MUTQIN AL-QURAN ACADEMY

Academy Policy

سياسة الأكاديمية

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Welcome to the Mutqin Al Quran family! Here is how our classes work, kept short and friendly, so we can all focus on what matters most: your learning.

CLASSES & FREE TRIAL

- Your class length follows the package you pick, and we share all the details with you before you start.
- Every new student begins with a free trial class, so you can meet your teacher and see how it feels.

PAYMENT

- Fees are paid in advance, nice and simple.
- Pay in the way that suits you: PayPal, Apple Pay, bank card or any suitable method, even cryptocurrency.

CANCELLATION & MAKE-UP CLASSES

- Life happens! Tell us 6 hours or more before class and we will gladly reschedule, God willing.
- Under 6 hours? Your teacher will do their best to find you another slot, depending on their schedule.
- Real emergencies (sudden illness, severe weather, anything truly out of your hands) are always rescheduled.

LATENESS & ABSENCE

- Treated like a late cancellation above, and emergencies are always excused and made up.

TEACHER CANCELLATIONS

- If your teacher ever has to cancel, your class is always made up, no exceptions.

REFUNDS

- Changed your mind? You get a full 100% refund during your first week.
- After that, your remaining classes simply stay in your account: use them whenever you like, or gift them to a family member.

CLASS ETIQUETTE

- Find a quiet spot where you can focus.
- A laptop or tablet works best for a clear view.
- For our youngest learners, a parent sitting nearby helps if focus is tricky; children who concentrate well are welcome on their own.

RECORDINGS & PRIVACY

- Classes are not recorded. A recording can be made only if the student wants one, kept in safe cloud storage the student can access for life.
- Your privacy is a red line for us: your information, and your child's, stays strictly confidential and is never shared with anyone.

Questions? Message us anytime, we are always happy to help.