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Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

# TERMS & CONDITIONS 2016/17

INTERNATIONAL HOUSE Malta-Gozo

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## General

### General Information

Services for adult students are charged in Euros (€) per person per week for courses and per person per night for accommodation. The Young Learners all-inclusive programme is charged on a per person per night basis.

Leisure or cultural activities may be booked and paid for separately at the school Reception.

Transfers from the airport (inbound) are optional and charged at €25 per student for trips to our adult school in Swieqi and €35 for trips to our annexe at the Paradise Bay Resort Hotel / the Cirkewwa sea terminal. Taxi services in Gozo are not included. If more than one student (up to a group of three) book an airport transfer when travelling on the same flight, the cost of the transfer will be shared.

Transfers to the airport are also optional and charged at €20 from Swieqi and at €35 from the Paradise Bay Resort Hotel. The same conditions apply when there is more than one student sharing the taxi.

Group rates are available on request.

Travel insurance can be purchased at €20 for up to three weeks' stay, and €7 for every additional week thereafter. Travel insurance is complimentary in the Young Learners' Package.

Seasons are defined as below;

<b>LOW SEASON</b>	Jan, Feb & Mar; Nov - Dec
<b>MID SEASON</b>	April - May & Sep - Oct
<b>HIGH SEASON</b>	June, July & Aug

Both course and accommodation costs vary depending on the season.

When seasons overlap the booking will be charged according to the weekly rate of the respective season.

There may be some changes to prices that occur due to circumstances beyond our control. In this situation, the most up-to-date prices and Terms & Conditions that appear on our website shall apply.

## Enrolment Procedure

### Booking Enquiries

Booking enquiries and requests for quotes can be made directly with the school. All enquiries are usually answered within one working day.

### Booking Confirmation

A booking is deemed to be confirmed when an invoice is issued by the school. Invoices are issued only after an enrolment / personal details form is completed. Accommodation can only be confirmed at this stage.

### Payment

In the absence of special arrangements, individual bookings are required to be paid in full no less than fourteen days prior to arrival. If payment or proof of payment is not received within this time period the booking will be deemed to have been cancelled.

Payment arrangements for group bookings are made at the time of booking. It is the usual practice to ask for a deposit to secure the booking, particularly when accommodation is also included.

### Payment types accepted

Payment can be made by direct bank transfer:

**Account Name** Business Language Connection Ltd  
(operators of International House Malta-Gozo)

**Bank Address** Bank of Valletta PLC, Preluna Branch, Sliema Malta

**SWIFT** VALLMTMT

**IBAN** MT23 VALL 2201 3000 0000 4001 0251 236

Payment by credit / debit card is also accepted and an electronic invoice will be sent upon request.

Cash payments made at Reception are also accepted.

### First day at school

Students are requested to present identification at Reception where a student card will be issued.

## **Minors**

Children between the ages of nine and sixteen will be accommodated at the Young Learners Summer Programme which runs at our annexe within the Paradise Bay Resort Hotel. The programme dates are between June and September and supervision is provided on a 24/7 basis.

In exceptional circumstances 17-year-old students may be accepted both at the adult school or at the Young Learners Summer Programme.

Younger students may also be accepted on a one-to-one basis or in closed groups of five or more at our adult school

In all instances a Parental Consent Form needs to be completed and in the case of parents requesting their children attend our adult school, bookings will only be accepted if the children will be living with relatives or accommodated with host families.

## **Students with Special Needs**

Students suffering from any medical condition or disability are obliged to inform the school upon registration, providing all the relevant details and information.

## **Flight Details**

It is more practical for students that book accommodation with a host family or at the school Residence to book an airport transfer with the school.

Flight arrival details including flight number, time, date and airport of origin are to be sent to the school no less than seven days prior to arrival.

Whilst airport transfer fees allow for up to a maximum of one-hour waiting time, abnormal delays require students to take an airport taxi upon arrival. In this case, the student should advise the school on the emergency number +356 99 790 890 and for any additional help that is required. If there is a problem regarding transfers due to company error, such cases will be refunded.

The school cannot be held responsible if flight details are not sent on time or are incorrect.

## **Visas**

Depending on the country of residence some students may require a visa to enter Malta which is within the Schengen area and subject to very strict rules.

Student visa invitation letters can only be issued after full payment of our invoice[s] is received. Any out-of-pocket expenses, e.g. courier charges also need to be paid in advance.

For the latest information about visa applications please visit the website of the [Maltese Ministry for Foreign Affairs](#).

The school shall do what is required to support all **bona fide** students in their endeavour to obtain study visas. However, it cannot be held responsible for the decisions taken by embassies or immigration authorities regarding entry visas or visa extensions.

If the enrolment start date is postponed due to delays in the visa application process, the school may not be able to offer the same original accommodation allocation.

If a visa is refused for any reason a refund of the fees received, less a €50 administrative fee, will only be effected to the originator of the funds transfer.

## Courses

### General Information

Courses should preferably be joined on a Monday.

Each lesson is of 45 minutes' duration.

The Administrative Fee covers all the expenses of the booking process including a welcome pack, a student card, an orientation meeting, a placement test, progress tests throughout the course, course materials, a local SIM card, end-of-course certificate & e-Learning materials (course book and/or e-book are not included).

The school is open all-year round except on Good Friday and Christmas Day when this falls on a weekday. Lessons are held from Mondays to Fridays unless by special arrangement.

The coffee break is between 10:30 and 11:00 and the lunch break is between 12:30 and 13:00. Lesson times may vary in exceptional circumstances.

Levels for group courses range from Beginners to Advanced.

Supplementary lessons are available on request.

At the adult school the maximum number of students in a class will never exceed twelve people whilst the average number is between six and eight.

The maximum number of students in class at our Young Learners Summer Programme will never exceed fifteen whilst the average is between ten and twelve.

All classrooms are air-conditioned.

Mineral water, tea and coffee, unlimited Wi-Fi and use of library material is all free.

### First Day of School

The first day at school is Monday for students arriving at the weekend, and the day after arrival for students arriving mid-week.

Students need to be at the school by 08:15 a.m. on their first day. The school offers a free pick-up from the students' accommodation within the St Julian's area on the first day.

### **Placement Test**

At 09:00 students will take a placement test to assess their level of English and at 11:00 new students will be placed in a class that corresponds to their level as determined by the placement test. Students who have taken the online test can join their class at 09:00.

Courses in General English are offered at all levels. If students feel that they have been placed in a class not conducive to their level they are encouraged to take the matter to the Director of Studies.

### **Welcome Meeting**

On Mondays, at 8:30, a welcome meeting is organised for the new students. Here they will be given details about the facilities available at the school, the leisure programme and customer care information. Students will also be given tips and advice to help them make the most of their stay.

### **Attendance**

Students are expected to be punctual and latecomers will not be allowed to enter the class if more than ten minutes late.

Students on a study visa are required to attend school regularly and absences, unless for valid reasons, will be reported to the authorities. In these situations, students will need to communicate with the school on a daily basis whilst absent.

### **Course Certificate**

At the end of their course, students will be awarded an INTERNATIONAL HOUSE Malta-Gozo course certificate.

Regular absenteeism will be reflected in the end-of-course certificate of attendance.

### **Language Level Changes**

Students who wish to change their language level need to advise their class teacher who will discuss the matter with the Director of Studies. If the request is approved, the student will then be asked to take a test before being moved to the next level.

### **Course Times and Location**

Courses may be held in the morning or in the afternoon according to circumstances. The school reserves the right to place students in any course schedule and to change the timetable as and when necessary. The school may also use classrooms at an alternative property of a similar standard in extreme cases.

### **Reduction in Lessons**

In the event that the number of students booked for a group course falls below two students, tuition on a one-to-one basis will be offered 60% of the course hours. Normal lesson times will be resumed as soon as one other student joins the course.

### **Course Change**

Students who decide to change their course need to advise the Director of Studies. In the case of upgrades, such as to a different course type, extra charges will apply.

Refunds will not be given to students changing to a course of a lower value, however, the school reserves the right to change any part of the package to another of similar or better standard where circumstances such changes - in these instances no charges will apply.

### **Shortening / Curtailment of Course**

Students who wish to shorten their stay / booking will not be entitled to a refund. Whilst missed lessons can be made up in the preceding weeks prior to the student's departure or a credit note issued, no alternative arrangements or refunds can be made for unutilised accommodation.

### **Taking a holiday**

Long-term students are at liberty to take a two-week holiday for every 12 weeks booked. Students are to notify the Director of Studies and / or the school reception staff no less than two weeks before they plan to take a holiday. Holidays can only be taken in whole weeks (Monday to Friday). If the revised enrolment overlaps into the high season, the difference in seasonal course charges will apply. Unutilised accommodation and courses are non-transferable and no refunds will be given.

### **Exam Information**

Exam fees are not included in any of the course fees. Students who wish to take an exam must produce a passport as a valid proof of identification - identity cards are not accepted.

The school is not an exam centre and students will not be able to take the exam at the school. While the school will assist students in filling out the forms to apply for an exam, it is entirely the student's own responsibility to register for the chosen examination.

### **Online courses**

Each lesson is 45 minutes and a minimum of five classes must be booked. Group classes are subject to availability. Times and days depend on teacher availability.

No refund can be made to students once the course has commenced and no transfer of courses in whole or in part can be made to any third party.

Cancellation and waiting time – classes cancelled up to 24 hours before the agreed start time may be rescheduled at the teacher's discretion. Classes cancelled with less than 24 hours' notice will forfeit the lesson. The teacher will wait for the student for no longer than 15 minutes from the agreed starting time.

Minimum student age is 18 years old.

Students will not film, reproduce or distribute class material in any way without International House Malta-Gozo's express permission. Students will not post or transmit any viruses or content that may be deemed offensive or inappropriate to other students.

## Accommodation

### Check-In

Check-in times vary depending on the type of accommodation chosen by the students, but are never later than 15:00. If students arrive early in the morning and prefer to have immediate access to their room, the school recommends that the accommodation is reserved from the night before to guarantee immediate access.

### Check-Out

Check-out on the day of departure can be as early as 11:00 and varies depending on the chosen accommodation. If a student departs late in the afternoon or at nighttime and they prefer access to their room until time of departure from the accommodation, the school recommends that the accommodation is reserved for an extra night.

### Damages

At the start of their stay, the school collects €50 from every student as a 'damage deposit'. Apart from actual damage that will be charged at cost the school may also impose a fine on students where disruption to third parties is reported.

Loss of keys will result in a fee for replacement of not less than €10 per key.

### Change of Accommodation

If a student decides to change from one type of accommodation to another, an extra administrative charge of €25 may apply. If a student changes to accommodation of a better-quality, the student will also be charged the difference in price but there will be no refund if a student changes to accommodation of a lower category.

### Inspection of Accommodation

Students may not fix posters, photos, postcards, to walls of any accommodation they may be using. A fee of not less than €100 will be charged if the plaster is damaged and the room[s] need to be repainted. Students will be held responsible for items missing, as well as any damage done to the building, fixtures and fittings – including Wi-Fi equipment. It is in the interest of the students sharing accommodation to report any damage caused immediately.

### Extra Nights

Students may stay for extra nights only if it is possible to accommodate. Extra nights will be charged on a pro-rata basis based on the charge for one week of accommodation. Five extra nights will be charged for a whole week.

### Sharing accommodation

Students travelling with a partner (who is not a student as well) can book a sharing room if it is available at the time.

**Parties**

There can be no music played after 11p.m. and no unauthorised parties are allowed in any of the school's properties. External guests are not allowed. Loud music, singing, shouting or any other form of disturbance is strictly forbidden.

### **Meals – Host Family Accommodation**

Students booked on bed and breakfast are entitled to continental breakfast (tea/coffee/juice, toast with butter and a choice of spreads).

Students booked on half board with host families are entitled to continental breakfast (tea/coffee/juice, toast with butter and a choice of spreads) and dinner (hot cooked meal, dessert/fruit and mineral water).

Full board is the same as half board but with the addition of a packed lunch (sandwiches, fruit and mineral water).

Students must respect the meal times established by their family. Students should inform their family about food preferences, when they are not planning to eat with the family, or if they would like to eat at a different time.

A daily fee of €10 is applied in the case of students with special dietary requirements (i.e. vegetarian, celiac, kosher, halal, etc.)

### **Meals – Hotel Accommodation**

Students can book bed & breakfast, half board and full board basis at the hotels offered by the school. Meal times and entitlement vary according to the chosen hotel.

### **Keys and Wi-Fi at Host Family Accommodation**

It is at the host family's discretion to provide house keys. If students are given a copy of the house key and it is lost, they will have to pay the full cost involved in replacing the door lock and /or the keys. The nature of the repairs is decided by the host family and the invoice will be made available to the students and is to be paid to the host family or as agreed between the two parties.

The provision of Wi-Fi is not covered in our agreement with the host families and it is at their discretion what to charge. Such fees will be explained to the student at the time of booking if applicable.

## Cancellation & Refund Policy

### Cancellation prior to arrival

If a reservation is cancelled twenty-nine days or more before the enrolment start date (first day of the booking) no cancellation fee will be charged.

In the case of a cancellation between twenty-eight and fourteen days prior to the enrolment start date, a cancellation fee equivalent to €200 or 25% of the total course fee, whichever is the highest, shall be imposed.

In case the reservation is cancelled 13 days or less prior to the enrolment start, the whole amount will be payable / forfeited.

### “No Show” or cancellation after arrival

*Reservations for 28 days or less:* If a student does not arrive on the enrolment start date, is absent during the course or leaves before the end date of the package, a cancellation fee equivalent to the price of the complete package booked will be charged.

*Reservations for 29 days or more:* If a student does not arrive on the enrolment start date, or a reservation is cancelled or shortened within the first 28 days of a student's enrolment start date, a cancellation fee equivalent to the lower amount between the price of the full package and the cost of the first eight weeks of the package booked will be charged.

If a reservation is cancelled or shortened 29 days or more after a student's enrolment start date, the student needs to advise the school in writing at least two weeks prior to the revised course/enrolment end date, otherwise a four-week cancellation fee will apply.

During the cancellation period the student is permitted to continue making use of the services paid for. Any refunds for the part of the package not utilised (if any) will be given to the student in the form of a credit note, which can be used for a course upgrade (in a group) or transferred to another student who is not enrolled at the school. The school will send an e-mail to acknowledge that a cancellation / curtailment request has been received. If the student does not receive a confirmation email from the school it means that the request has not been received.

### Refusal of Visa

If an entry visa is not granted and the school is informed eight days or more before the enrolment start date, a full refund, less a €50 administration fee, applicable bank charges and courier fees, will be effected. If the school is informed seven days or less before the enrolment start date, a cancellation fee, equivalent to the cost of one week (course, accommodation, registration fee, airport transfers, etc.) and applicable bank charges and courier fees, will be charged. In both cases, evidence of visa refusal is to be sent to the school.

Refunds will only be effected in favour of the originator of the payment.

## **School Policies**

### **Insurance**

Students are encouraged to take out comprehensive health, accident and travel insurance which covers the time from the enrolment start date until the enrolment end date (coverage for cancellations, loss and theft of baggage and personal belongings, emergency evacuation, and any other eventuality that may occur).

The school will not be held liable for any costs incurred as a result of the student having no or insufficient insurance cover. The school reserves the right to be fully reimbursed for any medical or related costs it may incur on behalf of the student who requires urgent medical attention. Unless it is legally imposed, the school will not accept any liability in the case of any accident, be it illness or injury, or loss or damage of personal effects or property.

### **Safety and Security**

Even though a number of security measures are in place to ensure that the school and accommodation are safe, personal belongings are each individual's responsibility. Students are to take care of their belongings and never leave them unattended. Students' possessions are not covered by the school's insurance policy and the directors, management or staff cannot be held responsible for the theft, loss or damage to students' valuables even if being held for safe-keeping.

### **Damages**

Students will be held liable for causing any damage to the school or accommodation, or during any service provided by the school or its sub-contractors. In the case that no single student takes responsibility for the damage done to their respective classroom/accommodation, all students involved will be held equally responsible. Students will be immediately charged for any damage done.

### **Queries, Problems and Issues**

If students have any concerns regarding courses, accommodation, or any other service provided by the school or its sub-contractors, they are to bring these concerns to the attention of any member of the management team at the school reception in person at the time of the occurrence followed by a written communication within 24 hours.

The school management shall endeavour to resolve all queries, problems or issues at the earliest, however, the above mentioned procedure needs to be followed.

No complaints and / or claims for compensation will be acknowledged by the school if queries, problems or issues are brought to the school's attention more than 24 hours after the occurrence or after the enrolment end date.

### **Expulsion**

It is expected by the school that the students will be well-behaved, motivated, polite and considerate towards the staff, families, other students and the public in general.

If, in the opinion of the management students appear likely to endanger their own health, safety or comfort, or that of the other students, or damage the property or the reputation of the school, sub-contractors or third parties, the school may terminate any service already paid for without being held liable in any manner whatsoever.

The management reserves the right to expel any student who regularly disregards school and / or accommodation policies and rules. In the event of repatriation there will be no refund and the school will have the right to reclaim any costs incurred.

### **Policies and Rules**

All students are to abide by the policies and rules of INTERNATIONAL HOUSE Malta-Gozo and by the laws governing the country. Students are expected to be aware of the school's terms, conditions, policies and rules. Ignorance of the policies and rules will not be accepted as an excuse for non-compliance.

### **Data Protection**

Students submitting their information agree that it will be stored and used by Business Language Connection Ltd operators of International House Malta-Gozo. No personal data gathered by the school will be passed on to any other organisation or third parties but will be stored and processed in accordance with the Data Protection Act of the country.

### **Force Majeure**

The management or staff cannot be held accountable for failure to comply with any of their responsibilities if this is due to circumstances beyond the school's reasonable control. No reimbursement will be offered by the school in any instance of *force majeure*.

### **Photography and Filming**

Photographs taken during a student's stay at the school may and will be used for promotional purposes. If a student does not want their photo to appear in any of the materials published by the school, they need to inform the school in writing. The photos taken of the students have no commercial or contractual value. The same applies to video footage that may be taken during a student's stay.

### **Supervision**

The school does not provide supervision to students who book at the adults' school regardless of their age. Twenty-four hour supervision is offered to all students participating in the Young Learners Summer Programme only.