

1.0 First Day, Online Placement Test, School Closure, and Public Holidays

All courses start on a Monday (if Monday happens to be a public holiday, then the course will commence on Tuesday). Registration is carried out first thing on Monday morning.

- 1.1 Students must sit for a placement test to gauge their level of English. This test is available online and students are encouraged to complete this prior to their arrival in Malta. Otherwise, the test will be held on Monday morning on arrival and students may miss the first two sessions of the course.
- 1.2 The School is closed on public holidays and no tuition is carried out. The following dates are public holidays in Malta – 01 January, 10 February, 19 March, 31 March, 10 April, 01 May, 29 June, 08 September, 21 September, 08 December and 25 December.

The School will also be closed from Monday 21 December 2020 until Friday 25 December 2020. Classes that fall on a public holiday are not eligible for a refund, discount or replacement class, except for private lessons, whether a combined or stand alone course, in which case the hours will be replaced during the students' stay.

2.0 Courses

All lessons are 45 minutes long. The maximum number of students in a classroom, and the number of lessons and hours are dependent on the course, details can be found on the price list.

- 2.1 Lessons are held either in the morning or in the afternoon depending on the course booked and availability at the time of the course.
- 2.2 Linguatime does not guarantee a particular course or timetable until the placement test and level of English is assessed at the school. The utmost will be done to place students in the course of their choice. Linguatime reserves the right to change course programmes as a result of extraordinary circumstances beyond its control, or if Linguatime feels that it is in the best interest of the student or the school. The School also reserves the right to change teachers and classrooms at any time during the course. Students that are A1 or C1 level can only book the Private Courses.
- 2.3 Reduction of lessons if only 3 students or less are participating:
 GE 20 = 10 lessons (7.5 hours per week)
 GE 10 = 6 lessons (4.5 hours per week)
 GE 6 = 4 lessons (3 hours per week)
- 2.4 If a student's level is not suitable for the course booked, we reserve the right to offer another course of the same equivalent value.
- 2.5 Students should have their own personal writing materials prior to starting class.
- 2.6 The fee for the Examination Course does not include course books and exam fees - these are charged separately.
- 2.7 The School reserves the right to withhold the Certificate of Attendance for any student who is absent for more than twenty percent of the lessons.
- 2.8 The minimum age for our students is 18 years.
- 2.9 The School can cater for groups of teenagers (minimum 10 students in a group) when these are accompanied by their Tutor/Group Leader.
- 2.10 Course bookings of minimum 12 weeks are entitled to a course holiday break of not more than 2 weeks. Students are to apply 2 weeks in advance. For more details please visit www.linguatime.com/holiday-breaks
- 2.11 Linguatime reserves the right to use alternative classrooms/premises.

3.0 Activities

The School organises cultural and leisure activities. Unless specifically stated, these are charged as an extra.

4.0 Accommodation (Homestay)

- 4.1 Accommodation consists of shared room accommodation (max 4 students in one room), breakfast and an evening meal (half board). A packed lunch (full board) and a single room can be booked at an extra charge.
- 4.2 Students with dietary or vegetarian requirements are requested to advise the school upon booking and will incur an extra charge. Students who do not inform us upon booking cannot be guaranteed the special dietary requirement.
- 4.3 Accommodation is charged per person per week. Stays of 5/6 nights are charged at full week rates irrespective of the number of weeks booked. Extra nights are charged pro-rata according to the seasonal rate.
- 4.4 Host families are unique and different from one another. While most families provide Wi-Fi to students, some may charge a small weekly fee at their discretion (approx. € 3 to € 7 weekly). Detailed information about each host family will be sent 7 to 10 days prior to arrival.

5.0 Accommodation (Shared Self-Catering Apartments)

- 5.1 On arrival, check-in is after 14:00hrs, while on departure day, check-out is at 09:00hrs. Students may make use of the common areas of the apartments (not bedrooms) if arriving or departing before / after check-in and check-out times. Failure to vacate the bedroom by 09:00hrs will result in an additional charge of € 25.
- 5.2 Apartment accommodation consists of shared rooms in self-catering apartments (max 4 students in one room) exclusive of meals. A single room or twin room may be booked at an extra charge.
- 5.3 Most bedrooms are equipped with air-conditioning systems which can be operated at an additional cost. Prepaid electrical meter cards can be purchased from the *School Reception* during School opening hours.
- 5.4 Wi-Fi is available in the kitchen/living areas of every apartment. Students must bring their own towels and toiletries. The school provides bed linen upon arrival and extra linen is found in each apartment and replenished frequently or whenever requested by students.
- 5.5 Cleaning of common areas (kitchens, living rooms and bathrooms) is done weekly. Bedrooms are cleaned prior to any student's arrival. Students are responsible for keeping their apartment clean and tidy during their stay and are also responsible for the disposal of waste and must respect the specific times stated on the notice board of each apartment.
- 5.6 When booking shared self-catering apartments, students must pay a refundable deposit of € 100 or fill in and sign an authorisation form and leave a copy of one's own credit card on the first day of school.
- 5.7 Bedroom keys are not given to students.

6.0 Airport Transfers

Unless specifically stated, airport transfers are charged as an extra.

- 6.1 Flight details must be advised in writing not later than 5 days prior to the arrival/departure date. Failure to inform the School as advised will result in the cancellation of the airport pick-up/drop-off and the fee is not refundable or transferable.
- 6.2 It is compulsory for students to book an arrival transfer service if accommodation is booked.
- 6.3 In case of any last minute changes please inform us immediately by calling our emergency number which is found on the booking confirmation. Failure to do so will result in the automatic cancellation of your transfer and any additional taxi fees will be charged.

7.0 Dismissal from Course and Accommodation

The School reserves the right to dismiss any student from the course and accommodation for unjustified absence, misconduct or unacceptable behaviour. No refund will be given in these situations, and any costs arising, including repatriation costs, will be at the student's expense.

8.0 Visas

It is strongly recommended that travel arrangements are not finalised until the visa confirmation from the *Immigration Office* is received. All students requiring a visa are to settle the course/accommodation fees in full upon booking confirmation. Visa extensions are charged a € 25 administration fee per application.

- 8.1 Students on a visa are obliged to attend classes daily. Failure to comply will result in a formal report sent to the immigration authorities.
- 8.2 Linguatime cannot be held responsible for any costs arising as a result of visa refusals. In the event that a visa is refused, we would require a copy of the refusal letter in order to forward a refund of the fees paid, less an administration fee of € 50. Any bank charges must be borne by the student.
- 8.3 It is the responsibility of the students to familiarise themselves with the visa requirements for Malta. Students who enter Malta without a visa, but would need to apply for a visa during their stay, are to take responsibility for making an appointment with our *Administration Office* during the first week of their stay.

9.0 Liability / Insurance

Students have to pay for any damage they cause on the school premises or at their accommodation.

- 9.1 It is strongly recommended that you acquire a personal insurance cover, including travel, cancellation, medical and repatriation cover. Linguatime is not liable in case of illness, accident, loss or damage to personal effects or property.

10.0 Legal Personality

Linguatime School of English is a private limited liability company operating under the name of Linguatime Limited (Company Registration Number C19498) and with its registered offices at 37 Apartment R, Dolphin Court, Embassy Way, Ta' Xbiex XBX 1073, Malta. The School premises are located at 234E Tower Road, Sliema SLM 1600, Malta.

11.0 Booking Conditions, Payments, Cancellations and Refunds

To confirm a booking, a non-refundable deposit of 30% of the course and accommodation costs must be paid. Two weeks before arrival, the full balance of the course and accommodation costs must be settled. Access to accommodation will not be given unless all fees are settled in full. If the booking is made less than two weeks before arrival date, the payment must be made in full.

- 11.1 Payment should be made by bank transfer or by credit card, and bank charges will be borne by the student. All credit card payments must include an additional 3% charge to cover credit card fees.
- 11.2 Cancellations before arrival will incur the following cancellation fees:

Notice of Cancellation:	Cancellation fees payable:
15 days or more prior to arrival	30% of the total amount
8 to 14 days prior to arrival	50% of the total amount
7 days or less prior to arrival	100% of the total amount

- 11.3 No refunds are allowed for students withdrawing from / curtailing a course, or cancelling / curtailing their accommodation/leisure activities/transport arrangements, or who fail to attend classes. Absence due to illness or accident is not refundable. Any request for a course credit should be made in writing on the specific form provided by the *School's Administration* and cancellation fees may apply.
- 11.4 A charge of € 50 is payable whenever any alteration is made to the course or accommodation booked. All changes are subject to the School's approval and cancellation fees may apply.
- 11.5 Any refunds will be made to the person / organisation from whom the original payment was received. Refunds cannot be processed until the full payment for all services booked would have been received by the School.
- 11.6 Any problems or complaints with courses, accommodation, activities, or any other services should be brought to the School's attention immediately and should be made formally by completing a 'Complaint Form' available from the *School's Administration*. Complaints will not be taken into consideration at the end of your stay.

12.0 Force Majeure

Linguatime is not liable should the school fail to supply contracted services as a result of causes or events outside its control, such as, but not limited to, natural disasters, strikes & industrial disputes, unusually adverse weather conditions, and similar events.

13.0 Media (Photography & Filming)

From time to time Linguatime takes promotional photographs and/ or video footage of students. These may be used in its promotional material, unless the student specifically objects to this in writing by not later than his/ her first day at the School. Students will not be compensated for the time involved in the taking of such photographs or video footage. Linguatime reserves the right to use all photographs and video footage for promotional purposes in any way it deems appropriate, and students assign to Linguatime any rights they may have over such materials. The copyright to all such photographs and video footage shall belong to Linguatime.

14.0 GDPR Policy

By signing this form you are agreeing to our Terms & Conditions. You are allowing us to share some of your data with third party companies, such as, but not limited to, transport, leisure & accommodation providers. Linguatime will keep your data for 10 years in our reservation system due to other legal obligations. Should you disagree with any of the policy, you are to email us on mail@linguatime.com. Should you wish to learn more about our policy you may find all details on our website at www.linguatime.com.