



## ENGLISH LANGUAGE ACADEMY (ELA)

### TERMS & CONDITIONS

#### GENERAL INFORMATION

**COURSES:** Classes are run between Mondays & Fridays. The school is closed on public holidays; any sessions missed on these days will be made up for on other days of the week. Due to varying travel schedules, alternative arrangements can be made. Students' level of proficiency is established through a written assessment test and an informal oral test on the first day of school. Tests can be sent for (and are also available on our website) and completed before the commencement of the course. All students who attend a minimum of 80% of the course are entitled to a Certificate of Attendance. Each session is of 45 minutes.

**SPECIAL & EXAMINATION COURSES:** For students opting to take specialised courses in specific areas (e.g. English for Medical or Legal purposes, Banking and Accounting, Cambridge First Certificate, etc) at least 1 week advance notice is required to arrange availability of adequate lecturers. Students may bring their own textbooks and material for these specialised courses. Kindly note that no examination registration fees are included in our prices and students intending to register for any examination should do so as early as possible. We can assist with the registration at no extra charge.

**INDIVIDUAL TUITION or ESP COURSES:** Classes need not be held in the classroom. Alternative arrangements can be made through our administrative office.

**COURSE MATERIAL & REGISTRATION FEE:** The school provides basic course material at a nominal charge of €20.00. It is expected for a student to move up a level after four weeks of classes. In this case, a new book for this level would have to be purchased for the price of €10.00 per book. Course Registration Fee of €20.00 applies.

**TRANSFER RATE:** Transfer from Malta International Airport to Accommodation, return €40.00 maximum 2. For only one way transfer € 23.00 maximum 2 persons. Flight details are to be received at least 7 days prior to arrival of the student. In case of any last minute changes (less than 24 hours before the flight) please inform us immediately by calling on our 24 hour emergency number +356 7997 0450. Kindly note that failure to do so would mean forfeiting your transfer and student would need to pay for an additional taxi at €23.00.

**ACCOMMODATION:** All accommodation is located within walking distance of the school or on the main bus route.

**ACTIVITIES:** English Language Academy offers a full programme of activities as well as guided sightseeing tours.

**ORGANISED GROUPS:** Special rates and arrangements available for organised groups of students travelling together.

**LONGER DURATION:** Students who book courses of 3 weeks and over, qualify for special rates.

**LOSS OF PROPERTY:** English Language Academy will not be held responsible for loss or theft of any student's property from the school or accommodation or any other location. Student's property is the sole responsibility of the student at all times.



## BOOKING CONDITIONS

Reservation Procedure: A €60.00 non-refundable deposit on the course and a 50% deposit on the total amount of the accommodation if applicable. This) should reach ELA at least 2 weeks before the commencement of the course. Balance to be paid on arrival. In the case of late bookings an immediate deposit has to be paid.

In the case of the below-mentioned hotels, we would also require the rest of the amount 3 working days before arrival:

Bayview Hotel & Apartments;  
Sliema Chalet;  
Europa Hotel;  
Sliema Marina;  
St. Julian's Bay Hotel;  
Carlton Hotel.

### Accommodation cancellation fees:

For cancellations received in writing more than 14 working days before arrival there is no cancellation fee.

If accommodation is cancelled less than 15 working days in advance or after arrival, an accommodation cancellation fee may apply. The fee will depend on the contract we have with each individual accommodation provider.

### Accommodation changes:

A €20.00 processing fee, in addition to any cancellation fees, may apply. The fee will depend on the contract we have with each individual accommodation provider.

Should a student have any complaints about any aspect of their language stay, this has to be reported IMMEDIATELY to the ELA department concerned. This is mostly done to ensure overall satisfaction of the client. As such complaints received once the course is finished will not be considered.

Payment: One can pay us directly by credit card or through a bank. Personal cheques are not accepted. Please allow 10 days for bank transfer. Bank charges (if any) must be paid by the student on arrival. Details for payment through the bank:

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