Frequently Asked Questions

STUDYING AT AHLAN EGYPT

CAIRO
"regardless of what history would say, Egypt is my beloved and my favorite of all things"

Salah Jaheen, Egyptian Poet
It’s impossible to explain the magic of Cairo in a few words. It’s a crazy city, which at first seems chaotic, noisy and very busy. But after few days you will be captivated by everything Cairo has to offer, its vitality, its people, culture, history, music and architecture. There’s much more to the city than the Pyramids of Giza. Come and find out for yourself!

ABOUT US
WHO ARE WE?

Ahlan means welcome, and we do all we can to make sure each student receives a warm and friendly welcome and that their stay is a happy one.

Ahlan’s hospitality and lively atmosphere makes it a great place to learn Arabic. Our students enjoy the enriching experience of being part of a growing Egyptian-International family, as well as the cultural events we offer. We have a dynamic group of teachers and guides, who in most cases have long standing friendships with former students.

The Ahlan Arabic Centre is open in the evening and the teachers often remain after hours to spend time with the students and encourage Arabic conversation outside of the classroom. Weekend cultural activities and tours to other parts of Egypt are very popular and involve both students and staff. Many of our former students come back to visit, or take further courses. They say they miss the ‘family’ atmosphere and the friends they have made in Egypt. Ahlan is a place hard to leave!
WHAT TO EXPECT?

COURSES

Arabic is a beautiful, dynamic language and it is worth spending time studying it. Apart from lessons with our expert teachers, the Ahlan Arabic Centre offers many activities that provide opportunities to practice speaking Arabic.

Time outside the city, frequent visits to historical sites and markets (souk), meeting local people and making friends with Egyptians are all ways to increase your language skills.

No matter your level, Ahlan-Egypt encourages you to embrace Arabic and practice speaking and reading the language inside and outside the Ahlan Arabic Centre.

Professional experts provide Calligraphy, Media, Journalism and Translation courses in the heart of Egypt’s capital. Five hours a week are devoted to seminars, workshops and local tours of the narrow, winding passages of old Islamic Cairo that surround the school. Tours to interesting sites outside the city are also organised, highlighting Egypt’s history and heritage spots. These tours are always organized within the context of responsible and sustainable tourism.
AhlanArabic Centre offers Modern Standard Arabic (MSA) - normal and intensive - and Egyptian Colloquial Arabic (ECA) courses for seven levels of ability, from Beginners to Advanced. Classes are held daily, Sunday to Thursday. The normal course in MSA consists of three hours daily. The course in ECA consists of two hours daily; it is also available to all students registered on any MSA courses.

Ahlan Egypt offers a special program called *Teacher Training Program*. It’s cheaper and it combines Modern Standard Arabic classes held by trainee-teachers with classes held by experienced teachers.

You can have also an intensive course in Modern Standard Arabic, by enrolling to the Extra Linguistic Activities course, in addition to the MSA course (normal or training teacher program), thus adding two more hours of lessons daily of linguistic activities, games that test linguistic skills and conversation, totalling 10 hours of instruction per week. This course is available only to students registered on any of the MSA courses (normal or training teacher program), except beginners. It is available only in summer.

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Our team of teachers is composed of professional, highly experienced, Arabic native speakers, specialized in teaching Arabic to foreigners. During each course, the student has the opportunity to experience different ways of teaching, with our teachers.

The number of students in each class will be limited to eight. The school uses a humanistic communication approach where each student is encouraged to play a central role in their teaching/learning process.

Teaching methods are based on the principle that a language is learned to communicate in everyday situations and the techniques used allow the student to practice in what he/she already knows through conversational situations. In addition to conversational activities such as scene play, role play and group discussions. There are also games which serve to further stimulate communication in the language.

Of course, the lessons, both in Modern Standard Arabic and Egyptian Colloquial Arabic, are organized using several methods of teaching including grammar, multi-media, literature, poetry, songs and movies.

The reference textbook used for Modern Standard Arabic is *Al-Kitaab fiiTa’allum al-‘Arabiyya* by Kristen Brustad, Mahomoud Al-Batal and Abbas Al-Tonsi.
MODERN STANDARD ARABIC (MSA)
105 EUR a week (3 hours a day with group)

EGYPTIAN COLLOQUIAL ARABIC (ECA)
90 EUR a week (2 hours a day with group)

MSA INTENSIVE PROGRAM Ex-teacher
170 EUR a week (Shoursaday with group)

MSA INTENSIVE PROGRAM Tr-teacher
125 EUR a week (5 hours a day with group)

MSA + ECA INTENSIVE PROGRAM
180 EUR a week (5 hours a day with group)

UNDERTRAININGTEACHER PROGRAM
Modern Standard Arabic course (MSA):
75 euro a week (3 hours a day)
Egyptian Colloquial Arabic course (ECA):
60 euro a week (2 hours a day)

ONE-TO-ONE CLASSES
(all year-round, flexible in time and days)
Advanced Studies: 20 € at school
Experienced Teachers: 15 € at school
Training Teachers: 8 € at school

ONLINE CLASSES
(all year-round, flexible in time and days)
Experienced Teachers: 12 €
Training Teachers: 5 €

MSA LONG TERM PROGRAM
Three hours daily, from Sunday to Thursday

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<tr>
<th>Weeks</th>
<th>Experienced teachers</th>
<th>Trainee teachers</th>
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ECA LONG TERM PROGRAM
Two hours daily, from Sunday to Thursday

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MSA INTENSIVE LONG TERM PROGRAM
Five hours daily, from Sunday to Thursday

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MSA+ECA INTENSIVE LONG TERM PROGRAM
Five hours daily, from Sunday to Thursday

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<th>Courses</th>
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<th>24 Weeks</th>
<th>36 Weeks</th>
<th>48 Weeks</th>
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<tr>
<td>MSA</td>
<td>2730 EUR</td>
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<td>ECA</td>
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An additional 50 € due to "Ahlan-Egypt" will be added to all course costs for the organization, service and administrative fees.

* Notice that in case there is only one person in a level, instead of pushing him/her into a lower or higher level, we prefer to organize a private tuition (one to one) for half of the course hours.
Ahlan’s unique Media Course is for students who have reached an intermediate or advanced level in Arabic and would like to experience journalism in a Middle Eastern environment. Each day students will study and analyse examples of journalism in Arabic media, including news stories and features produced by Arab and foreign broadcasters such as Al Jazeera, BBCArabic and al-Arabiyya.

The course consists of a MSA course (1½ hours) and 2 and ½ hours that include:

- The study of media texts, providing an opportunity for students to practise Arabic orally.
- Instruction in grammar and journalistic style and professional terminology.
- How to report on aspects of city life, and how to conduct a professional media interview in Arabic.
- Meetings with local journalists and visits to newspapers and broadcasters.
- Production of an in-house newspaper.
- General Arabic language classes combined with general knowledge and current topics.

The total cost of the course is 500 € for 80h.
CANCELLATION POLICY

The following percentages of the total price of the package will be charged to the client, in case of cancellation, based on the number of days prior to the scheduled date of departure that the written notice of cancellation is received (the exact date of cancellation will be considered to be the first day after receipt of the written notice):

Cancellation

- from 30 to 40 days prior to departure: 40% of the total of the package
- from 21 to 29 days prior to the date of departure: 50% of the total of the package
- from 15 to 20 days prior to the date of departure: 70% of the total of the package
- from 0 to 14 days prior to the date of departure: 100% of the total of the package.

NB: Students are always welcome to change destination at any time and go to another Ahlan School! Also, you can convert the amount of the tuition fees into Skype classes!

ABSOLUTE BEGINNERS

From our extensive experience, absolute beginners need a lot of time to memorize, write and pronounce the Arabic alphabet. We advise students to at least learn the alphabet before they arrive for their course and encourage them to complete up to eight for one hour group lessons with Ahlan, on Skype, to introduce them to the fundamentals of Arabic.

These lessons are offered free and our wonderful teacher Heba, will explain the Arabic alphabet to groups of beginners (using the English language). Please contact us as soon as possible so that we can arrange small groups according to Egyptian time.
Courses Start Dates 2021

- 3rd January 2021
- 17th January
- 31st January
- 14th February
- 28th February
- 14th March
- 28th March
- 11th April
- 26th April (Monday)
- 9th May
- 23rd May
- 6th June
- 20th June
- 4th July
- 25th July
- 8th August
- 22nd August
- 5th September
- 19th September
- 3rd October
- 17th October
- 31st October
- 14th November
- 28th November
- 5th December
- 12th December
- 26th December
- 9th January 2022

Holidays 2021

- Fri, Jan 1, 2021 New Year's Day
- Thu, Jan 7, 2021 Orthodox Christmas Day
- Mon, Jan 25, 2021 January 25 Revolution
- Mon, Jan 25, 2021 Day National Police Day
- Sun, Apr 25, 2021 Sinai Liberation Day
- Sat, May 1, 2021 Labour Day
- Mon, May 3, 2021 Sham Ennessim
- Likely May 12 - 15, 2021* Eid al-Fitr
- Wed, Jun 30, 2021 June 30 Uprising in Egypt
- Likely Jul 19 - 23, 2021* Eid al-Adha
- Fri, Jul 23, 2021 Revolution Day
- Likely Aug 9 - 10, 2021* Islamic New Year
- Wed, Oct 6, 2021 Armed Forces Day
- Likely Oct 18 - 19, 2021* Prophet's Birthday
- Saturday, Jan 1, 2022 New Year's Day

SPECIAL WINTER PROGRAM

A special programme combining travel and study in other Ahlan centres is now available for the winter months: you will have the opportunity to visit the most important monuments and historical sites of Alexandria, Luxor and Cairo, while studying Arabic.

Cairo, Alexandria and Luxor run classes at the same time. So, if you book to study more than six weeks in winter time, it will be possible to change centres between Alexandria to Cairo and Luxor at no extra cost, apart from a train ticket.

This special offer allows you to enhance your experience of Egypt while following your program of study!
Following the Ahlan welcome, each student will be given a series of tests to determine which level of course is the most appropriate for her/him. Administrative tasks and placement issues are dealt with on the second day. Once the regular schedule begins, classes will last 3 hours (MSA Normal), 2 hours (ECA) and 3 + 2 hours (MSA Intensive).
Tea is provided during the breaks. Each class has three different teachers following a corresponding curriculum for each group.
All year-round the regular lessons are held Sunday through Thursday.

In case there is only one person in a level, we prefer to organize a private tuition of 1 hour and a half per day for MSA (normal or teacher training program) and 1 hour for ECA.

Lessons are held from Sunday to Thursday and the schedule is as follows:

**THE SCHEDULE:**
- *Modern Standard Arabic* from 9:00 AM to 12:00 PM
- *Extra Linguistic Activities* from 1:00 PM to 3:00 PM
- *Egyptian Colloquial Arabic* from 1:00 PM to 3:00 PM
- *Daily Activities* from 5:30 PM to 6:30 PM, except kitchen’s class that will be on lunch time.

One-to-one classes are available all year-round upon request. Also, this is completely independent and students are encouraged to communicate their preferred times to staff at the institute.
**CAN I GET A DETAILED ESTIMATE?**

You must complete all parts of the customer questionnaire before an estimate maybe given. The customer questionnaire is not legally binding but it will permit us to calculate the precise total of your course.

**HOW DO I REGISTER?**

After having returned the questionnaire via e-mail, the Ahlan Arabic Centre will mail you a contract with a summary of all the services to be provided. Payment must be made by the date indicated on the contract.

**HOW DO I PAY?**

Payment can be made via bank transfer, postal money order, paypal (credit card) or registered cheque. The procedure for transfer of funds and all necessary banking information will be included in the contract.

Additional private classes or courses (for example, in Egyptian Colloquial Arabic) can be payable cash in Egypt. All costs for the basic course package and accommodation must be paid before the arrival in Egypt.
EVALUATION AND CERTIFICATE

There are follow up exams each two weeks, and the final one is on the last day of course. You will be presented with your final certificate on the evening of your last day of class. For those unable to attend the final evening, you will be able to arrange with the administration to receive your certificate via mail. The information provided on your certificate will include the number of class hours you have logged, the total number of hours that the course ran, the level and type of course taken, and a final evaluation of your progress.

WHAT WILL MY CERTIFICATE REPRESENT?

Your certificate will indicate that you have studied the Arabic language and that you have achieved a certain level of ability in that language and is recognized by the Egyptian government. Many universities will award credits for the course but it is up to each student to confirm with their university what the policies and requirements are. In order to avoid any confusion, we suggest contacting the administration of your university before you register.
SCHOOL LIFE
OTHER PROGRAMS

TANDEM PROGRAM
Ahlan-Egypt offers the biggest and best opportunity to learn Arabic for FREE in the world today!
No one offers anything quite like our TANDEM PROGRAM of study! Ahlan-Egypt’s TANDEM PROGRAM is unique and exciting! The program has been established in order to build bridges of understanding and allow students from all over the world to experience something they would not otherwise be able to. This is equally important to our talented Egyptian students as it allows them to go places they have only been able to dream about.
This specially designed program allows for students from many other countries to participate in an exchange program with Egyptian students. The obvious benefits of a program of this kind are the wonderful opportunities to build your Arabic language, learn about and experience a new and different culture, as well as providing for the chance to establish life-changing friendships that will last a lifetime. There is no better opportunity for anyone, anywhere to learn how Egyptians live and think as well as experience what they go through on a daily basis from their simple habits to their various routines.
Ask us today about how to apply to our TANDEM PROGRAM and become a part of something special.

INTERNSHIP PROGRAM
For those planning to stay at least for 11 weeks program, can be available a training program in some NGO’s in Cairo. For more information, please contact ahlan@ahlan-world.org
Discovering the breathtaking Egyptian panorama
The Ahlan Arabic Centre organises many evening and weekend cultural activities which provide opportunities to speak Arabic. Teachers often remain after hours to converse with students in Arabic. The Centre’s cultural programme offers excursions to historic sites, museums and oases as well as seminars on different topics, which are mainly in Arabic. Tours of the narrow, winding passages of old Islamic Cairo that surround the school are a regular event, along with guided tours to Coptic Cairo, The Citadel, famous Mosques and Museums, and the Pyramids.

Weekend cultural activities and tours to other parts of Egypt are very popular and involve both students and staff. Trips are organised to sites outside of Cairo which highlight Egyptian history and heritage. For example: sleep in the desert under the stars on a trip to the Siwa or Bahareya Oases, the White and Black Desert, and Fayoum; dive or snorkel in the Red Sea; explore the towns of Port Said, Suez and Ismailia.

All of the Ahlan-Egypt tours are organized within the context of responsible and sustainable tourism which benefits local communities and respects the environment. Extra-curricular activities include lectures and seminars on Ancient Egyptian History, Coptic Cairo History, Islamic History, Modern History, and Egypt’s 25th January Revolution. Cairo has a vibrant cultural nightlife and the Centre encourages its students to participate in its Cairo Nights programme of folk shows, concerts, theatres, and cinema and felucca trips on the Nile. The Centre also offers Egyptian cuisine and Oriental dance workshops. Professional experts provide Calligraphy, Islamic Arts, Media, Journalism and Translation workshops, as well as Nubian and Bedouin Cultural events.

From the building under the auspices of FEDA, an Egyptian non-governmental organization http://www.fedaeg.com. This provides an excellent opportunity to speak Arabic with local people, as does the language and cultural exchanges with Egyptian students through TANDEM.
Responsible tourism works in harmony with the needs and lives of the native people and cultures. It is a pleasant, social approach to tourism that fosters goodwill and respect between locals and visitors. Unlike multi-national tourism, it is not motivated by profit. Tourism is now one of the world's primary activities and is a major money earner for Egypt. Research shows that it is also a major contributor to the destruction of the environment, the erosion of culture, and the waste of valuable resources. Many of the tourism companies achieve these profits at the expense of native people who are exploited as a labour force, and are frequently forced away from their traditional jobs and activities. The environment is affected by pollution and the abuse of local resources. Local inflation forces people to move to other areas to live. The management of sustainable, healthy tourism must grow from the co-operation between the more advanced countries of the North and those of the South that are, in many cases, less developed.

WHO IS FEDA?
FEDA is an Egyptian non-governmental organization http://www.fedaeg.com. The aim of FEDA is to improve the quality of life of residents in Cairo and Beheira through sustainable development. Its projects include protection of cultural heritage, and meeting the environmental, socio-economic and cultural needs of the communities. It provides handcraft and computer training and workshops on how to repair and maintain electrical devices such as TVs, DVDs, fax, mobiles, refrigerators, washing machines. Throughout the year FEDA organizes and hosts symposia, conferences and seminars on Environmental and Sustainable Development. We are located in Gamalia, the historic heart of Islamic Cairo. The Ahlan Arabic Centre is housed in a beautiful old building renovated by FEDA in co-operation with the Egyptian Swiss Development Fund (ESDF), Ministry of International Cooperation, the Cairo Governorate, WAKF Authority, the Ministry of Environment, as well as American, Canadian, Finnish, German, Australian and Japanese support.

A Sustainable Development Demonstration Project in Gamalia has been underway since 1999, relocating non-polluting workshops and shops from deteriorating buildings to the newly renovated Kahla complex. A Community Development Centre and a Centre for Cultural Heritage and Sustainable Development (CULSUS) have been constructed by FEDA on the sites of Wekalat ElKharoub and Wekalat El Rabae.
ACCOMMODATION
APARTMENTS

WHAT TYPES OF ACCOMMODATION WILL BE AVAILABLE TO ME?

Shared apartments are the most comfortable solution that we can offer. Most apartments are within 25 minutes of the Ahlan Arabic Centre by taxi or public transportation. Apartments are generally assigned ten days before your departure date. All information concerning the apartment will be included with your other documents and arrival information. The apartments are of “good Egyptian standard”, which would translate roughly to middle class quality by Western standards.

HOW MUCH DO THE APARTMENTS COST?

A single apartment will cost 600 EUR monthly, all costs included, apart from tips for the local staff. For those who prefer a single room the cost is 300 EUR monthly. For those who prefer a double room, the cost is 150 EUR per person monthly.

The apartments are usually mixed-gender but double rooms are allocated on a male/female basis.

HOW ARE THE STANDARD APARTMENTS EQUIPPED?

All apartments are furnished and equipped with kitchen facilities (oven, dishes, cutlery, and refrigerator). If upon arrival you request additional items, please contact the apartment manager. Apartments do not include towels so you will need to supply them yourself. The apartments have AC.

Towards the final days of your stay the apartment manager will inspect your accommodation. Please refer to Accommodation check list procedure.

HELP US SAVE THE PLANET: the future of the Earth depends on your everyday choices!

We don’t charge students for electricity or water bills, but we appreciate mindful use of the utilities: please do not use excessive electricity and remember to turn off the lights, television and all other electrical devices (such as fans or AC) when you are not in your apartment.

Also remember that in Amman, and Jordan in general, there is an acute shortage of water and as such we ask that you adapt your usage to the conditions found here. Water is allocated to residences on a weekly basis and must be rationed in order to avoid unpleasant situations such as not having enough water for the shower. Your sensitivity to this issue will be greatly appreciated by the staff at Ahlan and also the people and environment of Jordan.
WHO IS THE BAUAB AND WHAT DOES HE DO?

Bauab roughly translates to porter in English. The Bauab is common in Egyptian hotels and in Egyptian apartment complexes. He provides a variety of services and information for guests including helping you with baggage, local information and where you can buy any of the items you require.

The Bauab and his family are generally warm and friendly people who will be helpful with your conversational skills. Like many Egyptians, the Bauab earns a very low salary and therefore depends upon earning tips from the customers who he services. The usual tip is approximately 50 Egyptian pounds monthly per flat.

Apartments are usually shared. If you have requested a transfer from the airport or the bus/train station, the person meeting you in Cairo will have the key for you. If you have not requested a transfer, the key must be picked up at the Ahlan Arabic Centre. The Ahlan Arabic Centre hours for the two days previous to the beginning of classes are 10:00 am to 10:00 pm. If you are arriving outside Ahlan Arabic Centre hours, please contact us in advance so we can arrange to have someone at the Ahlan Arabic Centre to give you the keys.

For those staying in the apartments, your accommodation will be available from Saturday evening and check out is on Friday morning.

If you need to stay on for any additional time, please advice the Ahlan Arabic Centre administration in advance, so that alternative accommodation (usually a hotel or hostel) can be found.

DO I PAY LESS IF I AM ONLY STAYING TWO WEEKS?

For those who are not staying for a full month there will be a reduction in the cost of your language course, but there is no corresponding reduction in the cost of your flat accommodation.

IS THERE A TELEPHONE IN THE APARTMENT?

No. Apartments for short-term stay are not equipped with telephones. For people planning to stay longer than 3 months, it is possible to get a flat with telephone and internet connection.

WHEN WILL I KNOW WHERE I AM STAYING?

This information will be included with the documentation sent to you via e-mail, approximately 10 days before your scheduled arrival. This delay is necessary in order to provide sufficient time for us to organize and assign accommodation and to ensure that everyone’s needs are met. All accommodation will be assigned according to those who have registered first. The sooner you complete your registration processes, the greater your chance of getting the accommodation that you want.

HOTELS

Cairo is a tourist o there are many hotels and hostels. There are some older, nicer hotels near the Ahlan Arabic Centre, but their prices vary. We can check prices and availability for you. Prices start from 6 EUR/night for basic accommodation.
ATTENDANT FOR ARRIVAL AND DEPARTURE

If you have requested transportation to your accommodation, a representative of the Ahlan Arabic Centre will meet you at your scheduled time of arrival outside the arrival hall, after passport control and baggage collection.

Your attendant will be holding a sign saying 'Ahlan-Egypt'.

HOW MUCH WILL THE TRANSFER COST?

Cost of the transfer is 15 EUR.

MUST I RECONFIRM MY AIRLINE RESERVATION?

We recommend that everyone reconfirm his or her return ticket. This can be done by calling the airline directly or by going into a travel agency. The Ahlan Arabic Centre has telephone information for all the airlines, which is available to all students.
Enjoy the cultural life of Cairo!
In the summer the climate is hot and humid. There is some relief provided by the relative proximity to the Nile, but you should plan on hot weather. Egypt is a very conservative country and our Ahlan Arabic Centre is located in the heart of historical Islamic Cairo. Its inhabitants are not accustomed to casual or revealing clothing worn in the West. In an attempt to show respect for the local population and avoid the resentment and harassment, women are advised to NOT BRING/WEAR LOW NECKED BLOUSES OR DRESSES, MINISKIRTS, HALTER TOPS, OR ANY OTHER GARMENT THAT WILL LEAVE YOUR MID SECTION EXPOSED!

Anything that you can leave behind for charity - orphanages and the poor - will be greatly appreciated!

The Institute and its associates cannot be held responsible for any problems arising from not following the advices above.
LIFE IN CAIRO
UTILITIES

PLUGS AND ELECTRICITY

The electrical service is 220 volt (outlets have two holes).

TELEPHONE SERVICE

Cell phones are convenient and practical because it is possible to text message (contact your provider first to confirm service and pricing), but the cost of calls will be based on both the call and the response. To make international calls from Egypt, calling cards for use with public phones cost 20 EGP (about 1 EUR) and will last about 4 minutes.

It is also possible to buy an Egyptian SIM card that will last for about one month. They can be purchased at the Vodafone, Mobinil or Etisalat centers in Egypt.

COMPUTER AND INTERNET

The Ahlan Arabic Centre has wireless internet service which is available to everyone with a wireless computer at no extra charge. If, for any reason, this service does not work for you, you will have no problem finding an internet café in Cairo. The approximate cost for 1 hour on the internet is 1 EUR. If you need regular internet connection for your laptop, a (USB) costs 20 EUR monthly.
Ahlan leaving its mark even in the desert!
TERMS AND CONDITIONS

ENROLLMENT

Bookings must be made by either emailing the school at cairo@ahlanegypt.com or by completing the online application on the Schools website.

The school reserves the right to refuse admission to any student at the absolute discretion of the school management.
If a booking is refused, all fees will be refunded.

FEES

All fees must be received in full 2 weeks before the course and/or accommodation is starts. If fees are not received by this time, the course/accommodation will be cancelled. It is not possible for a student to start a course or be accommodated if fees have not been received by the school.

PHOTOGRAPH / FILM/ MEDIA

At times the school may photograph or film students in various activity settings, or may make use of such photographs and/or films made by students, for marketing or promotional purposes. A signed consent form must be completed with your e-Booking registration documents.

HOMESTAY ACCOMMODATION

Students can usually arrive at their home stay accommodation Fridays and depart accommodation Fridays. Additional nights will be 15 Euro per night. Students can arrive at their home stay between 23.00-07.00hrs. Please notify the school should your hours be outside those stipulated.

Twin room is available up to 2 students only.
In exceptional circumstances (for instance illness) it may occasionally be necessary to change home stay provision at the last minute. In such circumstances the school will always do its very best to inform the student in advance and to ensure the students preferences are met.

RESIDENTIAL ACCOMMODATION and APARTMENTS

The minimum age for students booking residential accommodation/student apartments is 18 yrs.

The minimum age for entry into our schools is 16yrs. For all students below the age of 18yrs, a copy of our Parental Consent form signed by a parent or guardian must be provided to the school with your e-booking registration documents.

LIABILITY

The school does not accept liability for injury, illness, accident, damage to or loss of property and/or personal effects, except when such liability is imposed under Egyptian law. We strongly recommend students to ensure they have appropriate travel, medical and personal property insurance.

FORCE MAJŒRE

The school is not liable for failure to perform its duties as a result of events beyond the schools reasonable control such as fire, Flood, war, acts of terrorism, storms, the outbreak of infectious diseases, government sanction and other instances that constitute force majeure. In such instances no refunds can be made for services not received nor for any that are cancelled.
CLASS CANCELLATION POLICY

- For one-to-one classes (including SKYPE class):
  If you cannot attend a private class and want to have it rescheduled please inform the school by 4pm one business day before. (Example, should you request to cancel a Sunday class, your notification should be on the Thursday prior)
  Failure to do so will not enable us to reschedule the class for you, and the school will cancel without a refund.

- For long term students small group course (two-to-one, three-to-one):
  The school cannot reschedule any group class unless the entire group decides to cancel.
  The same cancellation notification policy as above

- For ECA and MSA daily group courses:
  We cannot reschedule or refund individual lessons within the MSA/ ECA daily course.

If you are more than 15 minutes late to a class, the teacher will be permitted to cancel the class and you will not be refunded.

Ahlan World is closed on certain public holidays. Students are to check our course calendar online or country of study to plan accordingly.
WHERE ARE WE?

AHLAN WORLD

Ahlan Egypt - Alexandria
8, El-Gorfa El-Togareya Street
Mansheya, Alexandria - Egypt
alexandria@ahlan-egypt.com
+20 3 4830138
+20 1 280849706
Facebook
Ahlan Egypt Alexandria

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