



Al-Zaitoona Arabic School

Classes held on Saturdays (term time only) at: Robin Hood Primary School, Bowness Crescent, Kingston Vale, London SW15 3QL.
Saturday Tel: 07903 647907 **Admissions & Finance:** 07760465890 **Email:** alzaitoona.office@gmail.com **Website:** www.alzaitoona.com

Terms and Conditions of Enrolment

Updated: July 2026

Introduction

These are the terms and conditions between the parent or legal guardian of the child ("you" or "your"), and The Olive Tree Language School ("Al-Zaitoona Arabic School" or "Al-Zaitoona" "we" or "us" or "our"), which govern the enrolment and attendance of your child at the school. By signing the registration form and paying the fees to The Olive Tree Language School Ltd you agree to follow all the school rules and policies.

1 AL-ZAITOONA ARABIC SCHOOL TERM AND TIMINGS

- 1.1 Al-Zaitoona will operate three (3) terms per year.
- 1.2 Each term will be ten (10) weeks, and the start date will be notified in advance to parents.
- 1.3 On each Saturday during term-time, Al-Zaitoona will have the following operating hours:
 - 1.3.1 Between 10am and 1:30pm
 - 1.3.2 Please arrive on time and collect your children promptly

2 AL-ZAITOONA'S CLASSES AND ACTIVITIES

- 2.1 Al-Zaitoona aims to provide a children's school for the Arabic language using professional lesson plans, clearly thought-out materials and resources.
- 2.2 Currently, Al-Zaitoona runs these classes:
 - Sun Group – Foundation Level
 - Moon Group – Level 1
 - Earth Group – Level 2
 - Stars Group – Level 3a
 - Shooting Stars Group – Level 3b
 - Sky Group – Level 4a
 - Galaxy Group – Level 4b
 - Arabic Study Group – Beginner/Elementary for older students
 - GCSE Group – Preparing for Arabic GCSE
- 2.3 Arabee subscription will be part of our curriculum and included in your termly fees.

3 PROBATION PERIOD

- 3.1 All new students enrolled at the school are welcomed with a probation period of three months. During that period, the student's behaviour will be tracked by the teaching staff. Should the need arise, the school may arrange a meeting with the parents to further discuss future arrangements.

4 FEES

- 4.1 The standard fee for Arabic classes is £330 per term per child. This includes student materials,
- 4.2 GCSE Arabic classes are £420 per term per term, per student. This includes student materials.
- 4.3 You will be reminded to pay the term fees in advance
- 4.4 Fees can be paid by Bank transfer. The school's account details are:

Account Name: The Olive Tree Language School Ltd

Account Number: 93239918

Sort Code: 20-57-76

You have the option to pay your child(ren)'s fees via our website.

www.alzaitoona.com/make-a-payment

- 4.5 Fees not paid before the term begins may result in losing your child's place.
- 4.6 There is an **optional** 5% discount for any siblings enrolled.
- The siblings discount cannot be applied if paying via our website.
- 4.7 Al-Zaitoona Arabic School reserves the right to increase the fees, as necessary, with notice.

5 APPLICATION PROCESS

- 5.1 To apply, parents must fill in a registration form for each child, which is available upon request from the school's management team.
- 5.1.1 The registration process requires you to provide information about yourself, and your child. This information shall be used for planning and administration purposes only and shall be held in accordance with Al-Zaitoona's confidentiality and privacy policies.
- 5.2 You will be contacted if your application is successful. Payment is required upon registration, i.e. fees should be paid in advance of your child's commencement at Al-Zaitoona. Registration will not be considered complete without payment.
- 5.3 Each application shall be considered on its own merits. Al-Zaitoona Arabic School does not discriminate on the basis of gender, religion, ethnic origin, or nationality and is committed to providing quality Arabic education to children regardless of background.
- 5.4 If at the time of enquiry or registration there is no place for your child at school, you could be offered to place your child's name on the waiting list. A deposit of £50 is required, which is then subtracted from school fees if/when your child is offered a place.
- 5.5 Children on the waiting list that have siblings already enrolled at Al-Zaitoona will have priority status. In the case where Al-Zaitoona has offered a place for your child and you turn down that offer, the waiting list deposit is will not be refundable. If you wish to remove your child's name from the waiting list before a place is offered, a full refund will be issued.
- 5.6 Children from the age of 4 years old are welcome to join our school. There are limited places available in each class and therefore places are allocated to children that are already 4 years old or turning 4 in the first term (September to December). Priority will be given to children that are 4 years old and older, however Al-

Zaitoona has the right to offer places to younger children if the class is not full by September or their parent is a member of staff at Al-Zaitoona

6 ATTENDING AL-ZAITOONA ARABIC SCHOOL

- 6.1 There is no school uniform. However, please ensure that your child is dressed in suitable clothing for both classroom work and outdoor play and that their personal belongings (e.g. lunchboxes, coats etc.) are clearly labelled. We politely request that older students dress respectfully, especially if they choose to read from the Holy Qur'an and/or perform prayers.
- 6.2 Parents should provide their child/ren with a suitable packed lunch and snacks for their break times. Please also make sure children bring their own water bottle and pencil case. **Please do not send snacks with nuts as some children may have severe allergic reactions.** (Remember to label bottles, lunchboxes and other belongings clearly.) Students must respect the school environment by eating and drinking in the designated areas only and putting their litter in the bins provided.
- 6.3 Please ensure that you talk with your child/ren about good behaviour and showing respect for the school property and staff. Al-Zaitoona reserves the right to suspend or exclude your child for inappropriate and/or disruptive behaviour.
- 6.4 If your child damages property of the school, you will be contacted, and your child may not be allowed to continue at Al-Zaitoona. You may also be required to pay for the damage caused by your child.
- 6.5 Your child must be collected promptly at 1:30pm at the end of each session. Please arrive on time, as staff cannot be employed outside their working hours to continue caring for children who are awaiting collection. Persistent lateness will incur a charge of £20 per 10 minutes after 1.30pm. If you have extenuating circumstances and will be late collecting your child/ren, please call or message:

Mrs Zoubida on 07903 647 907

- 6.6 At Al-Zaitoona we have 0% tolerance to any upsetting, threatening or any inappropriate remarks to pupils and members of staff, such as inappropriate verbal comments or written messages/emails. This applies to students as well as parents. The management team at Al-Zaitoona has the right to take measures if any misconduct is displayed which could lead to the exclusion of the child and family from the school. We expect all students (and families) to follow the school rules. The same applies to all staff members as well.

7 USE OF MOBILE PHONES

- 7.1 Should a parent wish for his/her child to bring a mobile phone to school, the following terms apply:
- 7.1.1 the parent must put their request in writing to the school management
 - 7.1.2 the phone must be handed in switched off, to the teacher first thing in the morning and collected from them by the child at home time (the phone is left at the owner's risk).
- 7.2 Mobile phones brought to school without permission can be confiscated and must be collected by the parent at the end of the day.
- 7.3 Mobile phones and other devices should not be used in lessons unless the class teacher instructs otherwise.
- 7.4 Parents and other visitors:
- 7.4.1 Please note that mobile phones must never be used to take photographs or videos while in the school building or grounds – this is for privacy considerations.

8 EMERGENCIES AND CONTACT INFORMATION

- 8.1 Parents are required to provide emergency contact numbers for next of kin. In the event of an emergency, the school will always try to reach the parents. However, if the parents cannot be reached, the school will contact the nominated contact person/s and according to the need, they may be asked to collect your child.

- 8.2 In the case of an emergency, your signing of the registration form gives consent to Al-Zaitoona to provide your child with emergency action such as hospitalisation and/or emergency treatment, should you not be reasonably contacted.
- 8.3 It is the parent's responsibility to contact the school with any changes to your contact details. This includes home address, email and telephone numbers. Please email any changes so that your contact details are kept up-to-date.

9 MEDICAL AND HEALTH POLICIES

- 9.1 There is always a first-aider at the school who will be able to attend to your child on the property in case of minor incidents.
- 9.2 An appropriate staffing ratio will be maintained at all times to care for your children; according to their age groups.
- 9.3 Staff on duty will be sufficiently trained to look after children, and have experience in teaching and child-centred environments. All members of staff employed Al-Zaitoona hold a current DBS or are in the process of obtaining one.
- 9.4 In the rare event of an emergency, staff will respond swiftly and with utmost care and attend to your child. The school will call upon emergency medical services as and when required.
- 9.5 In the case of allergy sufferers, parents/carers are hereby notified that Al-Zaitoona Arabic School does not accept liability for any emergency arising due to allergic conditions such as allergy to nuts, milk, or insect bites, or any other such allergies. Please note that Al-Zaitoona does not currently have facilities in place for equipment, such as EpiPens.
- 9.5.1 It is your responsibility to inform Al-Zaitoona of any special conditions or allergies that affect your child.
- 9.5.2 You agree that Al-Zaitoona may disclose any allergies or other medical information to the teaching staff and external officials in an emergency.

10 WITHDRAWAL OF YOUR CHILD FROM AL-ZAITOONA ARABIC SCHOOL

- 10.1 Al-Zaitoona Arabic School reserves the right to deny enrolment of your child, or to require immediate withdrawal if:
- 10.1.1 There is insufficient space and the maximum enrolment for the group has already been reached at the time your registration form is received.
- 10.1.2 The term fees are unpaid.
- 10.1.3 Your child is disruptive or poses a risk to the other children in the school, and reasonable efforts to resolve the situation have failed.
- 10.1.4 Your child is absent for 2 weeks or more and Al-Zaitoona has had no contact from parents to inform them of your circumstances/absence.
- 10.1.5 If at the end of the probation period (see point 3) the school and/or class teacher decide that the school is not right for your child.
- 10.2 If your child withdraws or is required to withdraw then any fees paid for that term are non-refundable.

11 ABSENCE

- 11.1 If your child is absent due to illness or for any other reason from the Al-Zaitoona Arabic School, please inform us at your earliest convenience, by WhatsApp/Text message to: Zoubida – 07903 647 907

- 11.2 If your child is absent for more than two consecutive weeks with no contact from the parents, Al-Zaitoona reserves the right to allocate the space to another child, if needed.
- 11.3 No refund or credit for the fees can be given if your child is absent/ill.

12 LIABILITY

- 12.1 Al-Zaitoona Arabic School shall not be liable for any loss, damages, expenses or costs incurred by you because of enrolling your child in Al-Zaitoona. Any liability shall be limited to the amount of fees paid for the current term.
- 12.2 Your statutory rights are not affected.

13 PARENTAL ACCESS TO SCHOOL

- 13.1 Parents are presently not permitted to access the school premises due to health and safety reasons.
- 13.2 Parents are required to drop off and pick up their children from the outside of the classroom door via numbered gates off the main school's entrance. These gates shall remain closed throughout the session and only opened for drop off and pick up.
- 13.3 The school organises an annual parent-teacher consultation. Parents will be notified of the designated day and will be able to book a slot directly with their child's teacher. Please note, there are no classes on parent/teacher days.
- 13.4 Should parents require a meeting with either the school management or their child's teacher, they should request an appointment via telephone providing at least 48 hours' notice.

14 ACCESS TO SCHOOL POLICY (SUPPORTED BY THE DEPARTMENT OF EDUCATION)

It is the school management's duty to:

- implement school policies and procedures
- be responsible for visitors allowed into school
- ensure as a minimum a record of all visitors to the school is kept in the event of a school emergency (fire drill) or any future investigation
- ensure that visitors where required have the appropriate approvals to work with children

The following extract is from the Department of Education:

"School premises are private property, and parents will generally have permission from the school to be on school premises. However, in cases of abuse or threats to staff, pupils or other parents, schools may ban parents from entering the school.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled pupils have an 'implied licence' to come onto the school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

Usually, parental access to school premises will be by appointment, or by invitation to a school event. Parents of younger pupils will commonly be allowed into the playground, or part of the playground, at the beginning and end of the school day. Schools should have an agreed approach on parental access and make it known to parents.

A school may consider that aggressive, abusive or insulting behaviour, or language from a parent presents a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened. In such a circumstance, schools have a power in common law to bar the parent from the premises.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. Therefore, trespassing on the premises does not constitute the offence. In the context of an abusive parent, this means that a parent would probably need to have been barred from the premises, or to have accessed the premises in a way that exceeds their 'implied licence' (see above), before a section 547 offence could be committed. The parent would then also have to cause or permit a nuisance or disturbance to commit a section 547 offence."

15 CONFIDENTIALITY AND PRIVACY

- 15.1 Information provided on application forms will be used by the school's staff and teachers for matters relating to the school only.
- 15.2 We will not discuss your child with any external authorities unless expressly authorised to do so. We will however divulge confidential information to Social Services or other such external authorities if required to by law.

16 COMPLAINTS

We want your children to enjoy their experience at Al-Zaitoona and make good progress in Arabic so please tell us if you have any problems or complaints and we will do our best to help you. We take any complaint seriously and keep a record for any necessary action.

Please make an appointment to speak to your child's respective teacher as they always welcome your opinion, and if possible, try to help.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

Please note, if a parent is unhappy with the final decision at the end of the procedure, the respective parents do not have the power to discipline or dismiss a member of staff.

The school is here for your child, and you can be assured that your child will not be penalised or discriminated against for a complaint that is raised in good faith.

16.1 Timeframe for Dealing with Complaints:

All complaints will be handled seriously and sensitively. They will be acknowledged within 14 days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the school's target is to resolve the issue within 28 days if the complaint is lodged during term-time and as soon as practicable during holiday periods.

16.2 Recording Complaints Following resolution of a complaint:

The school will keep a written record of all complaints. At the school's discretion, additional records may be kept which may contain the following information in case an external agency is involved:

- Date when the issue was raised
- Name of parent/s
- Name of pupil/s
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Action taken by the school as a result of the complaint.

16.3 Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.

- If parents have a complaint, they should normally contact their child's Class teacher by email in the first instance. In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult a Head of Department, the Deputy Headteacher or the Headteacher.
- The Class teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 days or in the event that the Form teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.

16.4 Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the management team (alzaitoona@hotmail.com) The team will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, someone from the management team will speak to the parents concerned, normally within 14 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the headteacher to carry out further investigations.
- The management team will keep written records of all meetings and interviews held in relation to the complaint.
- Once the management team is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and parents will be informed of this decision in writing. The headteacher will also give reasons for her final decision.
- If parents are still not satisfied with the decision, they have the option of removing their child from school and at the discretion of the management team a partial refund of fees may be payable.

17 CONTACTS

- 17.1 In the event of an unplanned school closure (i.e. snow closure, heating failure or risk to public health) the school mobile 07903 647907 or 07760 465890 and email (alzaitoona.office@gmail.com) will be used to send each family a text message/email informing them of the change of circumstances. It will also be updated on the school's website (www.alzaitoona.com).
- 17.2 It is therefore imperative that parents supply the school with at least one up-to-date mobile number and a primary email. The school cannot be held liable if the number or email provided is not checked regularly.