

Registration, Scheduling, and Billing Policies for Arabic Students

Live 2 Learn seeks to have a scheduling and billing policy that is flexible for clients while maintaining the quality of our program.

Unlike private tutors, our teachers receive a monthly salary with health and social security benefits. This allows our employees to earn a consistent and appropriate living wage and ensures that we can retain skilled teachers. We have a legal obligation to pay our teachers each month according to the terms of their contracts, regardless of how many hours they actually teach. Because of this, it is crucial that we have an accurate projection of study hours and that students complete the hours they have requested.

Scheduled Holidays

For student convenience, we have two scheduled breaks during the year:

Summer The entire month of August

Christmas/New Years The final 2 weeks of December

In addition, we observe all official Tunisian Holidays when they fall on a weekday, as well as Good Friday.

During these study breaks the office is closed and there are no scheduled classes.

Study Terms

The remainder of the year is broken into 4 study periods. Students who register for a study term are expected to study the entirety of the term unless an exception is agreed upon with the administration prior to the registration deadline. (Canceling mid-term will result in the invoicing for the remainder of the term). The study terms are as follows:

<u>Term</u>	<u>Length</u>	<u>Registration deadline</u>
Fall	September-Mid-December (approx. 15 weeks)	August 1
Winter	January- March (approximately 13 weeks)	December 1
Spring	April-May (approximately 9 weeks)	March 1
Summer	June-July (approximately 9 weeks)	May 1

Registration

Students register for an upcoming term by completing an online registration form. A registration reminder (with link to the online registration form) will be sent out to existing clients 1 month prior to the deadline. In this form, students will request the number of hours per week they

wish to study, indicate their availability and scheduling preferences, and notify the administration of any expected absences, including starting studies after the start date of the term or concluding their studies earlier than the end date. Please note that registration is a commitment to complete the entire term of study, unless indicated on the form. Any absences not listed on the registration form will be billed under the policy below.

The administration will do their best to provide the number of hours requested and to accommodate scheduling preferences. We cannot guarantee any hours to students who fail to register before the deadline.

Requests to change a student's schedule that are made during the middle of the term will be considered on a case-by-case basis, and when possible should be made at least one month prior to the desired change. The administration does not guarantee that it can fulfill such requests but will work with clients to find a solution.

Billing

Invoices will be sent out by the 3rd of each month. Students will be billed for 100% of their scheduled hours for that month, minus the following from the previous month: any teacher absences, eligible discounts, or student absences up to 10% of their monthly scheduled hours. Credits will be included on the next month's invoice. (Scholarship students are not eligible for a refund for student absences.)

If a student fails to study at least 90% of their scheduled hours, he or she will not be reimbursed or credited for these hours unless there are extenuating circumstances such as a medical or family emergency, or an absence that was pre-approved prior to the start of the term.

Example:

John registered for 10 hours per week, and last month he was scheduled for 40 hours. However, his son was sick for 4 days, so John canceled 8 hours of classes. His number of unexcused absences is 20% of his registered hours. Therefore, John's bill will be for 36 hours (or 90%) of his scheduled hours.

Flexibility for Students

The invoice policy of being reimbursed for up to 10% of the client's monthly scheduled hours is allowed for flexibility in the client's schedule. This billing rule means there is an allowance for students for an occasional sick day or an emergency. (Scholarship students are not eligible for this discount.)

It is requested that students notify the administration of planned absences on the registration form in order for those absences to be excused and not included in the billing.

In the event of a teacher's absence Live2Learn will work to provide a substitute teacher. If there is no substitute available, students will be offered an alternate class option or credit towards their next bill.

Tuition Rates

- Single \$11 USD/hour
- Couple (same family, per couple) \$14.50 USD/hour
- Pair (per person) \$9.00 USD/hour
- Group (per person, class of 3+) \$6 USD/hour

Invoices will be converted into Tunisian Dinar at the current exchange rate.

Discount

Students (individuals or couples) studying more than 60 hours in a particular month will receive a 15% discount for that month. Scholarship students and students doing intensives are not eligible for this discount.

Survival Arabic pricing (Sousse):

- \$20 per class, per person (up to 5 classes)
- 6+ classes: standard pricing rates apply
- For Groups larger than 6, please contact administration for further discounts.

For more information or questions, please contact:

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