

ARSS Terms and Conditions

Valid from 1st September 2023

Academic Year 2023/2024

Preamble

Al-Rehman School System is an educational organization which is affiliated with Lahore Board of Intermediate and Secondary Education vide Registration No. _____ for Boys Campus (Address: 103, Phase III, Al-Rehman Garden, Sutar Mill Stop, Manawan, G. T. Road, Lahore) and Registration No. _____ for Girls Campus (Address: Phase III, Al-Rehman Garden, Sutar Mill Stop, Manawan, G. T. Road, Lahore). Furthermore, it is registered with School Education Department (Government of Punjab) vide EMIS Code for Girls Campus – 352522693 and 352518139 for Boys Campus to impart education to its registered students from Play Group up till Matriculation.

1) Admission:

Admission is conditional on the student-Parent/Guardian fulfilling the following requirements:

a) Placement Test:

Students entering the school from Nursery and above are required to take a placement test. This helps the school establish the student's strengths and learning needs so that the school can best tailor teaching methodology to support their development. Should any concerns arise from testing, the registration team will discuss these with the parents/legal guardians personally.

b) Students Records

Parents/Legal guardians have to provide accurate details of the student's current school records or most recent reports, to gain a better understanding of the progress so far in education. For early years' students, this is of course not necessary, and regards are typically only requested in exceptional circumstances.

c) Place Confirmation

Following the admission test, and depending on place availability, a place offer may be made. At this point, the registration team will request a completed application form and documentation. Following receipt of these, as well as the registration fee and submitting a one-time Security Deposit for the full amount, the place can be confirmed.

To ensure the student is enrolled in the class most closely corresponding to her/his stage of development, parents/legal guardians must carefully complete all provided questionnaires/forms with accurate information and must submit the due and relevant fee.

2) School Hours and Services

- a) The School Administration will be responsible for the well-being of the ARSS Students of higher classes from Monday till Friday from 08:00 a.m. till 1:30 p.m. and from 08:00 a.m. till 12:30 p.m. for the students of early years. During this period the ARSS students will receive no less than the minimum number of lessons stipulated for the relevant subjects as per the guidelines issues by the School Education Department, Government of Punjab, to meet the

requirements of educational program in private schools in Punjab. ARSS Students must present themselves punctually for each lesson as per the schools schedule and semester timetable. The school cannot be held responsible for the student's progress or completion of the missed course material if she/he misses any scheduled classes.

- b) The regulations on public holidays and school holidays are promulgated by the School Education Department, Government of Punjab.

3) Education Fees

The education fee payable to the school for an academic year is inclusive of all the methodologies (Traditional Place Based Classroom Methods and / or E-learning (Virtual Learning Method). The school has the right to decide the appropriate Teaching Method based on the prevailing circumstances and as per the directives of the School Department of Education (Government of the Punjab).

- a) The fees will be reviewed annually. The School management expressly reserves the right to amend and vary Fees and Conditions for subsequent school years. Fees may be increased or decreased based on changes in the costs of operation of the school. Operating costs include school building management costs, maintenance and replacement of furniture, rental, staff salaries, taxes, ministry charges, social security contributions, safety and security costs, utility bills, network and communications, CCTVE maintenance and up gradation, fumigation, sanitization, insurance, maintenance and repairs of buildings and premises, up gradation of facilities, and equipment and / their replacement, drinking water for students, etc., with due regard to provisions and reserves necessary or advisable following generally accepted accounting standards, as well as in compliance to the prevailing monitoring rules of School Department of Education, Government of the Punjab.
- b) To complete the admission process for the new academic year, parents are required to submit one time Security Deposit in full.
- c) Tuition fee for each month must be deposited maximum by 10th of each month.
- d) There will be 50/- Rs. Surcharge per day for late fee deposit.
- e) Student's name will be struck off from the school roll call if her/his fee is not deposited for 2 months.
- f) Parents/Legal guardians will be liable to pay tuition fee/all dues for the full year; if they pull out their child before the completion of the full academic year.
- g) In the event, any parent/legal guardian has any financial strain or difficulties; they are required to raise their grievance in writing to the school headmistress at the earliest to enable the school management to pre-arrange deferred payment option/s.
- h) In the event, a parent/legal guardian does not communicate with the school timely and fails to intimate the school management in writing about their inability to settle the dues within the due date, the school will be compelled to add the due fines and the parent/legal guardian will be bound to pay the fine in full along with the original tuition fee.
- i) In the event a parent/legal guardian registers their child with the school after the 1st half of the school academic year, 50% of the annual dues are to be paid. Registration and Security Deposit must be paid in full.
- j) No fees paid to the school are refundable. Security Deposit will be refunded after deducting any late fee charges, etc.

4) Other Fees

- a) Transport are optional and are provided by the school at an additional cost. All fees are to be paid in advance at their due dates. These options are not part of the general school fee structure, although the same general conditions apply.
- b) Any costs incurred for any excursion/field trips undertaken as part of the curriculum are to be paid separately as per the circular that would be released by the school in advance for this purpose from time to time.
- c) School functions might be held once, twice or thrice a year. Students who participate/perform in the event may be required to be attired in special costumes as per the theme of the function. The school will inform of such related expenses through circulars in advance and parents / legal guardians are expected to bear the expenses / make the arrangements as per requirements and as per guidance of the school.
- d) School and sports uniforms are not included in the general school fee.

5) Cancellation and Withdrawal

- a) ARSS is a private commercial entity, and securing a seat during an academic year does not have any protection of payments from the School Department of Education, Government of Punjab for courses started which are not financially viable. The financial commitment is for the entire academic year and students leaving the school for whatsoever reason during the year will be liable to pay the entire year's education fee.
- b) If a parent/legal guardian withdraws a student from the school after the commencement of the academic year, the entire year's education fee and all other relevant dues are payable. Under unforeseen circumstances, i.e. Transfer of residence from the vicinity, demise of parent/legal guardian – then only the running semester fee will be payable. Any fee submitted is neither refundable nor transferrable.
- c) In case of non-clearance of all dues to the school by the end of an academic year, the school reserves the right to refuse or allow provisional admission for the next academic year, even with the parent/legal guardian's undertaking to settle the outstanding dues. Under all circumstances, the school has the right to seek legal intervention for recovery of their pending dues as agreed, if the parents do not cooperate to pay the school dues promptly.
- d) The administration and registration fees are non-refundable and the security deposit will be refunded after deductions of any outstanding dues; such as late fee submission charges, damage to the school property, fines, etc.
- e) All cancellations/withdrawals should be notified in writing to the school headmistress.
- f) The school has the responsibility for the welfare of all its students and staff and for that reason, students who are found involved in a criminal action (theft, assault and drug related crimes (while at the school will be suspended. If after investigation, the student is found to have committed any criminal act, they will be expelled from school with financial liability for the entire academic year.

6) School Rules

- a) The School Management firmly believes that the student's progress at the school depends greatly on the close involvement of the Parents/Legal Guardians. In the event of conflicts and

behavioral problems, the School Management will primarily use educational and disciplinary measures appropriate to the ARSS Student's age and stage of development.

- b) The School Management shall be entitled to refuse acceptance of the student in future academic years, if the student violates the School Rules either repeatedly or by serious misbehavior. A written warning stating the consequences of further misbehavior will normally precede any such termination.

7) Attendance and Behavior

- a) ARSS Student is expected to adhere to all guidelines issued by the Administration of the school during the course of the year.
- b) ARSS Student is expected to attend classes on time and to be present regularly – all absences will be noted down and their academic performances will be reviewed periodically.
- c) ARSS Student is expected to do the homework that is sent/given regularly. They are also expected to revise at home what is being studied at school in a manner that will help them not only be smart in the class but also excel in the tests/exams.
- d) Parents/Legal Guardians are responsible to have the student complete the missed work during any missed classes. School will try to help the parent/legal guardian to get this done to their level best but are not responsible for it.
- e) Parents/Legal Guardians are required to ensure that the students are present on time every morning and be picked up on time at the end of the school day.
- f) Parent/legal Guardians are expected to notify the school of all student's absences and submit a medical certificate for sick leave(s) or a written letter for any other lateness/absence(s) and are requested to follow the school calendar while planning holidays.
- g) Students are expected to complete not less than annual 180 academic days in school as per the directives of the Department of School, Government of the Punjab. Parents/Legal Guardians are expected to support the student to achieve not less than 95% of attendance which is essential for their academic success.
- h) The student is expected to attend class in a manner that is not distracting or threatening to other students. In cases where the student's behavior is consistently arrogant, aggressive, abusive or counterproductive, the school administration reserves the right to exclude or expel the student.
- i) The school expects the parent/legal guardians to treat members of the staff and administration and members of the school management with courtesy and respect. The school reserves the right to terminate admission of the student if the parent has shown a persistent lack of courtesy to the school.
- j) In the even the student fails to comply with the rules and regulations and demonstrates abusive or disruptive behavior at school, the School Authorities can and will take action to discipline the student in line with the School Education Department, Government of the Punjab directives.

8) School Uniform

ARSS has in place a school uniform policy whereby we encourage all students to wear school uniforms as it helps to instil a sense of pride, respect and responsibility within the school, altering the design of the uniform is not allowed.

Parents/Legal Guardians are requested to ensure their ward(s) is dressed in the complete uniform, well-groomed and neat.

9) School Transportation

Arrangements for students' journeys to and from the school are the responsibility of the Parents/Legal Guardians. However, to assist parents/legal guardians to discharge of this responsibility, ARSS has outsourced bus transportation service with independent drivers, to provide transportation services to students throughout the academic year.

- a) The transportation fee is neither refundable nor proportionate to the number of days the student will use the transport service to and from the school.
- b) Transport by school bus has to be reserved by parents/legal guardians before the beginning of the academic year for the whole academic year and the full payment must be paid in advance twice a year before the beginning of every semester or monthly.
- c) If a parent/legal guardian withdraws a student from the school transport after the commencement of the academic year, the entire year's school transportation fee must be paid.
- d) The school expects all students who travel in the school transport to be well-behaved, follow safety instructions while travelling and not disturb the driver in any way. In the event, the student passenger violates this rule despite repeated guidance and/or advice and imposes a safety threat by disturbing the driver, the school reserves the right to cancel the student's transportation immediately, and any payment made by the parents for that semester will not be refunded.

10) Contents of School Bags

- a) The student must not bring valuable possessions to the school. If the student brings a valuable item with her/him, the student is responsible for the safe keep of that item. The school does not accept responsibility for any lost, stolen or damaged personal possessions brought to the school by the student.
- b) In the interest of health and safety, parents are expected to ensure that inappropriate, dangerous items, and/or harmful substances, are not brought into school by their ward(s). The list below is not exhaustive but is intended as a guide. The specified items on the list should not be brought into school.
 - i. Fire Fighting Equipment
 - 1) Matches, lighters, etc.
 - 2) Explosive material of any kind.
 - ii. Weapons and Other Dangerous Equipment
 - 1) Knives, including pen knives and craft knives;
 - 2) Razors;
 - 3) Catapults;
 - 4) Guns of any kind, including replicas and water guns;
 - 5) Laser pens and LED torches;
 - 6) Studded arm bands, bracelets, etc.
 - 7) Whips or similar items such as long chains;
 - 8) Pepper/any kind of spray;

9) Dangerous chemicals (e.g. strong acids and alkalis, bleaches, hair dyes, etc.)

iii. Other Items

- 1) Energy drinks;
- 2) Offensive material (pornographic, racist, etc.);
- 3) Cameras (unless prior permission is taken from the concerned teacher) Note: the school reserves the right to confiscate cameras or mobile phones and to delete any unauthorized pictures or video recordings of students or staff or school premises.
- 4) Any other drugs except medicines covered by prescribed medicines by a doctor.
- 5) Electronic devices, cell phones, iPad and headsets of any kind are not to be used during school hours.

The school reserves the right to expel students in extreme cases, or when students or parents/legal guardians have already received warnings about the banned items. Sanctions under the student behavior/detention policy may be applied to any student found in possession of any banned item or any item that the school deems to be unsuitable and dangerous.

11) Dealing with Problems/Complaints

The Parent/Legal Guardian understands and agrees that:

- a) If they are not happy with an aspect of school service, they must let the school headmistress know so that they have the opportunity to investigate and rectify the situation.
- b) If the student has a problem, she/he shall speak to the school student welfare office straightaway for her/him to deal with the problem. The school will nominate a representative to investigate the matter. Every reasonable complaint received by the school will receive fair and proper consideration and a timely response.

12) General

- a) The school undertakes to provide fully qualified teachers who are university graduates as per the approval of selection by the School Education Department, Government of the Punjab with specific subject knowledge and adequate teaching experience.
- b) The school reserves the right to change teachers at any time during the academic year if the quality of teaching is not meeting the mark, which may affect the academic success of the students. In such situations, the school undertakes immediate measures to substitute competent teachers to complete the syllabus of the curriculum without disrupting the annual learning outcomes of the students.
- c) The school undertakes to provide a physical and cultural environment which is supportive of the students and the program of education. Learning will take place in an appropriate and secure environment. The school reserves the right to move classes between rooms and premises as appropriate.
- d) The school undertakes to put all efforts to choose the best course book materials and curriculum to the recommendations provided by the School Education Department, Government of the Punjab. The school reserves the right to cancel or alter a course book

before an academic year begins if the course book does not deliver the learning objectives of the students as per the stages of development.

- e) Students may occasionally be included in promotional material – photos for school brochures, school website, social media, DVDs or other such advertising materials. By agreeing to these Terms and Conditions, parents are Opting into students' images/videos being used by ARSS for marketing purposes.
- f) If you prefer not to have your child's image used, please contact us via email: info@arschoolsystem.edu.pk
- g) The full cost of repairing any damage caused by the student to school property or equipment, or the personal property of another student, will be charged to the parent/legal guardian.

13) Liability and Disclaimer

- a) The parent/legal guardian acknowledges that the activities run by the school involve an element of high-risk or adventure activity including contact and non-contact sports, activities in the science lab, etc. and the parent/legal guardian consent to the student taking part in such activities, without holding the school or anyone associated with the school liable for any harm coming to the student if such a situation arises.
- b) The parent/legal guardian acknowledges that while the school will provide appropriate supervision, the risk of injury cannot be eliminated.
- c) All organized sports, activities, clubs, events, trips and excursions have been risk-assessed by school staff and are considered to meet Health & Safety requirements. The school does not accept responsibility and is indemnified against any claims for accidents or sports injuries, in cases where its staff are unintentionally negligent.
- d) If the parent does not wish the student to partake in any particular activity, they must inform the school in writing at the time of admission, and//or inform us via email: info@arschoolsystem.edu.pk
- e) The school can take any fair and reasonable action it considers appropriate should a situation arise which is not covered by these Terms and Conditions.

14) Force Majeure

- a) ARSS is not liable for failure to perform its obligations if such failure is a result of Acts of God (inducing fire, flood, earthquake, storm, hurricane, infectious diseases or pandemic or other natural disasters that are beyond the reasonable control of the parties), war invasion, an act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, internet, or telephone services, etc.
- b) In the event of an outbreak of an infectious disease, all students and or parents/legal guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.

15) Refunds/Waivers/Discounts of any form will not be made in all the above circumstances even when the student(s) fails to attend the school for any reason whatsoever.

16) Final Provisions

- a) The relationship between Al-Rehman School System, ARSS Students' parent/legal guardian and or ARSS Student her/himself is governed by the Law of Pakistan. The sole place of jurisdiction for all disputes arising directly or indirectly from this relationship shall be Pakistan.
- b) The Parent/Legal Guardians' and the ARSS Student's data will be stored by the School Administration with due regard to the legal requirements for data protection. Exact data on the Parent/Legal Guardians' and the ARSS Student's names, titles, address(s), email address(s), telephone number(s) and bank account details are essential to enable completion of this working relationship. The Parent/Legal Guardian hereby consent to the use of the foregoing data by the School Administration. Attention is drawn to the relevant legal requirements for data protection.
- c) Should any provision contained in this working relationship prove or subsequently become either partially or invalid, this shall not affect the validity of the remaining provisions. New provisions corresponding as closely as possible in legal and financial terms to the wishes of the parties as expressed in these standard terms and conditions as well as in any other manner and/or written understandings shall be provided to replace any invalid provisions or remedy any omissions.
- d) The school website describe the broad principles on which the school is operated and indicate its history and ethos. Although believed correct at the time of publication, the website is not part of any agreement between the parent/legal guardian and the school. If the parent/legal guardian wishes to place specific reliance on a matter contained on the website, or on a statement made by a member of staff; they should seek written confirmation of that matter from the school headmistress.
- e) Only the school and the parent/legal guardian are parties to this understanding. Neither the student nor any third party is a party to this understanding and shall not have any rights to enforce any term of it.
- f) All amendments to contracts are only valid in written form. Verbal agreements waiving the written requirements are considered null and void.
- g) The parents/legal guardians hereby mutually authorize each other to receive all declarations and communications in connection with this contract.
- h) These terms and conditions supersede any previously in force and will be construed as a whole. Headings, unless required to make sense of the immediate context, are for ease of reading only and are not otherwise part of the terms and conditions.