

TERMS & CONDITIONS 2012

INTERNATIONAL HOUSE Malta-Gozo

INDEX

General – PAGE 2

Enrolment Procedure – PAGES 3-4

Courses – PAGES 5-7

Accommodation – PAGES 8-9

Cancellation & Refund Policy – PAGE 10

School Policies – PAGES 11-12

Contact details – PAGE 12

General

General Information

Services are charged in Euro (€) per person per week; for all students

Charges do not include leisure or cultural activities; these can be booked and paid for at IH Malta-Gozo.

Airport transfers are optional and charged at €25 per student each way in Malta and €50 in Gozo. In a group of up to 4 students booking an airport transfer, the 2nd, 3rd and/or 4th student in the same group are free of charge when travelling on the same flight.

Group rates are applicable for groups of more than 10 persons, please contact school.

Travel insurance is included in Young Learners Package. Travel insurance can be purchased at €20.00 up to 3 weeks, €7.00 for every additional week thereafter not included.

Courses low season: 1st January to 8th June 2012 and 27th August to 21st December 2012;

Course high season: 11th June to 24th August 2012

Accommodation low and high season may vary from one accommodation to another.

Bookings which overlap seasons will be charged according to the weekly rate for that season.

Charges are subject to change if there are changes in governmental policy, fuel or tax increases, or other unforeseen events beyond the School's control.

Enrolment Procedure

Booking Enquiries

Booking enquiries can be made directly with the reservations department. Availability will be confirmed by the School within one working day.

Payment

Completed enrolment forms for individual bookings must be accompanied by full payment. In the case of group bookings a 50% deposit needs to be sent on confirmation of the booking and the other 50%, 14 days prior to arrival.

Booking Confirmation

Once the enrolment form is complete and proof of deposit has been paid, then the necessary documents will be issued. No booking is deemed to be confirmed unless the School's documents have been issued.

First day at school

Students are requested to present proof of payment or voucher.

Payment types accepted

Payment can be by bank transfer (SWIFT) where all banking fees are to be paid by the client or by credit card (VISA or MasterCard) where an additional charge of 4% will apply. Bank details are provided on the invoice issued by the School.

Minors and Students with Special Needs

Enrolment for students under 18 years of age will only be processed upon receipt of the School's signed Parental Consent Form. Students suffering from any illness or disability are obliged to inform the School upon registration and provide all relevant details.

Flight Details

Flight arrival details including flight number, time, date and airport of origin are to be sent to the School 7 days prior to arrival. If an airport transfer is required, flight details are to be provided at least 14 days prior to arrival. Students that have booked a host family or school apartment accommodation must book an airport transfer with the School. Refunds on transfers will not be given if flight details are not sent on time or are incorrect. Airport transfer fees allow for up to a maximum of 1 hour waiting time. If there is a flight delay more than 1 hour students are to inform the School so as to avoid being charged an extra fee of €10.00 per starting hour. If the student does not meet the School's transport they should not take a taxi, but wait next to the tourist information office outside the arrivals hall and call the School on +356 9999 5535 or +356 7925 5517.

Visas

Depending on the country of departure, some students may require a visa to enter Malta and study at IH Malta-Gozo. The School will help where it can and issue all the necessary documents for students to apply for their visa once full payment has been received. There will be extra charges each time documents are sent by courier. It is the student's responsibility to fully understand the country's immigration and border control regulations, that they have all the documents required for entry into the country, and to be aware of any legal requirement or restriction that would hinder or prevent them traveling. We suggest students to visit the Malta Foreign Affairs website for all details, www.mfa.gov.mt.

Whilst the School endeavors to support students at all times, it cannot be held responsible for decisions taken by embassies or immigration authorities regarding entry visas or visa extensions. Should the enrolment start date be postponed due to delays in the visa application process, the School cannot guarantee the original accommodation allocation.

All fees are to be paid before the School can issue the letter of invitation and the letter of acceptance that need to be submitted together with the visa application.

Courses

General Information

Courses start every Monday, unless advised otherwise.

Each lesson is 45 minutes.

Course resource fee of €50.00 - includes welcome pack, orientation meeting, placement test, course material, course certificate, student map, student card, and visa assistance (where applicable).

Examination fees are not included but may be booked and paid for at IH Malta-Gozo.

IH Malta-Gozo is open all-year-round from Monday to Friday. The School will be closed on 2nd April 2012 (Good Friday) and during the Christmas period Monday 19th December to Friday 6th January 2012. School will reopen on the 9th January 2012.

Coffee break is between 10:30 and 11:00, lunch break is between 12.30 and 13.00. Lesson start times might vary.

Levels for group courses range from Beginners to Advanced.

Supplementary lessons available on request.

Lesson times could vary in high season.

At IH St Julian's, Malta centre average number of students in class all year round -6 persons (maximum 10 per class low season, 12 in the high season). Maximum of 15 students per class attending Young Learners programme.

All classrooms are air-conditioned.

Unlimited free use of Wi-Fi, internet and library at IH St.Julian's school. Free tea, coffee and water at IH St.Julian's school.

Low Season 01/01/11-08/06/12 & 27/08/12-21/12/12 and High Season 11/06/12-24/08/12

Course low season: 1st January to 8th June 2012 and 27th August to 21st December 2012;

Course high season: 11th June to 24th August 2012

First Day of School

The first day at school is Monday if students arrive at the weekend, and the day after arrival for mid-week arrivals. Students have to be at the School by 08:45. Students will be picked up or accompanied to the school, in case of home stay, on their first day when school has been informed of student's accommodation details.

Placement Test

At 09:00 students are to sit for a placement test to assess their level of English and at 11:00 new students are assigned to a level of study based on their results. Courses in General English are offered at all levels. Should students feel that they have been placed in the incorrect level, they should report the matter to the Director of Studies.

Welcome Meeting

On Monday after the placement test, a welcome meeting is organised for the new students where they will be given details about the facilities available at IH Malta-Gozo, the leisure programme and customer care information. Students will also be given tips and advice to make the most out of their stay.

Attendance

Students are expected to be punctual and latecomers will not be allowed to enter the lesson. Students who have been excused by their teacher or visited and certified as being sick by the School doctor will be allowed to miss lessons. Documents confirming that an individual is a student at IH Malta-Gozo will only be issued to students who attend lessons regularly. Students who are absent from their lessons without reasonable cause will not be awarded a course certificate. Regular absenteeism could lead to the student being expelled and no refunds will be given.

Course Certificate

At the end of their course Students will be awarded an IH Malta-Gozo course certificate. Students who are absent from their lessons without reasonable cause, or who have been excluded from their course will not be awarded this certificate.

Level Change

Students who wish to change level are to approach their class teacher, who will discuss this 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. The School reserves the right to place students in any course schedule and to change the timetable as and when necessary. The School may use classrooms at an alternative property of a similar or better standard.

Reduction in Lessons

In the event that the number of students booked for a group course falls below three students, tuition on 2 to 1 will be offered for at least 60% of the course hours. Once there is an additional student then normal lesson times will be resumed.

Course Change

Students who decide to change their course are to approach the Director of Studies. In the case of upgrades, such as to a different group, or to a 1 to 1 course, extra charges will apply. Refunds will not be given if students change to a course of a lower value. Changing from a group course to a one-to-one course will only be possible if the difference in price between the two courses (with the same number of lessons) is settled. The School reserves the right to change any part of the package to another type of similar or better standard where circumstances beyond the School's control necessitate such changes - in this case no charges will apply.

Shortening / Curtailment of Course

Students who shorten their booking at IH Malta-Gozo will not be entitled to a refund. In reference to missed lessons these will be made up in the preceding weeks prior to departure with equivalent lessons or the issue of a voucher for the lost weeks. No alternative arrangements will be made for unutilised accommodation.

Taking a holiday

Long-term students are at liberty to take a two-week holiday for every 13 weeks booked. Students are to notify the Director of Studies and / or the School reception staff no less than 2 weeks before they plan to take a holiday. Holidays are to be from Monday to Friday (whole week) and ONLY the course will be added on to the end of the enrolment. If the revised enrolment overlaps into the high season, then the difference in seasonal course charges will apply. Unutilised accommodation and courses cannot be passed on to other students and no refunds will be given.

Exam Information

Exam entrance fees are not included with the course fee. Students who wish to sit for an exam must bring a valid passport as proof of ID for exam entry; as identity cards will not be accepted. Transportation to and from testing centre is at an extra charge.

Accommodation

Check-In

Check-in is no later than 15:00 hours on the day of arrival and varies according to the chosen accommodation. If students' arrival is early in the day and they prefer 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 according to the chosen accommodation.

Damages

The school reserves the right to fine students where disruption to other clients or third parties has been reported.

Change of Accommodation

If a student changes from one type of accommodation to another, there will be an administration fee of €25.00. If a student changes to accommodation of a better-quality, the student will also be charged the difference in price. There will be no refund if a student changes to accommodation of a lower category.

Inspection of Accommodation

To check the accommodation Management or staff can go in whenever they consider it necessary. Posters, photos, postcards, etc. must not be fixed to walls so as to avoid damaging the plastering – a maximum fee of €25.00 per room will be charged for whitewashing. Students will be held responsible for items missing, breakages and damages to the accommodation. It is in the interest of the students sharing accommodation to report any damage caused immediately.

Extra Nights

Students may stay for extra nights and these will be charged on a pro-rata basis (based on the charge for one week of accommodation); however for 5 extra nights the charge will be for a whole week.

Sharing accommodation

Students traveling alone can book a sharing room if this available at the time.

Parties

Parties are not allowed in the accommodation. Loud music, singing, shouting or any other disturbance in the accommodation, corridors or any other public area is not permitted at any time during the day or night.

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 the food preferences, when they are not going to eat at the family, if would like to eat at a different time. A weekly supplement of €35.00 will apply for students with special dietary requirements.

Meals – Hotel Accommodation

Student can book bed & breakfast, half board and full board basis at the hotels offered by the School. Meals time and entitlement vary according to the chosen hotel.

Keys

It is at the host family's discretion to provide house keys. If students are given a copy of the house key and this is lost, they will have to pay the full cost involved in replacing the door lock.

Accommodation booking

Accommodation booked per week (6 nights / 7 days)

Cancellation & Refund Policy

Cancellation prior to arrival

If a reservation is cancelled 29 days or more before the enrolment start date no cancellation fee will be charged. If a reservation is cancelled between 28 days and 14 days before the enrolment start date, €200 or 25% of the total course fee will be forfeited. In case the reservation is cancelled 13 days or less prior to the enrolment start, the whole amount will be 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 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 8 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 2 weeks prior to the revised course/enrolment end date, otherwise a 4-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 8 days or more before the enrolment start date, a full refund, less a €50 administration fee, and applicable bank charges and courier fees, will be sent to the student. If the School is informed 7 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 (if applicable), will be charged. In both cases, evidence of visa refusal is to be sent to the School.

School Policies

Insurance

Students must have a comprehensive health, accident and travel insurance policy which provides cover from the enrolment start date until the enrolment end date (coverage for cancellations, loss and theft of baggage and personal belongings, emergency evacuation, and for any other eventuality that may occur should also be included). 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 liability is legally imposed, the School will not accept any liability in the case of illness, accident, loss, damage or injury to 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 the 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 while being held for safe-keeping.

Damages

Students will be held liable for the full cost 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 accepts responsibility for damages in their respective classroom/accommodation then all students involved will be held equally responsible. Breakages and damages will be charged for as they arise.

Queries, Problems and Issues

If students have any concerns regarding courses, accommodation, or any other service provided by the School or its sub-contractors, then they are to bring these concerns to the attention of any member of the management team at the School reception either in person at the time of occurrence or in writing within 24 hours. Queries, problems or issues cannot be resolved unless this procedure has been 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 after 24 hours of occurrence or after the enrolment end date.

Expulsion

It is expected by the school that the student's behaviour is well motivated, polite and considerate towards staff, families, students and the public in general. If, in the opinion of the directors, management or staff the students appear likely to endanger their own health, safety or comfort, or that of other students, or damage the property or reputation of the school, sub-contractors or third parties then the School may, without being held liable in any manner whatsoever, exclude students from any service applied for. The directors, management or staff reserve the right to expel any student if a student 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 IH Malta-Gozo and by the laws governing the country. Students are expected to know about the school's terms, conditions, policies and rules. Ignorance of the policies and rules will not be accepted as an excuse for non-compliance and may lead to the expulsion of the student from the School.

Data Protection

Students submitting their information agree to the storage and use of the information by IH Malta-Gozo. All personal data gathered by the School will not be passed on to any other organisation or third party and will be stored and processed in accordance with the Data Protection Act of the country.

Force Majeure

The directors, 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.

Photography and Filming

The School may take photographs during a student's stay for use in promotional material. If a student wishes that his or her photo should not appear in this material they are to write to the School within one month of the photo-shoot. These photos have no commercial or contractual value and the same applies to video footage taken during a student's stay.

Supervision

24 hour supervision is offered to all students participating in the Young Learners programme regardless of their age. The School does not provide supervision to students who book an adult course, regardless of how old they are.

Contact details...

Elena Micallef Borg, Operations Manager
telephone: (+356) 2137 0597
e-mail: elena@ihmalta-goza.com
website: www.ihmalta-goza.com