

Disclaimer, Limitations and Terms

Maroof Institute is a Muslim educational and charitable organisation established to serve humanity. We seek to provide educational, charitable, welfare, family and community services, and/or support wherever our resources and circumstances permit. This provision extends to whichever of the advertised projects, and our aims and objectives, and to whoever falls within that remit, where reasonably possible.

As a small organisation operating with limited financial resources, personnel, volunteers and infrastructure, the following terms are intended to explain the nature and limitations of our services and activities. Without funding and a physical centre, our scope of activity is limited.

1. General Limitation of Services

Maroof Institute is unfortunately unable to assist everyone who contacts us seeking help, support, financial assistance, education or other services. Requests are considered according to our charitable objectives, available resources, capacity, safeguarding considerations and the circumstances of each case.

Contacting Maroof Institute, submitting an application or making a request for assistance does not create an entitlement to receive assistance, funding, admission, accommodation, employment, volunteering opportunities or any other service.

2. Educational Services and Learning Outcomes

Maroof Institute may provide classes, courses, workshops, tutoring, skills training and other educational activities. These are provided to the extent that suitable teachers, tutors, facilities, funding and other resources are available.

Maroof Institute does not guarantee that any student will achieve a particular grade, qualification, examination result, pass a test or complete a course successfully. Educational outcomes depend on a number of factors, including the individual's attendance, participation, understanding, effort, homework, revision and independent study.

Students are responsible for completing homework, revision and other required work regularly and within the stated timeframes. Where learning takes place at home, students and their parents or guardians should, where reasonably possible, provide an environment that is conducive to learning.

Similarly, participation in skills training does not guarantee employment, income, certification, professional competence or any particular future outcome.

3. Availability and Changes to Classes and Services

Classes, courses, workshops and other activities are provided on an **availability basis**. We cannot guarantee that every advertised activity will always take place exactly as scheduled or that every teacher, tutor, volunteer or member of staff will be present or arrive punctually.

Circumstances outside our reasonable control may affect the delivery of activities, including illness, poor health, weather conditions, transportation difficulties, power or internet interruptions, venue problems, emergencies and other operational circumstances.

Maroof Institute reserves the right to postpone, cancel, reschedule, modify or discontinue an activity where circumstances reasonably require this.

4. Volunteers and Representatives

Maroof Institute relies significantly on volunteers. Volunteers may assist the organisation on an occasional, temporary or ad hoc basis, while others may be called upon regularly.

Volunteers are **not employed members of staff merely by virtue of volunteering** and do not necessarily hold a permanent, full-time or daily role within Maroof Institute.

Volunteers are expected to act responsibly and in accordance with the policies and standards applicable to their role.

Except where expressly authorised or clearly identified as acting in an official capacity, the personal opinions, statements, promises, representations or conduct of a volunteer should not automatically be understood as representing the official position of Maroof Institute.

Maroof Institute will take reasonable steps to address concerns regarding volunteer conduct. Nothing in this section limits our safeguarding responsibilities or our duty to respond appropriately to suspected unlawful or harmful conduct.

5. Safeguarding

Maroof Institute is committed to safeguarding children, young people, vulnerable adults, volunteers, staff, students and members of the public.

Safeguarding does not necessarily mean treating everyone in exactly the same way. Effective safeguarding requires a proportionate and individualised approach that recognises different personal circumstances, vulnerabilities, cultural contexts, risks and needs. We therefore do not apply a rigid one-size-fits-all approach where doing so would fail to protect an individual appropriately.

Our safeguarding policies and procedures should be read alongside these terms.

Further information is contained in our **Safeguarding Policy**. See forms section of the website.

6. Website Information

The information published on the Maroof Institute website is provided primarily for general information and awareness purposes.

Although we make reasonable efforts to ensure that information is accurate, useful and current, we do not guarantee that all information, dates, times, contact details, announcements, course information, event details or other website content will always be complete, accurate or up to date. Information may change without notice. Users should contact Maroof Institute where confirmation of important information is required.

7. Website Availability and External Links

We aim to keep the Maroof Institute website available and functional, but we cannot guarantee uninterrupted access.

The website may occasionally be unavailable or certain pages, forms, documents, links or features may fail to operate because of hosting problems, maintenance, technical faults, backend errors, changes to URLs, internet connectivity or other circumstances outside our reasonable control.

Our website may contain links to external websites or resources operated by third parties. These links are provided for convenience or informational purposes. We do not necessarily endorse, control or accept responsibility for the content, availability, security, privacy practices or services of external websites.

8. Donations, Funds and Resources

Funds, donations, goods and other resources provided to or collected by Maroof Institute are intended to support the charitable aims, objectives, projects and activities of the Institute.

Once funds have been received and accepted, they become the property of Maroof Institute and will be allocated in accordance with our charitable objectives and applicable policies.

Where a donor has indicated a particular project or purpose, we will seek to use the donation for that purpose where reasonably possible, or to another appropriate charitable purpose.

Further information is contained in our **Refund Policy**. See forms section of the website.

9. Administrative and Operational Costs

Donations and other resources are used to support the charitable work and activities of Maroof Institute. Funds may be used for the wider costs associated with delivering and supporting a particular project, including administration, transportation, equipment, and maintenance.

Reasonable administrative and operational costs may be incurred in delivering our work. These may also include communications, website and hosting costs, equipment, utilities, venue costs, professional services, safety checks and the engagement of qualified tradespeople, technicians or other professionals where required.

Such expenditure may be necessary to ensure that our activities, premises, equipment, website and operations can function safely and effectively, to provide support services.

10. No Guarantee of Outcomes

Participation in any Maroof Institute programme, course, activity, training session, charitable project or community initiative does not guarantee a particular personal, educational, financial, professional, organisational or social outcome.

We aim to provide services responsibly and to the best of our available ability and resources, but outcomes may depend on circumstances beyond our control, including individual circumstances, participation, third-party services, availability of resources and wider environmental or economic conditions.

11. Religious and Cultural Understanding

Maroof Institute is a **Muslim educational and charitable organisation** that engages with and seeks to assist people regardless of whether they are Muslim or non-Muslim, and regardless of their particular beliefs, backgrounds or understandings.

Our members, volunteers, staff and participants may hold different views concerning matters of belief, interpretation and practice. Individuals, and donors are not required to agree with every understanding, interpretation or practice held by members of the organisation.

12. Limitation of Liability

To the extent permitted by applicable law, Maroof Institute shall not be responsible for loss, damage, inconvenience, interruption or expense arising from circumstances outside its reasonable control, or from a person's reliance upon information that has subsequently changed, become outdated or contained an error.

We shall not be liable for indirect, incidental or consequential loss arising from the use of our website, participation in an activity or inability to access a service, except where liability cannot lawfully be excluded or limited.

Nothing in these terms is intended to exclude or limit liability for matters which cannot legally be excluded or limited, including liability arising from fraud, deliberate wrongdoing or applicable safeguarding and legal obligations.

13. Personal Responsibility

Individuals using our services, participating in activities or relying upon information provided by Maroof Institute should exercise reasonable judgement and take responsibility for decisions made in light of their own circumstances.

Where a matter requires professional medical, legal, financial, educational or other specialist advice, information provided by Maroof Institute should not be treated as a substitute for advice from an appropriately qualified professional.

14. Indemnity

To the extent permitted by applicable law, individuals and organisations participating in Maroof Institute activities agree to act responsibly and not knowingly cause loss or damage to Maroof Institute, its property, representatives, volunteers or other participants.

Where permitted by law, a person may be responsible for losses, costs or claims arising directly from their unlawful, negligent, fraudulent or deliberately harmful actions.

Nothing in this section is intended to transfer responsibility for matters that legally remain the responsibility of Maroof Institute or to exclude any legal protection that cannot lawfully be excluded.

15. Acceptance of These Terms

By using the Maroof Institute website, registering for a course or activity, volunteering, participating in our programmes or otherwise engaging with the Institute, you acknowledge that you have had the opportunity to read and understand these general limitations and terms.

These provisions should be read together with our **Privacy Policy, Safeguarding Policy, Refund Policy, and other applicable policies and terms.**

Maroof Institute reserves the right to review and update these provisions from time to time. The latest version published on our website shall replace previous versions.

Last Updated: 28th September 2026.