

# Terms & Conditions

## Registration

The ETI Registration Form should be submitted directly online (at [www.etimalta.com](http://www.etimalta.com)) or by email to your contact at ETI at [training@etimalta.com](mailto:training@etimalta.com) Registration Forms will be duly acknowledged and confirmed by ETI. Any flight tickets purchased through ETI must be paid in full immediately upon confirmation of flight prices and flight itineraries.

## Reduction of Lessons

If only one participant is enrolled on a group course at one particular level, the number of lessons / hours will be reduced.

## Cancellation Fees

Cancellation of bookings must be received in writing and are subject to a cancellation fee as follows:

Between 1 and 2 weeks before arrival: 1 week's tuition + registration fee + hotel accommodation cancellation fee, if applicable.

Less than 1 week before arrival or after commencement of a course: no refund will be given and fees are not transferable. Any refund shall be paid to the person who paid for the booking and in the same manner as the booking was paid for.

## Payment of Fees

Once the registration form is received, a Confirmation of Acceptance letter is issued within 24 hours in normal working days or within 72 hours on weekends and public holidays. Any unpaid balance should be paid by not later than two weeks before the start date of the course.

Payments should be made in Euro € or another currency which will be converted to Euro € at the rate of exchange on the date received.

Beneficiary	Executive Training Institute Ltd.
Account No	002-115178-001
IBAN	MT90 MMEB 4402 6000 0000 0211 5178 001
Bank Address	HSBC Bank Malta plc 233, Republic Street, Valletta, MALTA VLT 1116
Swift Code	MMEBMTMT

It is recommended to email (at [training@etimalta.com](mailto:training@etimalta.com)) a copy of the bank confirmation or proof of payment to ETI. All bank charges for payment by Bank Transfer are to be paid by the client. ETI reserves the right not to accept any individual for tuition if full payment of course fees has not been paid to ETI within the stipulated time.

## Teacher Training Courses

Course and Programme Fees for Teacher Training Courses include:

- Registration and Administration fees ( covering the processing of Mobility Learning Agreements and Erasmus and Mobility Europasses )
- Social programme including two cultural guided tours

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- Airport Transfers on Shuttle Transport Service to and from airport when accommodation is booked through ETI. Private airport transfers by taxi can be booked for Euro50.00 which includes both the arrival and departure airport transfers.

### Payment /Cancellation Fees – Teacher Training Courses

A deposit on the total fee will be required upon confirmation to confirm a place on the course booked. The deposit is refunded if the cancellation is made before 4 weeks from course starting date. No refund for cancellations made within 7 days before start of course. Places are on a first-come, first-served basis.

Full payment is due 4 weeks before start of the course.

A cancellation fee applies only if cancellation is made 1-4 weeks before start of the course.

A cancellation charge amounting to the cost of a 3 night stay will apply should the client decide to change their accommodation during their stay or after arrival in Malta. Any changes to accommodation can be applied up to 3 weeks prior to arrival in Malta.

## General Terms

### Complaints

We value all feedback on our service from our clients. We strive to maintain the highest possible levels of standards in all departments at ETI.

Any complaints or any reservations should be made in writing to ETI Malta during the duration of the course by using the programme review forms or any other written medium. These are to be submitted in the feedback box or handed directly to the ETI management. ETI cannot be held responsible for any complaint received after the client's departure.

### Accommodation Fees

Fees enclosed are valid until December 2019 and may be subject to changes where Government taxes may apply over the period. Hotel Rates are indicative. Hotel rates for particular periods will be quoted and confirmed by ETI on the date of registration. Accommodation rates in Homestays and all Residences include an Eco-Tax of €0.50c per day (to a maximum of €5.00) per person. Hotel rates excludes the Eco-Tax, this must be applied directly to the hotel.

### Force Majeure

ETI Malta will not be responsible for any failure to comply with any obligation and will not be liable for payment of compensation if the failure is beyond ETI Malta's reasonable control. ETI Malta shall not be responsible for any costs incurred by or on behalf of any individual caused by force majeure. Such cause may include, but is not limited to, losses, damage, cancellations or delays, strike action, civil strife or terrorist activity, war, natural or nuclear disaster and unusually adverse weather conditions.

### Liability

The Directors, management and staff of ETI Malta will not be liable for personal accident and/or the theft, loss or damage of personal property belonging to clients. Whilst ETI Malta will try to provide assistance to its clients at all times, the Directors, management and staff of ETI Malta will not be liable for decisions taken by the local authorities. This also includes any procedures and decisions regarding entry visas or visa extensions.

### General Conditions

ETI Malta reserves the right to be fully reimbursed for any medical or related costs it may incur on behalf of any participant who requires urgent medical attention in Malta and to immediately repatriate, at the individual's expense, any individuals who suffer from a serious medical or psychological condition which was not disclosed in this registration form. ETI Malta reserves the right to change training session times at its discretion and may use rooms in alternative premises of a similar standard. When enrolling with ETI Malta, the applicant consents to and authorises ETI Malta to process any personal data in accordance with the Data Protection Act of Malta and to transfer / disclose such data to other companies as deemed necessary for the successful provision of the services enrolled for and any purpose associated thereto.