



Terms and Conditions 2023 - 2024

Terms and Conditions for courses and payments:

Payments:

To ensure your place upon a course (On Demand/short courses), full payment is expected in advance before the commencement of the course. Your place is only secured upon receipt of payment in full. For continuous courses, we expect a standing order or a recurring debit card transaction, which can be set up via our website. Please use the payment page linked to set up a monthly payment. Enrolment and payment establish your commitment to the course. Attendance is expected, and lack of attendance does not alter the amount of fees that are payable.

Continuous Course Payments:

All fees for our Continuous Courses must be paid every month regardless of holidays. The fees are broken down over 12 months to make it easier to process. Example: Madrassah Fees breakdown: Madrassah Academic Yearly fees = £540 so the $£540 \div 12 = £45$ per month (over 12 months)

Fee Concessions:

In cases of genuine financial difficulty, we request a written statement of the difficulties experienced, together with some documentary evidence supporting your claim. For example, a photocopy or scan of a means-tested benefit letter. Non-means-tested benefits will not be accepted as evidence of an inability to pay. The decision to award a fee concession is discretionary and it is raised to the trustees of the Trust. This decision is final. Applications for a fee concession can be sent to info@datrust.org or by post to 16 Thurmaston Lane, Leicester, LE5 0TE

Withdrawals:

Students may withdraw from the course after attending the first two sessions and receive a full refund of the course fees, minus a £25 administration charge. Students who withdraw after the third session, but within the first 4 weeks of the course, will receive a 50% refund on fees, less the £25 administration charge. Students wishing to withdraw after four weeks will not be eligible for a refund on fees. **Madrassah withdrawals required One Month Notice in Advance with payment covered.** However, it's very important to contact the admin office before the cancellation of the direct debit to clear the account.

Transfers:

Transferring to another suitable course may be possible in some cases. Transfers should be made within the first week of the course (for short courses) and within the first two weeks of the course (for longer courses). To apply for a transfer, please email info@datrust.org

Final Note If you do have any Comments, enquiries or complaints please do not hesitate to contact us. We are always happy to discuss issues with you Insha'Allah. Our Aim is to Provide Fast, Flexible and Friendly Service.

"Our Lord! Condemn us not if we forget or fall into error" (TM Q 2:286)