

Rules Terms & Policies





BASIC RULES



1. My Freedom reaches until your boundaries.



2. We do not judge each other.



3. We treat ourselves, each other and our environment with respect.



4. We clean up what we use. "sorted"



5. We use all our supplies only for their purposes.



6. We are all equal.



7. We are approachable on our behavior.

We all make mistakes and we learn from them.

But in being part of a community, one of the most important traits to have is being approachable about your own behavior, being able to acknowledge the fact that you didn't follow the rules and be willing and open to talk about it, learn from it and find solutions together.

Not following this rule;

(We always try to solve big conflicts on a later moment when everyone is calm) is a reason for us to suspend your stay with us. Because in a community, it's very important to be able to solve all conflicts and find solutions, growth and lessons in them.

Extra rules

Telephones

To preserve the sanctity of our Madrasa, phone use is prohibited during hub times and in community areas. Please use phones in your accommodation outside of hub times or in designated parent working spaces.

Food

It is prohibited to consume any food or drinks (other than water) purchased outside of our hub in our community areas or during any of our activities.

Since families have varying rules regarding candy and unhealthy foods, we kindly request that you enjoy these treats only in your own accommodation.

Noise

To ensure all guests, especially young children, can rest, we ask everyone to keep noise levels down before 9 AM and after 8 PM on weekdays, and after 11 PM on Fridays and Saturdays. Please contact Jenna if you hear any noise during these times.

Swimming

Swimming during hub hours requires facilitator's permission and supervision.

- Additional pool rules are posted in the pool area.

Respect local standards, Dress Code for Pool Access:

- Women should wear a bathing suit with shorts or a scarf/skirt in garden pools.
- Men should avoid overly tight or excessively short swimming trunks. Alternative swimmingpool options are available nearby.

Certificates

All children registered to join our hub are under the care of our facilitators from the moment you leave them with us until you pick them up. If you would like your child to access any of our areas or zones without supervision, please complete and sign our certificate form.

We will have a signing session on the first day of the hub following your arrival.

Alcohol & drugs

In our view and based on our life experiences, we recognize that the consumption of alcohol and hard drugs poses significant risks that can negatively impact the entire community. For this reason, we strictly prohibit any use of alcohol and hard drugs throughout our complex, 24/7!

Clothing

We kindly ask everyone to be dressed in our public areas.

Responsibility

We are not responsible for your children's care in these situations:

- If your child isn't ready for independence.
- During activities outside our hub with a parent present.
- Outside of hub hours (Monday to Friday, 09:30-12:00 and 14:30-17:00). Families must supervise their children after hub hours.

Smoking

Smoking is permitted only on private balconies, terraces, or outside the hub complex.

Terms & policies

Complaints/concerns /ideas/suggestions

We genuinely take your problems, complaints, and concerns to heart. If you encounter any personal issues, please feel free to reach out to Jenna, who will do her utmost to address the situation and, if necessary, bring it up in the parent circles. Alternatively, you can directly voice your concerns in the parent circle yourself. Every adult is encouraged to share, discuss, and evaluate each other's ideas and suggestions during these meetings.

To resolve conflicts and make community decisions involving our children, staff, and parent circles, we use the consent method. If you require further information, don't hesitate to ask Jenna.

Injuries/losses

We strive to create an environment that, although not completely risk free, since accidents can happen anywhere. Emphasizes the importance of educating children on how to identify and manage risks responsibly. One of the ways we approach this is through our certification programs. Please note that we cannot accept responsibility for any injuries or losses incurred by your family members while they are with us. It is essential that you maintain your own insurance coverage and watch over your own belongings.

Booking process

Once you confirm your stay, you'll get an email requesting a 50% deposit and completion of our registration form. Your reservation is confirmed upon receipt, and you'll receive a confirmation email.

Payments/Refunds

All payments received are non-refundable.

The remaining balance is due on your arrival day, which can be paid by card or in cash. On the first Friday following your arrival, both parties will decide whether to commit to the full duration of the booking.

If either party chooses not to proceed, you will receive the remainder of your payment, minus the cost of one week's stay, provided your family departs from our complex within two days.

This policy ensures that both parties have a fair opportunity to experience one another fully, allowing you to feel completely comfortable before committing to the entire booking length. During this initial week, we guarantee that you will have a chance to understand our operations, rules, and communication styles. You will also get to experience the community, evaluate our accommodation quality, and meet our entire staff.

By paying the remaining balance of your booking, you are confirming your commitment to stay with us and agreeing to all our offerings, as well as our philosophy of unity. We believe in addressing challenges as opportunities for growth, supporting one another including the Madrasa Dunya family and learning from our shared experiences in a community. Please note that once you confirm your full payment, it becomes non-refundable. We reserve the right to cancel a session if we do not receive enough bookings. In that case, your down-payment will be fully refunded.

We also reserve the right to cancel or adjust parts of a running session in case of unforeseen circumstances, health issues, or other matters beyond our control