

Frequently Asked Questions (FAQs) – Student Book Purchases

Purchasing Books

Are textbook fees included in the tuition fees?

No, textbook fees are separate from tuition fees and are charged according to the approved fees for each grade level or educational program.

Can textbooks be collected before paying the book fees?

No. Textbook fees must be paid in full before the books can be collected, or any associated educational content can be activated.

Are textbooks delivered all at once?

Textbooks are distributed according to the school's procedures and may be provided either in a single delivery or in stages, depending on the availability of educational materials.

Do textbook fees include school supplies?

No. Textbook fees do not include stationery, school supplies, or any other additional services unless explicitly stated otherwise.

Can textbooks be returned after they have been collected?

No. Textbooks cannot be returned or exchanged after collection, except in cases where there is a defect or an error in the supplied copy.

1. Can I purchase books separately, or are they sold as a package?

Books are sold as a complete package. Individual books are not available for separate purchase as part of the standard book order.

2. Where can I find the book prices?

Book prices are available on the school's website.

3. Is purchasing the schoolbook package mandatory?

No. Parents may purchase the required books from another supplier. However, if you choose not to purchase the school package, you are responsible for obtaining **all** required books and materials, including any required digital resources, before the start of the school year.

4. Can I buy some books from the school and others from another supplier?

No. The school does not offer partial book packages. If you choose not to purchase the complete package from the school, you will need to obtain the entire set of required books independently.

5. Is there a deadline to purchase books from the school?

Yes. The school will share the dates for purchase with you. Purchasing before the published deadline helps ensure your child receives their books before the first day of school.

6. Will books still be available after school starts?

The school will make every effort to maintain stock; however, availability cannot be guaranteed after the ordering deadline.

7. What if my child enrolls after the school year has started?

The school will assist new families in obtaining the required books, subject to availability.

Digital Resources

8. Are digital books included?

Where applicable, digital resources are included with the school book package.

9. Do all books include digital access?

Not all books include digital access. Where a publisher provides a digital resource, access is included only with eligible book packages purchased through the school.

10. Can I access the digital books if I purchase the printed books elsewhere?

No. Digital resources available through PowerSchool are provided only to students who purchase the complete book package through the school.

11. Can I transfer a digital license to another student or sibling?

No. Digital licenses are issued by publishers and are generally assigned to an individual student. They cannot be transferred or reused.

Book Editions & Replacement Books

12. Why do I need the exact edition of a book?

Teachers plan instruction, assignments, and assessments using specific editions. Different editions may contain different content, page numbers, and exercises.

13. Can siblings hand books down to one another?

Yes. Books may be reused by siblings provided they are the same edition and version required for the current academic year and remain in good, usable condition.

14. What happens if my child loses or damages a book?

If the original book package was purchased through the school, we will make every effort to help you obtain a replacement copy, subject to availability.

15. How can I find the price of a replacement book?

Please contact the Finance Office, and they will provide you with the replacement cost.

Payments

16. How do I pay for my child's books?

Payment can be made by:

- Bank transfer
- POS Devices - Mada card only.
- Digital canales: may include any other available payment options activated by the school.
- Cash and Cheques are not accepted.

Please note that bank transfers may take up to **24 hours** to appear in the school's financial system.

17. Can I pay for books separately from tuition fees?

Yes. Book fees are separate from tuition fees and are paid independently.

18. Can book purchases be refunded or exchanged?

Refunds, returns, and exchanges are subject to the school's Book Purchase Policy. Books that have been used or digital licenses that have been activated are not eligible for a refund or exchange. Please contact the Finance Office for any further assistance.

Delivery & Collection

19. When will my child receive the books?

Books will be distributed before or at the beginning of the academic year once payment has been received and confirmed.

20. How will I know when the books are ready?

The school will notify parents when books are available for collection or distribution.

21. Can someone else collect the books on my behalf?

Yes. A parent may authorize another person to collect the books, provided the school receives prior authorization and the individual presents valid identification.

General Information

22. What happens if the curriculum changes after I purchase books elsewhere?

The school publishes the required book list before the academic year. Parents who purchase books independently are responsible for ensuring they have the correct editions and materials required for their child's classes.

23. Who should I contact if I have questions about book purchases?

For questions regarding book orders, payments, pricing, replacement books, or digital resources, please contact the Finance Office.

24. Why does the school offer a book package?

The school book package is designed to ensure every student has the correct editions, required digital resources (where applicable), and curriculum materials from the first day of school. Purchasing through the school also allows us to support families with replacement books when possible and helps ensure compatibility with classroom instruction.

25. Who are the publishers of these books?

Our new publishing partners include **Cambridge** for the National Curriculum, **National Geographic** for the American and AP curricula, and **Ruwad Al-Hayah** for the British Curriculum, in addition to a number of other approved educational publishers.