

Gateway School of English GSE Terms & Conditions

Registration

Please complete the registration form provided by Gateway School of English and return it by e-mail. We will confirm your place on the course as well as your accommodation by sending you the Letter of acceptance and Invoice. You are requested to make a deposit within 2 days of receiving the Letter of acceptance from us. Only places for which a deposit has been received can be guaranteed. Please send us an e-mail notification with your name and surname as soon as you make the deposit.

The deposit can be made using our online payment portal by clicking here: <https://merchant.pay-ed.com/payment/gse>

How to make an online payment by credit card:

- 'Click' on the above link to access the Gateway School of English's secure payment page.
- Enter a few details about your payment...name, email address, invoice number. etc. and the amount to be paid to Gateway School of English.
- Select your local currency and choose that you wish to pay by credit card.
- The settlement amount in your local currency will be displayed.
- Once you 'accept' you will see confirmation that your card payment has been successful.
- An email will also be sent confirming the details of the transaction.

Visas: If you will be applying for a Visa to travel to Malta you are requested to make the deposit on sending the application form. We will send you your Letter of acceptance as soon as we receive your deposit. Should you be denied a Visa to travel to Malta we will refund you the full deposit less the bank transfer charges.

All information related to the booking of the course & accommodation including flight details (Flight number and Time of Arrival/Departure) is to be received by Gateway School of English (GSE) not later than 2 days prior to arrival.

Registration fees, taxes and all other fees are included in the price.

Payment of Fees

Fees less the deposit must be paid in full by bank transfer before arrival. If you wish to pay in cash or by credit card, payment can be made on your first day of school. GSE reserves the right to reject a student for tuition and accommodation for failing to settle full payment upon the stipulated day.

Fees are quoted in EURO. Payment is to be made in Euro.

Payments made by bank transfer. All bank transfer charges are to be incurred by the student (you).

Bank details will be sent as an e-mail attachment together with your letter of acceptance and Invoice.

Credit Card payments: <https://merchant.pay-ed.com/payment/gse> (see instructions above how to make the online payment)

Cancellation Policy

All cancellations must be made in writing and are subject to the following:

- There are no cancellation fees if the cancellation is received earlier than two weeks prior to arrival.
- In the case of cancellations made less than two weeks prior to arrival there is a cancellation fee of 50% of the tuition and accommodation fees.

Withdrawal Policy

No fees will be refunded for:

- any student terminating the course after arrival
- any student terminating the accommodation after arrival
- any student failing to attend activities or classes

Fees are not transferable.

Complaints

In the event of a dispute between an individual student and the School, procedures are in place to facilitate the resolution of the dispute. Any complaint should be first made to the GSE School Principal. Each complaint will be fully investigated. If the matter is not resolved the student should complain in writing during the duration of the course. GSE cannot be held liable for any complaint received after the student's departure.

Public Holidays

Lessons missed on public holidays which fall on weekdays will not be recovered on other days. Public holidays 2018 in Malta: 1st January, 10th February, 19th March, 30th March (Good Friday) , 31st March, 1st April (Easter Sunday), 31st March, 1st May, 7th June, 29th June, 15th August, 8th September, 21st September, 8th December, 13th December, 25th December.

Class Level

All new students are required to take a GSE placement test. Students will be placed in the appropriate level according to the result of the placement test. Should a student be found to be at a lower level, the School reserves the right to place the student in a class of a suitable level until the appropriate level is reached. The student is given the opportunity to discuss this matter with the Director of Studies whose decision will be final.

Students may change their study level if this is agreed by the teacher and the Director of Studies.

Lessons Timetable

Although lessons are usually held according to the timetable shown in the course description, GSE reserves the right to change lesson times at its discretion.

Course Certificate

At the end of every course the student will be awarded a Certificate of Attendance stating the level of achievement and the duration of the course provided that he/she attends at least 80% of the lessons.

Liability

GSE, its employees and its representatives are not liable for personal injury and/or loss or damage to personal property on the school and residence premises whether as a result of fire, burglary, theft or otherwise. This condition also applies to public and private places including school trips and excursions.

Whilst GSE provides assistance to its students at all times, the school directors, management and staff will not be liable for decisions taken by the local authorities.

Conduct and discipline

In the case of expulsion from the School, GSE will immediately inform the relatives and/or agent concerned that the individual has been expelled; this may result in the individual's repatriation from Malta.

In the case of proven criminal offence or flagrant misconduct, GSE reserves the right to expel any student.

Students are expected to behave in an orderly manner during their stay. Any wilful damage to GSE property or personnel will be treated as gross misconduct. In the case of such misconduct the student and/or his/her parents or guardian will be held personally responsible for rectifying the damage caused and GSE reserves the right to expel the student.

GSE school and residence buildings are located in a prestigious residential area and students are expected to maintain good relations with neighbours by behaving in an appropriate manner. Behaviour that impairs the comfort of other persons living in the same building or in neighbouring buildings may result in immediate expulsion.

Possession and/or consumption of alcohol is strictly prohibited on GSE school and residence premises. Failure to comply may result in expulsion.

In the case of expulsion no refund will be given. Repatriation will be at the full expense of the student and/or his/her parents or guardian.

Smoking is permitted in all the open spaces of the GSE school / residence premises. Smoking indoors is not permitted and students are obliged to abide by this regulation.

Photography & Filming

Students may be filmed and photographed during classes and activities and photos can be published on social media sites of the school. If you do not wish to be filmed or photographed please inform the person taking the film/photo.

Urgent Medical Attention

If costs are incurred by the school on behalf of a student requiring urgent medical attention in Malta, GSE reserves the right to be fully reimbursed immediately for such costs. If a student is known to be suffering from a serious medical condition or psychological disorder which was not disclosed upon enrolment, GSE reserves the right to terminate its services to the individual concerned, and to inform the Authorities of this termination. GSE will not, in such cases, be responsible for the cost of repatriation.

Medical and Personal Insurance

EU citizens are entitled to free healthcare and medical attention in Malta as long as they possess a European Health Insurance card which can be obtained free of charge from the home country within the EU before travelling to Malta. Students travelling from outside the EU should arrange a personal and medical insurance. GSE offers medical and travel insurance services for its students coming from non EU countries.

Force Majeure

GSE is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, unusual adverse weather conditions, acts of government, labour disputes or other reasons which are outside its control.

These terms and conditions are applicable to direct students. If you are an agent please refer to the terms and conditions for agents as well as our agency agreement.