

MADINAH ARABIC PROGRAM  
برنامج المدينة للعربية

124 - 128 CITY RD, LONDON EC1V 2NJ, UNITED KINGDOM

+44 7404 590 190 info@map-arabic.com www.map-arabic.com



MAP TERMS AND CONDITIONS

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## REFUND POLICY

At MAP, we are committed to maintaining transparency and fairness in all our administrative processes, including our refund policy. We understand that enrolling in a program is an important decision, and we encourage all participants to review the following terms carefully before confirming their registration. Please note that all payments are strictly in Pound Sterling (GBP).

To ensure clarity and consistency, our refund policy is structured according to the time elapsed since the date of purchase:

### **Within 7 days of purchase:**

Participants who request a refund within 7 calendar days of their purchase are eligible to receive a refund, minus a non-refundable administrative fee of £200.

### **Between 7 and 14 days of purchase:**

Refund requests made between 8 and 14 calendar days from the date of purchase are eligible for a partial refund, with a £300 administrative fee deducted.

### **After 14 days of purchase:**

Sadly, we are unable to offer any refunds for requests made more than 14 days after the date of purchase. At this point, substantial program administrative support have been allocated, and the seat is considered confirmed and non-transferable.

### **Final Deadline – No Refunds After Tuesday, November 18th 2025:**

Please note that no refunds will be issued for any payments made on or after November 18th, regardless of the date of enrollment or circumstances. This policy is strictly enforced due to program logistics and planning requirements.

All refund requests must be submitted in writing via email to our support team and will be processed within a reasonable time frame once reviewed and approved. MAP reserves the right to deny refund requests that do not comply with the conditions outlined above.

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## PAYMENT INSTALLMENT POLICY

To make the payment process easier for our students, we are pleased to offer flexible installment payment plans for the comprehensive package of £2,499, or any customized package.

### **1. Payment Structure**

Installments can be split into 2 or 3 payments, depending on the individual's request.

- **Option 1 (2 payments):**

£1,249.5 (first installment)

£1,249.5 (second installment)

- **Option 2 (3 payments):**

£1,000 (first installment)

£1,000 (second installment)

£499 (final installment)

### **Please note:**

- Student must provide **provisional payment dates** for each installment before the plan is approved.
- If payments are not completed in full by the deadline i.e. Tuesday, 18th November 2025, **no refund** will be issued and the place may be forfeited.
- All installments must be paid in full through **direct bank transfer** to secure your place at the Islamic University of Madinah.
- All fees are **non-refundable**.

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## PAYMENT INSTALLMENT POLICY

### 2. Additional Charges

- International customers will incur an additional charge to cover payment processing fees if the payment is made through Stripe.
- Payments made through direct bank transfer (recommended) will not incur any additional charges.
- We recommend direct bank transfer through Revolut as the **preferred payment** method due to its security, reliability and no transaction fees.

### 3. Purpose of Fees

- Securing your place at the Islamic University of Madinah requires the completion all installment payments.
- **All fees are strictly non-refundable.**
- Please note that **additional charges may apply** to cover payment processing fees (particularly for payments made via Stripe).
- These contributions are allocated directly toward essential arrangements, including:
  1. Accommodation
  2. Educational services
  3. Excursions
  4. Umrah preparations
- **Failure to complete payments** by the **due date** may result in the **cancellation** of your reservation.

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## DEPOSIT POLICY

**To secure your place on the program,** the following deposit terms apply:

- A minimum deposit of £500 is required to reserve a seat.
- Deposits are strictly non-refundable, under any circumstances.
- Spaces are limited and allocated on a first-come, first-served basis.
- Students who wish to secure their spot immediately are encouraged to pay the deposit as soon as possible.
- The deposit amount will be deducted from the total course fee.
- Full course fees must be cleared by the specified deadline (Tuesday, 18th November 2025) — failure to do so may result in the loss of your place and no refund will be issued.
- International customers are advised that payments made via Stripe will incur an additional processing fee. To avoid extra charges, we recommend using direct bank transfer (preferably through Revolut) as it is secure, reliable, and free of transaction fees.

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## ARRIVAL & DEPARTURE POLICY

MAP is **only** responsible for accommodation of students during the official program timings:

- Check-in: Thursday, 18th December 2025 at 2:00 pm
- Check-out: Saturday, 17th January 2026 at 2:00 pm

### **Important Notes:**

- Accommodation outside these dates is not the responsibility of MAP. Participants arriving before 18 December 2025 or departing after 17 January 2026 must arrange and cover the cost of their own accommodation.
- MAP does not provide transportation between the airport and the hotel. Participants are responsible for organising their own transfers (e.g., via Uber, Careem, taxi, or other local transport services).
- A Late check-out fee will incur if you do not check out at 2:00 pm on the 17th of January 2026.

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## ACCOMMODATION POLICY

MAP strives to provide comfortable accommodations for all participants; however, when sharing a room, guests may encounter differences in habits or preferences, including snoring or other personal behaviors.

Rest assured, we will make every reasonable effort to match roommates based on factors such as age, country of origin, and other relevant considerations to enhance compatibility. However, MAP cannot guarantee that all participants will be fully compatible.

**MAP will not be responsible** for facilitating or arranging a change of room in cases of snoring, personal habits, or interpersonal differences. By accepting shared accommodations, participants acknowledge that MAP is not liable for disturbances, loss of sleep, or personal discomfort arising from roommate behavior.

If a situation escalates or raises concerns about safety, wellbeing, or conduct, an independent assessment team may review the matter and determine whether any action is warranted. Any decision made by this team will be final and binding.

If a participant wishes to have a separate room for any reason, they must arrange and book this independently at their own expense. Single room requests can be made at the time of registration, although such requests are not guaranteed and are subject to availability.

As Umrah rooms will be shared, if you book a single room in Madinah and also wish to have a single room in Makkah, you must inform us during registration. Additional charges will apply for such arrangements.

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## ACCOMMODATION POLICY

In accordance with the Ministry of Health and Safety regulations, cooking food in hotel rooms is strictly prohibited in all hotels around the Haram area.

The in-room kettle is provided only for boiling water and must not be used for preparing or heating any other food or liquids.

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## MAP IN-HOUSE STUDENT CONDUCT POLICY

### 1. Scope and Responsibility

- MAP operates within the premises of the Islamic University of Madinah and is not responsible for the disciplinary outcomes of students within the institution.
- MAP holds no authority to interfere with decisions made by the Islamic University of Madinah administration regarding student conduct, including expulsion due to behavioral issues.

### 2. Expulsion and Misconduct

- If a student is expelled or faces disciplinary action due to misconduct, MAP bears no responsibility for the consequences.
- Disciplinary actions, including expulsion, are solely under the jurisdiction of the Islamic University of Madinah administration.

### 3. Dress Code & Shariah Compliance

- All students must adhere to the Shariah dress code, similar to the standard in any Islamic educational institution.
- Abaya and modest hijab must be worn in all public areas (outside the classroom); inside the classrooms of the University it may be removed as long as Islamic modesty is maintained.
- Students should avoid audible heels and wearing makeup in public areas on campus.
- Immodest dressing is strictly prohibited.
- Students will first receive advice and reminders from their Mushrifs and Mushrifahs. Repeated violations may lead to expulsion.

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## MAP IN-HOUSE STUDENT CONDUCT POLICY

### 4. Gender Interaction & Behavior

- All students must maintain proper Islamic decorum in their interactions.
- Any form of inappropriate behavior towards the opposite gender will result in immediate expulsion without prior warning and will not be tolerated.

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## STUDENT ETIQUETTES WITH TEACHERS IN THE ISLAMIC UNIVERSITY OF MADINAH

- Students must show adab (good manners) at all times — speak respectfully, follow instructions, and avoid argumentation or disruptive behaviour.
- During lessons, students should remain attentive. If they wish to ask a question, they must raise their hand and wait for permission to speak.
- Students must not argue with, talk back to, or disregard instructions given by teachers. If a concern arises, it must be reported to the Mushrif or Mushrifah, who will address the matter through the appropriate channels.
- From the good manners of a student is to ask permission before you stand up, before you go to the bathroom and before you exit the classroom.