<b>ECA 1-Beginners A1 - Breakthrough Level</b>	This level will help you to build your speaking and listening skills, through variant class room activities. Users, will be able to interact in a simple way, and ask and answer simple questions in such situations: asking, and giving personal information about people, giving instructions to a taxi driver, dealing with money and numbers, expressing routine habits, shopping, talking about jobs, telling time & date.
<b>ECA 2 – Beginners- A1 - Breakthrough Level</b>	This level aims to enhance students’ understanding, of very basic texts concerning, oneself and the surroundings. Users will be able to use very simple sentences to describe: one-self family members, place of class objects, addresses of familiar and related places, daily routine, very short plans, how to hunt a flat, clothes & colors, apartments & households.
<b>ECA3- Elementary A2 - Way stage Level 1</b>	Users will be able to handle very short social exchange & communicate in simple & routine tasks such as: asking and ordering in a restaurant, describing weather, describing future plans& past events, giving suggestions& invitations, expressing likes & dislikes, talking about personal hobbies, complaints of illnesses.
<b>ECA 4- Elementary A2 - Way stage Level 1</b>	This course helps students to find specific & predictable information in simple, short texts. Users can exchange information on familiar topics such as: Exchange personal history, talk about past personal experiences, open a conversation with a new friend, describe a picture, a scene, family members, cities & places, compare between different work places, different occasions....., express old habits in the past (used to do..) & disapproving with people.
<b>ECA 5- Elementary A2 - Way stage Level 1</b>	This course helps students to grasp the general idea & some detailed information in texts related to personal life situations & experiences. Users will be able to communicate& exchange information in areas of personal importance & relevance such as: reporting events, apologies, asking for help, borrowing, complaining. Accepting, postponing or turning down invitations, describing feelings & emotions, narration of stories & talking about events happened in near past.
<b>ECA 6- Intermediate B1 – Threshold Level 2</b>	This course helps students to understand the main point on topics related to current affairs of personal or professional interest. Users will be able to enter unprepared in conversations in such topics: asking for help, expressing positive or negative opinions, giving reasons & justifications, describing emotions, talking about historical events, planning, probabilities & using conditionals for future probabilities, assumptions, asking for help in planning & getting information, expressing fulfillment of events.
<b>ECA 7- Intermediate B1 – Threshold Level 2</b>	This course helps learners to understand description of events, feelings, and wishes, as well as job related language. Users will be able to, deal with most situations that might arise in Arab countries such as: Talking about Arab countries landmarks& monuments, using the language of regret, using of auxiliaries to express planning in the future, talking about jobs & skills suitable for related jobs, personal characteristics that fit certain job.
<b>ECA 8- Intermediate B1 – Threshold Level 2</b>	This course helps students to understand the language of opinions, plans& experiences. While speaking learner will practice how to connect sentences to express hopes, dreams& opinions. Users will be able to narrate a story, and folklore, they can use famous expressions and idioms in narration. Users will identify the difference between storytelling and reporting news. They will use language of comparison in talking about differences in personal habits and customs in different cultures; will use the language of generalization & statistics. Users will be able to briefly give reasons, and explain opinions in some social situations.



<b>ECA 9 &amp; 10- Upper Intermediate B2 – Vantage Level 3</b>	<p>This course helps students to understand extended texts &amp; follow on arguments. Users will be able to communicate with a degree of spontaneity &amp; fluency, which makes interaction with native speakers possible. They will take active parts in discussion in the following topics: Current state of education, early marriage &amp; divorce, advantages &amp; disadvantages of travelling, expressing annoyances and complaints.</p>
<b>ECA 11 &amp; 12 A- Upper Intermediate B2 – Vantage Level 3</b>	<p>This course helps students to understand most current affairs &amp; TV news, as well as some talk shows. They can understand some tracks of selected films. Users will be able to take an active part in discussions with native speakers and colleagues in some contexts, and they can sustain their view point. Authentic audio- visual materials will be used to teach and discuss cultural, social and political issues in Arab countries.</p>
<b>ECA 12B &amp; Up- Advanced C1 – Proficient speaker Level 4</b>	<p>This course helps students understand a wide range of demanding, longer texts, and recognize implicit meaning. Can express him/ her self Continuously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.</p>

## 1.2 Modern Standard Arabic (MSA)

Modern Standard Arabic (MSA) is the written language of Arabic. It is developed from Classical Arabic which is the language of the Holy Quran. MSA is the language of newspapers and the media. It is a 'living' language used by educated people and intellectuals. Each MSA level is 60 hours in total and classes meet five days a week (20 days x three-hour lesson)

MSA- LEVEL	Level, Content & Outcome
<b>PRE MSA-Beginners- A1- Breakthrough Level</b>	<p>Using a variety of classroom activities, this course will enable you to build up the basic skills of reading, writing, listening and speaking as well as developing language acquisition skills. Grammar is not presented explicitly at this stage. Though, there are little grammatical points to be taught in this level on the level of the phrase. Users will be able to communicate orally, and in writing in a number of survival situations such as: introduce oneself, exchange greetings, learn Arabic names, ask about people's nationalities, ask about familiar objects.</p>
<b>MSA 1-Beginners- A1- Breakthrough Level</b>	<p>This level aims to enhance the understanding and production, both written and spoken, of different patterns of nominal sentences, present tense of verbs conjugated with single pronouns, negation of nominal and verbal sentences and useful basic vocabulary. Texts are about personal information, surrounding environment and daily routine. User will be able to understand &amp; use familiar every day expressions &amp; communicate in a simple way in, asking about personal belongings, asking about addresses ,asking about date &amp; time, read business cards, describing addresses and directions, talking about routine habits, asking about family members &amp; what they do for work.</p>

<p><b>MSA 2 –Elementary - A2 - Way stage Level 1</b></p>	<p>The level deals with all essential morphological rules related to verb conjunction, such as weak roots and the ten forms of Arabic verbs as well as sentence structures. It also introduces past tense with singular pronouns. All grammar and morphology presentations are contextualized in relevant situations which expand the basic lexicon. Texts of this level are about physical description of people and places, education and employment. Users will be able to communicate in simple way, and can exchange information in familiar matters such as: describing people &amp; places, talking about family, expressing ownerships, reading and understanding short paragraphs, describing incidences &amp; parties &amp; talking about future plans.</p>
<p><b>MSA 3 –Elementary - A2 - Way stage Level 1</b></p>	<p>This level prepares the participant with essential newspaper expressions and vocabulary. This level expands on the morphological aspects of vocabulary. "Masdars", reported statements, conjunctions and complex sentences. It completes the past tense and introduces the future tense and imperative forms of the verb. This will enable students to understand and use them in meaningful contexts. Texts of the level are, short &amp; simple. Users will be able to describe in simple way aspects of his/her background &amp; immediate environment such as: narrating past events &amp; news, narrating and writing short stories, expressing personal hobbies, writing letters and messages, expressing abilities, reading &amp; writing instructions.</p>
<p><b>MSA 4- Intermediate- B1 – Threshold Level 2</b></p>	<p>This level gives more details of sentence formation, compound and complex sentences and related syntax, i.e. connectors, clauses and accusatives. It expands more on morphology as active participles, active and passive voices, other ways for past tense, comparison and KANA and its sisters. The texts of this level are a bit longer than before and they consist mainly of high frequency self-related or related events. Users will be able to understand the main points of clear input, and can produce simple connected text on topics such as: Describing a sequence of events, changes happened to people and places across the time, accidents &amp; fires, pollution.</p>
<p><b>MSA 5- Intermediate- B1 – Threshold Level 2</b></p>	<p>Students will be exposed to different styles of texts with the aim of building a more specialized lexicon and expanding on grammar taught in previous levels. This level teaches connectors, passive participle, conditional sentences, diptot and nouns from weak root verbs. The texts are more descriptive &amp; connected in a way that can describe general events. User will be able to understand &amp; express situations such as: describing sports events, inventors &amp; their inventions, touristic visit&amp; travels, famous cities.</p>
<p><b>MSA 6- Intermediate- B1 – Threshold Level 2</b></p>	<p>This level exposes student to new grammatical points concerning all types of adverbs and Tamyeez as well as the ways of assertion and exclamation, using the language of exception, analysis of causes &amp; problems. User will be able to comprehend and deal with a wide range of topics, concerned with contemporary problems. The topics cover a variety of areas such as Politics, Economics &amp; sociology such as: contemporary Arab revolution, problems of Media, working women. User will be able to discuss some situations &amp; problems which arise while travelling to Arab countries.</p>
<p><b>MSA 7 – Upper Intermediate -B2 – Vantage Level 3</b></p>	<p>From this level onward, the main focus of the lesson is the text and is related to its type. Texts will be complicated and detailed. It builds on the previous knowledge of grammar and expands it generally through drills and comprehension tasks. The</p>

	<p>grammar of this level is about Relation between verb tense and natural time, hollow verbs, Tamyeez, active and passive participles, passive voice, KAN, possessive cases, place participle, dip tot and broken plurals.</p> <p>Users will be able to interact with a degree of fluency &amp; spontaneity in situations such as: travels &amp; festivals, Religious occasions to learn more about Arab culture, Press &amp; newspaper development in Arab world, famous Egyptian women.</p>
<p><b>MSA 8 – Upper Intermediate -B2 – Vantage Level 3</b></p>	<p>Students revise grammar and morphological rules taught in previous levels such as Meanings of the verb forms, adverbs, nouns driven from the weak verbs, exclamation, forms of comparative and superlative nouns.. At this level, students are exposed to a variety of texts which enrich their knowledge of sophisticated vocabulary. The main text type here is narration with its variations from modern to medieval.</p> <p>Users will be able to deal with texts dealing with social, historical, literary, or cultural issues. There are some authentic reading &amp; listening texts to help comprehension.</p>
<p><b>MSA 9 – Upper Intermediate -B2 – Vantage Level 3</b></p>	<p>Students revise grammar and morphological rules taught in previous levels specially with all kinds of accusatives. At this level, students are exposed to a variety of texts which enrich their knowledge of sophisticated vocabulary.</p> <p>The texts deal with society: tradition and modernity, Islamic movements, family and children, as well as literature.</p> <p>Users will be able to explain a viewpoint on any of the topics such as Marriage &amp; related problems, Islam &amp; politics. They are given the advantages &amp; disadvantages of various options.</p>
<p><b>MSA 10 – Upper Intermediate -B2 – Vantage Level</b></p>	<p>Students revise grammar and morphological rules taught in previous levels. At this level, students are exposed to a variety of texts which enrich their knowledge of sophisticated vocabulary. The levels also widen the scope of the students’ understanding of different written styles; i.e. the informative, argumentative, philosophical, scientific and literary styles which are used at different times by different writers.</p> <p>Users will be able to use the language flexibly &amp; effectively in social &amp; professional situations.</p>
<p><b>MSA 11 &amp; 12 – Advanced - C1 – Proficient speaker Level 4</b></p>	<p>These levels continue with the different text types with more detailed understanding of the finer shades of meaning and the cultural background of the texts. Grammar here comes to serve the understanding of the texts with more detailed and grouped presentations of the rules.</p> <p>Users will be able to appreciate different texts types &amp; write a essay or a report &amp; can select the convenient style of writing with reader in mind.</p>

## 2. COURSES

Below is additional information about our standard course offerings. IH Cairo also offers regular Media Arabic courses and we are capable of providing one-on-one tuition, as well as tailor-made courses if the student has particular interests. For more information, please see our website [www.ihcairo.com](http://www.ihcairo.com) or contact us on [info@ihcairo.com](mailto:info@ihcairo.com)

Each course includes testing, registration and orientation on the first day. Classes are from Sunday to Thursday weekly with class times as below:

- ECA courses run from 09:00 am - 11:00 am
- MSA courses run from 11:30 am - 02:30 pm
- Combined courses run from 09:00 am - 02:30 pm
- Religion and history courses.
- Media courses.
- ECA / MSA / Combined Online courses.
- One – to – one course.

### 4-Week Course Dates 2019

January 2019 – June 2019	July 2019 – December 2019
06 Jan– 31 Jan 2019*	01 Jul–25 Jul 2019*
03 Feb–28 Feb 2019	28 Jul–29 Aug 2019**
03 Mar–28 Mar 2019	02 Sept–26 Sept 2019*
31 Mar –24 Apr 2019*	29 Sept–24 Oct 2019*
05 May –30 May 2019	27 Oct–21 Nov 2019*
02 Jun–27 Jun 2019*	24 Nov–19 Dec 2019

\* Public holidays fall in these courses.

\*\*5 Weeks Course with 1 Week Break due to Public Holiday

### 2-Week Course Dates 2019

January 2019 – June 2019	July 2019 – December 2019
06 Jan–17 Jan 2019*	01 Jul–11 Jul 2019*
03 Feb–14 Feb 2019	28 Jul–08 Aug 2019
03 Mar–14 Mar 2019	02 Sept–12 Sept 2019*
31 Mar –11 Apr 2019	29 Sept–10 Oct 2019*
05 May–16 May 2019	27 Oct–07 Nov 2019
02 Jun–13 Jun 2019*	24 Nov–05 Dec 2019

\* Public holidays fall in these courses.

### PUBLIC HOLIDAYS IN EGYPT 2019

1 Jan (New Year)	28 Apr- 2 May (School Easter Break)	11- 15 Aug (Eid Al-Adha)*
7 Jan (Coptic Christmas)	05-06 June (Eid Al Fitr)*	01 Sept (New Islamic Year)*
21 Apr (Palm Sunday)	30 June (June Revolution Day)	06 Oct (Armed Forces Day)
25 Apr (Sinai Liberation Day)	23 Jul (Revolution Day)	10 Nov (Prophet Birthday)*

*\*Subject to change because it follows a lunar Islamic calendar.*

## Hours and Prices

Course	Lessons per week	Total weeks	Hours per week	Total hours	Price
Egyptian Colloquial – 4 weeks	5	4	10	40	\$ 410
Egyptian Colloquial – 2 weeks	5	2	10	20	\$ 205
Modern Standard – 4 weeks	5	4	15	60	\$ 585
Modern Standard – 2 weeks	5	2	15	30	\$ 295
Combined ECA/MSA – 4 weeks	5	4	25	100	\$ 995
Combined ECA/MSA – 2 weeks	5	2	25	50	\$ 500
Media Arabic ** - 4 weeks	5	4	10	40	\$ 480

**\*\*Media Arabic courses require a post intermediate level of MSA or above. Media Arabic courses are not offered from every course round starting date; courses will be announced on our website [www.ihcairo.com](http://www.ihcairo.com) or e-mail [info@ihcairo.com](mailto:info@ihcairo.com)**

## 3. RESIDENCE INFORMATION

We have two residences, an internal one above IH Cairo and the other in Dokki (we provide a shuttle bus service to and from the Dokki Residence for IH Cairo students). Both residences are arranged in apartment units of three or five bedrooms. The residences are fully furnished with communal spaces, satellite television and WIFI. Both have well-equipped kitchen facilities, air conditioning, non-smoking communal areas and are regularly serviced. Fire safety systems are in place and there is 24-hour security. Each student will have an individual bedroom with bed, wardrobe, safe, desk and chair, armchair and side tables. The Internal residence also has two studio rooms each with a mini-fridge, television as well as more space and extra storage.

The ILI Residence fees are:                    **\$ 525 single room/4 Weeks**

**\$ 610 double room/4 Weeks**

The Dokki Residence fees are:                **\$ 485 single room/4 Weeks (includes the shuttle bus)**

**\$ 575 double room/4 Weeks (includes the shuttle bus)**

A stay at the Residences can only be confirmed for the 4-week and 2-week courses duration. The prices for the 2 weeks stay is half the price of the 4 weeks mentioned above. Students will be charged \$ 100 per stay as a deposit, which is refundable upon departure (subject to change according to terms and conditions).

Check-in is generally the Saturday before the course round commences. Early check-in on the Friday before may be possible at extra cost – please contact IH Cairo customer service to inquire. Students should ensure that they have their passport with them.

Residence fees can be paid in advance or on the first day of the course registration day.



## 4. OUR SERVICES

### 4.1 Airport Pickup Service

Our efficient Airport Pickup service provides reliable and trustworthy transport direct from Cairo Airport to the student's accommodation. This service costs \$ 50 one way and \$ 95 for two ways, payable to IH Cairo.

### 4.2 Hotel Bookings

Where a student does not want to stay in one of our serviced apartments, we can provide assistance with organizing alternative accommodation. This includes making room bookings at hotels as per the student's request. Mohandeseen hotels are nearest to IH Cairo, whereas Dokki hotels are closest to downtown. Zamalek is a well-known area of Cairo, located on an island in the Nile.

## 5. QUICK CONTACTS REFERENCE:

INQUIRY	CONTACT	INFORMATION	COMMISSION
Booking courses for ECA, MSA or combined courses	<a href="mailto:info@ihcairo.com">info@ihcairo.com</a> <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Poster, flyer, website, Digital package available on request.	20%

Booking student services	<a href="mailto:info@ihcairo.com">info@ihcairo.com</a> <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Please view website for more information.	N/A
Teacher Training	Mohammad Amer <a href="mailto:mamer@ihcairo.com">mamer@ihcairo.com</a>	Please view website for more information	N/A
Private Lessons	Noha Hefnawy <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Please view website for more information	5% Minimum of 12 Hours Booking
Special Arabic Courses	Noha Hefnawy <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Please view website for more information	20%
Accommodation	<a href="mailto:info@ihcairo.com">info@ihcairo.com</a> <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Please view website for more information	10%
Live Online Courses	<a href="mailto:info@ihcairo.com">info@ihcairo.com</a> <a href="mailto:nhefnawy@ihcairo.com">nhefnawy@ihcairo.com</a>	Please view website for more information	10%

## IH Cairo – ILI Contacts:

International House Cairo – ILI

4 Mahmoud Azmy St. Madinet El Sahafeyeen

**P.O. Box:** 13 Embaba Cairo 12411, Egypt

**T:** + (202) 3346 3087 / 3302 8358    **F:** + (202) 3303 5624    **E:** [info@ihcairo.com](mailto:info@ihcairo.com)

**Website:** <http://ihcairo.com>    **Facebook:** <http://facebook.com/ihcairo>

**Twitter:** [http://twitter.com/ili\\_cairo](http://twitter.com/ili_cairo)    **Instagram:**





## 2019 Agent Agreement between IH Cairo - ILI

(4 Mahmoud Azmy St, El Sahafyeen, Cairo)

**And**

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**Whereas**, IH Cairo-ILI wishes to enter into an agreement with the above agent, the terms and conditions shall be as follows:

1. IH Cairo-ILI agrees that the above-mentioned company/person is duly authorized to act on their behalf for the purposes of promoting and selling Arabic Language Courses at IH Cairo.
2. IH Cairo-ILI will provide the agent with up-to-date promotional material in the form of photographs, brochures, pamphlets, posters, etc. Much of this material is found on our website [www.ihcairo.com](http://www.ihcairo.com) and may be downloaded by the agent. The agent should use only the information sent by IH Cairo-ILI for purposes of publicity. If the agent wishes to use its own publicity material or requires more information than has been supplied, please email [info@ihcairo.com](mailto:info@ihcairo.com).
3. The agent shall agree to the following terms and conditions:
  - (a) All quoted fees and all payments shall be in Dollars unless otherwise agreed.  
The agent shall settle invoices sent from the institute covering all student payments minus the 20% commission on tuition and 10% commission on accommodation if booked.
  - (b) The agent shall charge the student fees for the course according to dates and prices laid down in IH Cairo's Fees and Course Dates table.
  - (c) The agent is expected not to add excessive mark-ups to the declared fees.
  - (d) If a student booked/ reenrolls at the institute directly, the agency will not get commission.
  - (e) The balance of fees shall be bank transferred to IH Cairo. Other methods of payment should be previously agreed with IH Cairo. Fees should arrive at IH Cairo-ILI at least seven days before the beginning of the course.
  - (f) Airport pickup and hotel booking fees shall be added to course fees and paid to IH Cairo in full. These services are NOT subject to commission.
  - (g) Private Lesson's fees are subject to 5% commission with a minimum of 12 hours booking.



- (h) IH Cairo-ILI reserves the right to refuse a student a place on a course if fees have not been sent on time.
- (i) IH Cairo-ILI will provide the agent with an invoice for bookings by email or fax. The period this agreement shall be for is one year from the date of signature and is thereafter renewed on a yearly basis unless IH Cairo-ILI or the partner wishes to terminate the agreement.
- (j) The agent is requested to inform students of the refund policy of IH Cairo - ILI.
- (k) The agent is requested to inform students that the course books are not included in tuition payments.
- (l) The agent is requested to transfer all payments using our online payment system called “Flywire” from this link [arabicegypt-agent.flywire.com](http://arabicegypt-agent.flywire.com) and follow these steps:
1. Enter payment amount and choose payment method.
  2. Create an account on Flywire for the first time access only, then you will be an existing user.
  3. Proceed with the agent information where you will find a section to mention details if you are paying for multiple students.
  4. Proceed with payer information.

Flywire is the global payment provider for Schools and Students and allows you to:

- Pay in local currency
- Pay by bank transfer, debit or credit card and specialist local options (e.g. Alipay in China)
- Pay by bank transfer only if your bank is US based
- Track your payment from start to finish
- Pay from almost any country and any bank
- Save on bank fees and exchange rates
- Feel safe, with 24/7 dedicated multilingual customer support

If you are facing trouble making the payment through “Flywire” please let us know and you can make the payment by direct bank transfer to our bank details below:

**Account Name:** International Language Institute

**U\$ Dollars Account: Number** 140/02/47129328 - **IBAN** GB20NWBK60730147129328

**Swift Code:** NWBK GB 2L

**Bank Name:** Natwest

**Bank Address:** Exeter, St. Thomas Branch, 18 St Thomas Centre, Cowick Street, Exeter EX4 1DE, England, UK

**Fatma Mohamed**

Operations Manager

Name \_\_\_\_\_

\_\_\_\_\_

Signature \_\_\_\_\_

On behalf of IH Cairo - ILI

On Behalf of \_\_\_\_\_

**This agreement should be signed and sent to IH Cairo / ILI email: [info@ihcairo.com](mailto:info@ihcairo.com) with agent name and year in subject field “Example: IH Cairo – Agent Agreement 2019”.**