



# Terms & Conditions

## Opening Hours

The School is open from Monday to Friday from 08:30 to 18:00.

## Booking Enquiries & Enrolment Procedures

Enquiries can be made directly through ACE English Malta or our agents. A reply confirming availability will be sent by the School within one working day.

Once the School has all the required information we will send you a Booking Confirmation and an Invoice. Your booking is fully confirmed once a minimum of 25% of the full amount of the invoice is paid to the School by bank transfer. If a deposit is paid then the balance must be settled at least 2 weeks prior to arrival at the School. Minors

Enrolments for students under 18 years of age must be accompanied by the School's signed Parental Consent Form.

Students with Special Needs

Students suffering from any illness, disability or special needs and/or conditions are obliged to inform the School upon registration providing all of the relevant details. Extra facilities and/or personal attention may incur additional charges

## Payment

Payment can be made in cash, by major credit/debit cards or by bank transfer (SWIFT) or through PayPal. Payments by credit card incur an extra charge of 4% of the total invoice while payments through PayPal incur an extra charge of 5% of the total invoice. Our bank details are provided on the School's invoice. Please note that bank transfers may take 5 to 6 working days to reach our account. Payment can be made in any currency which will be converted to Euros at the rate of exchange on the date payment is made. All additional foreign and / or local bank fees and charges must be paid by the student/agent. If bank charges are not fully paid up, it is ultimately the responsibility of the student to pay any outstanding fees.

Students/agents must advise the School by email when any payments are made, clearly stating the student's full name and invoice number.

## Visas

Students are responsible for their visas and must ensure that they apply for the required travel documents in plenty of time before they travel. The School will provide a Booking Confirmation and Visa Letter to facilitate the student's visa application. A Visa Administration Fee of €40.00 will apply. Visa applications that are requested less than two weeks prior to the expiry date of stay in Malta will incur a charge of €80.00 for the visa application to be processed. The school cannot be responsible for any late applications which are consequently refused by Malta Immigration.

If a student has to cancel their booking due to visa refusal, they must send the School a copy of the visa refusal letter and the School will refund the fees, less the €100.00 non-refundable deposit. Refunds will only be made to the person who paid the original fees and using the same method of transaction. No refunds will be provided for visas refused by Malta Immigration for lack of school attendance.

## Airport Transfers

Students booking return airport transfers must provide arrival and departure flight numbers and times at least 7 days prior to their arrival in Malta. The School will not be responsible for missed transfers if details are not sent in time and no refunds will be granted.

ANY STUDENT WHO BOOKS AN APARTMENT OR HOST FAMILY ACCOMMODATION MUST ALSO BOOK RETURN AIRPORT TAXI TRANSFERS THROUGH THE SCHOOL.

## Refunds & Postponement & Cancellation Fees

Students may postpone their booking start date by giving the School a minimum of 14 days' notice. The School will not give refunds once a student has started their course. In certain cases, the School may consider offering credit for future courses. Cancellation of a booking must be received in writing and is subject to the following cancellation fees:

- More than 14 days before the start of the course: €100.00 Non-Refundable Deposit + €45.00 Registration Fee + Visa Administration Fee (where applicable)
- Less than 14 days before the start of the course: 1 week's course + 1 week's accommodation (where applicable) + Registration Fee + Accommodation Reservation Fee + Visa Administration Fee (where applicable).

No refunds on any course or accommodation will be provided if student's study visa is rejected / revoked / cancelled due to the student's lack of the minimum lesson attendance as is required by Malta Immigration Office.

Any bank charges incurred in any refund transaction will be paid by the student / agent. If a student has booked School accommodation and postpones their arrival they must notify the School at least 14 days before their booked arrival date. If they notify the School less than two weeks before their booked arrival date they will be charged a €100.00 Accommodation Postponement Fee. Students who are absent for lessons will not get a refund for any missed lessons. There will be no refund given if the student decides to terminate the course earlier than booked. If a student cancels and leaves during the week, they will lose the remainder of their course for that particular week. Under no circumstances can a student transfer unused lessons or accommodation to other students. The School will not give a refund on cancelled accommodation once a student has arrived. We strongly recommend that students take out an insurance policy cover in case they are unable to start or finish their course for reasons outside their control (e.g. illness, family emergencies, work commitments).

## Level of English

We strongly recommend that students do their Placement Test prior to their arrival in Malta as they will then be able to go straight to class on their first day and will not miss any lessons. The Placement Test is available on the ACE English Malta website. If a student does not have the minimum level of English required to follow a specific course as determined by the test then the School reserves the right to move the student to another appropriate course.

A Progress Test is held at the school every two weeks. If students make no request to change their level within their first week, they have to wait for the next Progress Test. Only those students who have been in the same level for one month and have attended at least 80% of their course are eligible to take the Progress Test.

Our courses are levelled in accordance with CEFR guidelines:

- Beginners = A1 • Elementary = A1+ • Pre-Intermediate = A2 • Intermediate = B1 • Upper-Intermediate = B2 • Advanced = C1 • Proficiency = C2

## Reduction of Lessons

If less than four students are taking part in a particular course, then the amount of lessons will be reduced. As soon as there are additional students in class, the normal lesson times will be resumed. The lessons will be reduced as follows:

- ACE Group 20 / ACE Business 20 - Reduced to 15 lessons per week.
- ACE Group 30 / ACE Business 30 / Exam Preparation Courses 30 - Reduced to 20 lessons per week.
- ACE Business 40 - Reduced to 30 lessons per week.

## Holiday Breaks

Long stay students are entitled to a holiday break whilst studying at ACE English Malta. The length of their holiday depends on the duration of their course. There is no holiday entitlement for courses shorter than 8 weeks. • Courses from 8 to 23 weeks can apply for 2 weeks holiday • Courses of 24 weeks and over can apply for 4 weeks holiday

The School will extend the student's tuition course (if requested) free of charge. The School will NOT extend the student's accommodation. If the student is staying in our accommodation then they must pay the brochure price to extend their accommodation. The School can only extend the accommodation subject to availability. Students returning from their holiday break cannot expect to return to the same class, teacher, or accommodation (unless the accommodation is paid in full during the holiday break). If a student leaves his/her belongings at their place of accommodation (booked through ACE English Malta), the School will guarantee the same room. Students requiring a visa for study purposes must ensure that their visa is issued for the correct dates to include any holiday breaks. All students must notify the School at least 2 weeks in advance before they take a holiday. No holidays should be taken without first informing the School. If students do not notify the School they will be marked absent and the School may need to notify the Visa Immigration Office which might make it difficult for students to retain or extend their visa. No refunds will be given in these cases.

## Public Holidays

ACE English Malta will be closed for some Public Holidays in 2019. Lessons will be made up as much as possible during the week that the School is closed but not necessarily in full. Only One-to-One private lessons will be made up in full. The following are the public holidays in 2019 when the School will be closed. On all other public holidays that fall during the week, the School will be open for classes as usual.

<b>CLOSED</b>	Tuesday, 1st January - New Year's Day
<b>CLOSED</b>	Tuesday, 19th March - Feast of St. Joseph
<b>CLOSED</b>	Friday, 19th April - Good Friday
<b>CLOSED</b>	Wednesday, 1st May - Workers' Day
<b>CLOSED</b>	Friday, 7th June - 'Sette Giugno'
<b>CLOSED</b>	Thursday, 15th August - Feast of the Assumption
<b>CLOSED</b>	Friday, 13th December - Republic Day
<b>CLOSED</b>	Tuesday, 24th December - Christmas Eve
<b>CLOSED</b>	Wednesday, 25th December - Christmas Day
<b>CLOSED</b>	Wednesday, 1st January - New Year's Day

## Reissue of Lost / Damaged Student Certificates or Cards

€25.00 (+ postage where applicable)

## Changes to Booking

The School reserves the right to change any part of the student's package to another type of similar, or better, standard where circumstances beyond the School's control necessitate such changes. In such cases no charges will apply.

## Attendance Policy & Discipline

It is the policy of ACE English Malta that no student is allowed into their classroom if they are more than 5 minutes late for class. They will, therefore, miss the relevant morning or afternoon lessons on that day. This is to minimize disruption to other students and the teacher. Lessons missed due to lateness are not replaced.



# Terms & Conditions

ACE English Malta students are required to attend at least 80% of scheduled classes. Failure to do so may result in the withholding of their end-of-course certificate. If a student repeatedly does not attend classes, then disciplinary action may be taken. In the case of any student requiring a visa to study in Malta, and failing to attend classes regularly, the appropriate authorities will be informed by ACE English Malta of their absenteeism. Regular absenteeism could lead to the student being expelled. No refunds on any course or accommodation will be provided if student's study visa is rejected / revoked / cancelled due to the student's lack of the minimum lesson attendance as is required by Malta Immigration Office.

The use of mobile phones in the classroom is strictly forbidden. Mobile phones are to be switched off during lessons. ACE English Malta's teachers reserve the right to ask a student to place their mobile phone aside unless it is used during a lesson.

ACE English Malta expects all the students to maintain decent and reasonable standards of behaviour at the School and in the accommodation. If a student regularly misbehaves or causes disturbance of any kind or fails to observe School policies, guidelines, rules and regulations, they will be subject to any disciplinary action that ACE English Malta may deem fit. The School has every right to deduct fees from the student's deposit in such cases and the student will have no right or claim to any refund whatsoever.

## Policies & Rules

All students are bound to abide by the policies and rules of ACE English Malta and by the laws governing the country. When a reservation is made by an agent or third party, the person making the booking is responsible for informing the student about the School's terms, conditions, policies and rules. The School's policies and rules are provided in the Student Handbook. Ignorance of the policies and rules will not be accepted as an excuse for non-compliance and may lead to expulsion of the student from the School.

## Expulsion

The School expects all its students to be well-motivated, polite and considerate towards staff, host families, other students and the public in general. The School may, without being held liable in any manner whatsoever, exclude students from any service applied for, if, in the opinion of the Directors, management, or staff they appear likely to endanger their own health, safety or comfort, or that of other students, or damage the property or reputation of the School, subcontractors or third parties.

If a student regularly disregards School and/or accommodation policies and rules, the Directors, management, or staff reserve the right to expel the student. There will be no refund, and in the event of repatriation, the School shall have the right to reclaim any costs incurred.

## Self-Catering Apartment Accommodation – House Rules

- Smoking is not allowed in the apartments, common areas, elevators and stairwells.
- No noise or disturbance is allowed, especially after 23:00.
- Guests are not allowed in the apartment at any time.
- Parties in the apartment are STRICTLY FORBIDDEN.
- The kitchen and bathroom must be cleared up and cleaned after each use.
- The apartment must be kept clean and tidy at all times.
- On the day the apartment is cleaned, the student's room should be left tidy and clear of any mess so the cleaning staff can do their job. The room must be left unlocked otherwise it will not be cleaned.
- Lights, fans, A/C's, heaters and other electrical equipment must be switched off when not in use and especially before students leave the apartment.
- Any abuse of electricity will result in extra charges for all the students in that apartment.
- If students are in a sharing room, they must not leave their things on the other bed, even if it is not being used.
- Students are responsible for taking the garbage out for collection early in the morning (before 08:00) on the correct days.
- Students are responsible for their keys. Lost keys will be replaced at a charge to the student.
- Any damages must be replaced or paid for by all students in the apartment.
- Apartment furniture must not be taken onto balconies as it will get damaged by the sun and rain.
- Washed clothes must not be put out to dry on the balcony as this is illegal in Malta.
- School management reserves the right to enter the apartment and the bedrooms at any time, if necessary.
- School cleaning staff are also allowed to enter the apartment and the bedrooms for weekly cleaning and in preparation for new student arrivals.

## Apartment Deposit

A refundable damage deposit of €100.00 (cash) is required from every student staying in self-catering apartments. This must be paid at school reception on the first day of school and will be returned on the last day, pending any issues relating to the apartment. Deposits not collected will be sent by bank transfer and an administration charge of €15.00 shall be applied.

## Malta ECO Contribution Tax

All students, of any nationality aged 18 years and older, staying in apartment or host family accommodation must pay an ECO Tax of €0.50 per night with a maximum of €5.00 per stay. By law, all English language schools must collect this tax on behalf of the Government of Malta. Students must pay the ECO Contribution Tax on their first day at school. The school will issue a receipt as proof of payment. This does not apply to students who have not booked any accommodation with the school.

## Student Complaint Procedure

If a student needs to make a complaint or feels uncomfortable for any reason, they must contact School administration without delay. Complaints that have not been brought to the attention of School administration during the student's stay will not be addressed at a later date.

Concerns regarding courses, accommodation, or any other service provided by the School or its subcontractors are to be registered with the relevant members of the School administration either verbally 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 accepted 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.

## Insurance & Liability

All international students who study at ACE English Malta are strongly encouraged to have adequate health and travel insurance. Students are advised to purchase insurance, including medical insurance, to cover all eventualities before leaving their own country. Students may be held liable for any loss, damage or injury to persons or property, no matter how this is caused.

Should a student be ill and require medical assistance, the School will do its utmost to help and will put the student in contact with a qualified doctor at a local pharmacy. The doctor will charge the student directly in cash. Prices for a home consultation visit are in the region of €20.00 to €30.00 per visit. The School should be notified in advance if a student has an existing medical condition, allergy, etc. It is strongly suggested that EU citizens get a European Health Insurance Card. If a student needs to take out additional insurance while in Malta this can be arranged by the School.

## Force Majeure

In the event that ACE English Malta is unable to fulfill any of its obligations as a result of an event or events beyond ACE English Malta's reasonable control, ACE English Malta will not accept responsibility or liability. Such events include, and are not limited to, terrorist attacks, war or the threat of war, riots, industrial action, failure of suppliers or subcontractors, labour disputes, natural or man-made disasters, unusually adverse weather conditions, or any other event or events that may classify Malta as an "at risk destination" by the Ministry of Foreign Affairs.

## Safety & Security

Although a number of security measures are in place to ensure that the School and accommodation are safe, all personal possessions are the student's responsibility. Students are advised 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 safekeeping.

## Damages

The full cost must be paid by students causing any damage to the School or place of accommodation, or during any service provided by the School or its subcontractors. In the case of damages caused in shared accommodation, all students in that respective accommodation will be held equally responsible if no single student accepts responsibility. Breakages and damages will be charged as they arise. The School retains the right to withhold the damage deposit paid on arrival.

## Data Protection

By submitting their information, students agree to the storage and use of that information by ACE English Malta. No information collected by the School will be passed on to any other organization or third party and will be stored and processed in accordance with the Data Protection Act of the country. This information will only be used when necessary to provide the services the student has enrolled for and for any other purpose associated with these services.

## Photography & Filming

Students will be asked to sign a consent form on their first day in accordance with new GDPR regulations. It is automatically assumed that pictures taken during lessons or activities or any pictures given to the School or its staff can be used in ACE English Malta brochures or other printed or online promotional materials, unless the student objects at the time the photograph is taken. The School will not charge the students for any photos taken during their stay, and the School will owe no remuneration or compensation to students who are photographed or filmed. Should students wish to refrain from being photographed or filmed, they are kindly requested to let the School know and the School will ensure that photos of such students will not be used for promotional purposes.

## Agents

These Terms and Conditions are applicable to direct students and agents unless variations are expressly agreed between the agent and ACE English Malta in writing.



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