

1. Definitions:

1.1 In the following terms and conditions, "we" refers to "Sharek Centre"

1.2 "You" refers to a student or prospective student on one of our Courses.

1.3 "Courses" refers to any courses we offer to the general public

1.4 "Language courses" refers to any scheduled courses which we offer to the general public. The course descriptions, structure and fees are set out on our website in the Language page <http://sharekcentre.com/language/>

1.5 "Business language courses" refers to any scheduled courses which we offer. The course descriptions, structure and fees are set out on our website in the Business page <http://sharekcentre.com/business/>

2. Contract with Sharek Centre:

2.1 The purpose of these terms and conditions is to set out the contractual basis for your relationship with Sharek Centre when you apply for Courses. These are the terms and conditions on which we shall provide the course to you.

2.2 Your contract with Sharek Centre is made up of: these terms and conditions, the course description and written confirmation of enrolment.

2.3 Please read these terms carefully before you submit your application to us. These terms tell you who we are, how we will provide the course to you, how you and we may change or end the contract, what to do if there is a problem, and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

2.4 We are Centre for Arabic Language Training Limited ("CALT"), trading as "Sharek Centre", a company registered in the United Kingdom.

2.5 You can contact us by telephoning our office at +442070480481 or by writing to us by email at info@sharekcentre.com or by post to 90 Great Russell Street, WC1B 3PS.

2.6 If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your application. When we use the words "writing" or "written" in these terms, this includes emails.

2.7 We will process your application when we have received full payment of your fees. We will then email you to confirm your enrolment and it is at this point that a binding contract will come into existence between you and us.

2.8 If we are unable to accept your application, we will inform you of this in writing and will not charge you for the course. This might be if you are under the age of 18 or if the course is already fully subscribed. You must be 18 years old or over on the first day of the course.

3. Enrolment:

3.1 You are responsible to take reasonable steps to ensure that the level of course which you enrol on is appropriate for you.

3.2 There is no award on completion of a course. However, a certificate of attendance can be provided on request.

3.3 We only process applications when we receive full payment.

3.5 We do not allow you to defer your enrolment to a subsequent course.

3.6 We reserve the right to refuse enrolment after the first lesson of the course.

4. Transfers

4.1 If we believe that the level of the course which you have enrolled on is not the most appropriate for you, we will recommend a transfer to another more appropriate level course.

4.2 If the level of the course which you have enrolled on is not appropriate for you, you may request a transfer to a course at a more appropriate level.

4.3 We will only transfer you if there is a space available on the course which you wish to transfer to.

4.4 We do not charge an administrative fee for transfers.

5. Fees and payment

5.1 You must pay the fees before the start of the course.

5.2 The fees for the course are stated on our website.

5.3 Payment shall be made online via our website with a credit or debit card, in person by credit or debit card, or by cheque. We do not accept payment of fees in cash.

6. Changes to courses

6.1 Sharek Centre will seek to deliver each course in accordance with the description set out on our website.

6.2 There may be situations in which it is desirable or necessary for Sharek Centre to make changes in course provision, either before or after enrolment. Sharek Centre reserves the right to:

- i. Make changes to the timetable, location or academic staff specified for a course; and
- ii. Make changes to the content and syllabus of a course when necessary.

6.3 If we change the day, time of a course we will notify you by email as soon as reasonably practicable. If this change means you are then unable to attend you may transfer to an alternative course, if available or subsequent course.

7. Cancellations

7.1 We reserve the rights to cancel courses which are undersubscribed. We will notify individuals who have enrolled by email.

7.2 If we cancel a course which you have enrolled on, you may transfer to an alternative course, if available, or claim a full refund for any course parts which are cancelled. We will not charge an administrative fee for this.

7.3 You cannot attend an alternative course for trial session. If you accept to get transferred to the alternative course, you will lose the right to a refund and normal terms and conditions will apply.

7.4. If we cancel a single lesson, we will notify you as soon as practicable. If just one lesson is cancelled, we will endeavour to offer a replacement lesson on the same day and time in the week immediately following the end of the course.

7.5 If there are disruptions outside the control of Sharek Centre (e.g. Bad weather or transport strikes), we will endeavour to run lessons as usual. If a lesson needs to be cancelled, we will inform the students.

7.6 Single lesson cancellations are not considered as changes to the day or time of a course

8. Refunds & withdrawals

8.1 We do not offer refunds for lessons which take place on the scheduled day and time but which you do not attend or are unable to attend because of unforeseen changes in your circumstances.

8.3 For Language courses, the standard withdrawal deadline is 4 weeks before the start of the course.

8.4 For Business language courses, the standard withdrawal deadline is 4 weeks before the start of the course.

9. Student conduct

9.1 Students are expected to conduct themselves in a professional manner suitable to a study environment, and to observe and comply with health and safety rules of the premises where courses are taking place. Failure to do so may result in Sharek Centre asking the student to leave the course. No refund will be given.

10. Data protection

10.1 In order to deliver education and protect welfare, SHAREK CENTRE will collect, keep and otherwise process personal data, including sensitive personal data that relates to the student and their circumstances. This will include their name, and contact details and where appropriate those of their parents, guardian, agent or sponsor. SHAREK CENTRE will also keep data about their education, health, welfare, accommodation, travel, passport, visa, finances and fees.

10.2 SHAREK CENTRE will keep this information secure at all times and will Share it within our institution as necessary to run our business, deliver their education and ensure their safety. SHAREK CENTRE will also release the data where it is legally required or lawful to do so, or in the event of a medical emergency if it is necessary to protect their health or the health of others.

10.3 Students (or Guardians) consent to their sensitive personal data including health, welfare, nationality, ethnicity, religious and other data being stored, processed and released by SHAREK CENTRE in this way.

10.4 In Regards to fulltime programs, on the first day of the student's attendance, they must give SHAREK CENTRE their passport (or ID Card if they are resident in the EU). SHAREK CENTRE will copy it and return the original to them. It is the student's responsibility to update any Personal Information they give us if it changes.

10.5 UK Only: SHAREK CENTRE will comply at all times with our obligations under the Data Protection Act 1998 in relation to the student's Personal Information.

11. Limitation of our liability to you and others

11.1 Our liability to you with respect to the provision of your course, the cancellation, postponement, or amendment of the course, any negligence, any breach of these terms and conditions, or arising in any other way out of the subject matter of these terms and conditions, is limited to the total amount of tuition fees paid by you in respect of the course.

11.2 For the purposes of the paragraph 11.1, "Sharek Centre" also includes Sharek Centre officers, employees and agents, and those paragraphs may be enforced by such officers, employees and agents. Otherwise, neither party intends that any of these terms will be enforceable by any third party.

12. Law and jurisdiction

12.1 Your contract with Sharek Centre and any dispute or claim arising out of or in connection with it shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English Courts.

13. Student's Lesson Catch-up Policy:

13.1 Students will have to make full payment before the start of any course. No exceptions

13.2 In case the students have pre-arranged travel, work commitment or an emergency falling during term time, they will have to inform Sharek Centre by email before registering for any course (except for emergency).

13.3 Catch-ups are usually for 30 to 45 mins.

13.4 Catch-ups would have to be agreed and pre-arranged before the start of the term.

Catch-ups are arranged on the same day as the class. For example: if the student's regular class is on Monday then the catch-up will be arranged 30 to 45 mins before the class on Monday.

13.5 If a student couldn't attend the class after registering due to being sick, working late, family circumstances or any last-minute cancellation then we can arrange a 15 min briefing before the next class to provide the student with the material covered and go through it briefly.

13.6 A maximum of three briefing sessions can be arranged during a term.

14. Student's Lesson Make-up Policy:

14.1 During the term, if the student misses one or more lessons and it is affecting their progression, then they can book a paid One to One make-up session for 1 or 2 hours to go through what they have missed in class. *Special student rate: 45/hour*
