

# Online Lessons Terms and Conditions

## General Rules

- 1-Online lessons fees **MUST** be settled before the start date set for the lessons. If fees are not settled, the course will be postponed which might affect the schedule set for the lessons.
- 2- One hour private lesson is 55 minutes according to IHWO regulations.
- 3-The minimum number of hours per week is two hours preferably delivered in two sessions.
- 4- Course participants who wish to cancel their commitment to attending a particular lesson for any reason should send an email to the teacher with CC to the IH Cairo course coordinator Mrs. Heba Sadek ([hsadek@ihcairo.com](mailto:hsadek@ihcairo.com)).
- 5- The makeup policy does not apply to any classes if the cancellation is made in less than 24-hour notice.
- 6- The names and contacts of the teacher and course coordinator will be listed before the courses start.
- 7- If the teacher cancels a lesson, a makeup is to be arranged within the specified course dates.
- 8- If the class fails to meet due to internet connection breakdown, a makeup is to be arranged within the specified course dates.
- 9- If course participants fail to attend a scheduled makeup class, that class cannot be rescheduled.
- 10- If course schedule is interrupted by national or islamic vacations a reschedule of the affected lessons is negotiated with the course participant in order to fulfill the stipulated course hours.

## Makeup Policy

- 1- If lessons booked are less than 12 hours, IH Cairo-ILI will not be able to reschedule any lessons after the end date of the agreed schedule.
- 3- If lessons booked are 13-30 hours, IH Cairo-ILI will allow two weeks extension after the end date of the agreed schedule with a maximum of 2 sessions to be rescheduled in case of 13 hours' booking and 4 sessions in case of 30 hours' booking.
- 3- If lessons booked are 31-46 hours, IH Cairo-ILI will allow three weeks extension after the end date of the agreed schedule with a maximum of 6 sessions to be rescheduled.
- 4- If lessons booked are 47 hours or above, IH Cairo-ILI will allow 4 weeks extension after the end date of the previously agreed schedule with a maximum of 8 sessions to be rescheduled.