

# TERMS AND CONDITIONS

This page outlines the terms and conditions to ensure that accepted students understand their rights and the rights of the Ali Baba International Center. A thorough understanding of these terms and conditions is essential prior to the start of the course. This will help minimize potential conflicts and contribute to a productive and enjoyable experience for all parties involved.

## **Refunding Policy for Cancellations and Withdrawals**

The Ali Baba International Center allows tuition refunds under certain circumstances and within certain limits. The following policies have thus been established, however, any refund or withdrawal scenario not described herein will be subject to review by the admission department of the center on a case-by-case basis.

## **Course Cancellation by the Center**

It is the policy of the center to avoid cancellation of courses. However, in case of very low enrollments, group courses are cancelled, and registered students of the cancelled course are given individual classes. Number of individual lessons totals up to 50% of the original group lessons.

## **Course Withdrawals by the students**

For withdrawals any time before the first day of class, 100% of the tuition, minus the \$250 cancellation fees, is refundable. If an enrolled student withdraws during the first or second day of class, then 50% of the tuition, minus the \$250 cancellation fees, will be refunded. Then, from the third day on, no refund will be issued. For individuals who withdraw from private tutoring before their first class session, the center will refund 100% of the tuition, minus the \$250 cancellation fees. After this day, however, no private tutoring tuition will be refunded.

### **Accommodation Cancellation by the students**

Accommodation fees are non-refundable on or after the check-in date. However, accommodation fees can be refunded if cancellation is requested before the check in date after deducting 25% as an admin fee.

### **Course Delivery Policy**

The Ali Baba International Center is committed to delivering its courses as advertised. However, if there are an insufficient number of participants registered or circumstances occur that would jeopardize the achievement of course objectives, Ali Baba reserves the right to postpone or cancel the scheduled course offering.

The Ali Baba International Center is a responsive provider of high-quality training. Usually, the training it delivers occurs on the premises of its clients or in high quality leased premises. Although Ali Baba operates in a range of settings it will:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-discrimination, privacy and fire safety regulations.
- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting, ventilation and access.
- Ensure the training facilities, furniture, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.
- Ensure that training facilities have adequate washrooms for men and women and that these are maintained in good order and repair.