

Student Policy

The cancellation policy is designed to provide flexibility to our students without compromising teachers' schedules. When teachers experience excessive or late cancellations, the network is unable to compensate by assigning them new students and excessive teaching hours can be wasted. The policy is therefore designed to provide flexibility to students balanced with consistency and stability of schedules.

Attendance:

- ❖ The student should join the class at the exact scheduled time with the teacher and the deadline for attendance is half of the class duration.
- ❖ If the student doesn't attend the class, the teacher will remind them within the first quarter of the class. If the student still fails to attend, the class will be concluded after half of the class duration, and the student will be responsible for paying the class fees.
- ❖ If the teacher enters the class and the student is absent, the teacher will wait until half of the allocated class time before ending the session. In this case, the session will be counted as completed, and there will be no make-up class provided.
- ❖ If the teacher enters the class and the student arrives late, they will only take the remaining time of the lesson.
- ❖ If the student enters the class and the teacher arrives late, the student will still receive the full duration of the lesson.

Rescheduling or Cancelling:

- ❖ All lessons cancelled by the teacher due to unforeseen reasons will be either fully refunded to the student or rescheduled. For Elite and Pro plan students, they can cancel a maximum of 2 classes per month and receive full credit for those classes. If they exceed the limit, the additional cancellations will be the responsibility of the student and will not be eligible for credit or refund.
- ❖ To cancel or reschedule a class, it is required to notify us at least 4 hours in advance before the scheduled class time. However, in urgent cases for students, the deadline for requesting a cancellation or rescheduling is 30 minutes before the class. Please note that timely notification allows us to make the necessary arrangements effectively.

Referral:

- ❖ You will get a 10% discount for a month per each recommended active student from your side, and you will get a free month (8 hours maximum) if you recommended 5 active students.
- ❖ The discount will be granted after the 1st bill issuing, collecting and taking classes of the new students.

Guarantee:

- ❖ QuranSwift guarantees a 100% money-back policy if you are not satisfied with our course. However, this guarantee only applies if you cancel your course within the first week of classes. If you decide to cancel after the first week or after attending any classes, the money will not be refunded.

Gifts:

Students can send money gifts to their teachers for various occasions, through the same way of classes fee, only note the mentioned reason of the payment and the teacher's name.



QuranSwift

Element	Exact Time	Deadline	If Deadline Broken	Repeated After Reminding	Exception For One Time
Attendance	Class scheduled appointment	Half of the class duration	Will be reminded. within 1st quarter of the class	Class will be ended after half of the class - student will afford	If the teacher has time to make up the wasted time
Rescheduling or cancelling	More than 4 hours before the class	Before 30 mins of the class	There will be no make-up class provided	The maximum of those requests is 2 classes monthly	If the teacher has time
Monthly pays	After Trial	2nd Class	Will be reminded	Classes will be holded	If get excuse
Referral	You will get a 10% discount per each recommended student from your side for a month				
Guarantee	QuranSwift guarantees a 100% money-back policy if you are not satisfied with our course. However, this guarantee only applies if you cancel your course within the first week of classes. If you decide to cancel after the first week or after attending any classes, the money will not be refunded				
Gifts	Students can send money gifts to their teachers for various occasions, through the same way of classes fee, only note the mentioned reason of the payment and the teacher's name				