

After completing this form, please scan and send by email to [info@elamalta.com](mailto:info@elamalta.com) or by fax to 21339656. A €60.00 non-refundable deposit on the course and a 50% deposit on the total amount of the accommodation if applicable. This should reach ELA at least 2 weeks before the commencement of the course. Balance to be paid on arrival. In the case of late bookings an immediate deposit has to be paid. We will ask you for this deposit when we send you an invoice to check and confirm. This deposit may be made via bank transfer (to our account detailed below) or by credit card. If you are paying via bank transfer kindly send us a copy of the bank remittance advice to enable us to trace transfer from our end. If you prefer to pay with your credit card, please supply us with your credit card number, expiry date and CVC number (the last three digits on the back of your credit card).

Following are our bank account details should you wish to pay the deposit via bank transfer:

Instruct to pay ELA Ltd

Our Bank HSBC Bank Malta p.l.c., Commercial Branch, 80 Mill Street, Qormi, Malta QRM3101

IBAN MT76MMEB44439000000043020106001

BIC MMEBMTMT

### **Courses:**

- No refunds after commencement of course
- If student is alone in class lessons will be reduced by 50%.
- Students will be able to change their course/accommodation (subject to availability) once at the school. However, they will have to pay for the difference in price between the two courses/accommodation establishments and a processing fee of €25.00.
- Most courses come with a book which is considered to be a fundamental part of one's course. No student can follow a course without one. It is expected for a student to move up a level after four weeks of classes. In this case a new book for this level would have to be purchased for the price of €30.00 per book.

### **Home stay Accommodation:**

- When booking host family accommodation, kindly keep in mind that you will be living with people of a different culture to yours. Please show respect by trying your best to integrate with their daily routine.
- Once you have settled down in your host family, kindly ask them to show you the fastest route to ELA, the nearest bus stop and a few places of interest.
- Most families will provide you with a key to the house. If they do, please keep it safe.
- Should you arrive home late at night, kindly avoid making any unnecessary noise.
- One or more family members are expected to join you at dinnertime. This will serve as an opportunity for you to have a daily conversation in English.
- The family is obliged to provide food according to the booking you have made. Booking BB basis entitles you to a continental breakfast which will include a hot drink, water or juice, bread, butter, jam and cereal. HB will include breakfast and a meal in the evening. FB will entitle you to breakfast, dinner and a packed lunch. This will be made up of a sandwich, fruit and a small bottle of water.
- Snacks and drinks taken in between meal times are to be bought at your own expense. Please do not help yourself to food from the family kitchen unless you are offered to do so.

- Your room will be cleaned once a week. This includes the washing of floors and changing of bed linen and towels. In order for this to be done properly, please ensure there is no unnecessary clutter in your room.
- You are entitled to a maximum of two showers a day. Please do not take longer than needed as other people might be waiting to use the same bathroom.
- Water and electricity are relatively expensive in Malta so please do not leave any water running or electrical appliances switched on unnecessarily.
- The family and ELA will not be held responsible for any loss or damage of personal property.
- The student is expected to pay the host family in full for any breakages/damages for which they are fully responsible.

### **Residence Accommodation**

- Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies, please contact ELA for more information
- When booking your accommodation at ELA's self-catering apartments, JL Residence, JL Apartments it is imperative that one books airport transfers as these establishments do not have a 24 hour reception.

### **Eco Tax**

*Kindly note that a charge of Euro 0.50c per night will apply when booking less than ten nights. When booking eleven nights or more a Euro 5.00 charge will apply, regardless of the number of nights being booked.*

*This only applies to students who are eighteen or older.*

### **Accommodation cancellation fees:**

- *For cancellations received in writing more than 14 working days before arrival, a €60.00 processing fee will apply.*
- *If accommodation is cancelled less than 15 working days in advance or after arrival, a €60.00 processing fee and an accommodation cancellation fee may apply. The fee will depend on the contract we have with each individual accommodation provider.*

In case of a visa refusal, full refund will be made less €60.00 processing fee, bank charges incurred on both ends and any cancellation fees that may apply on accommodation.

### **Airport transfers:**

Flight details are to be received at least 7 days prior to arrival of the student. In case of any last minute changes (less than 24 hours before the flight) please inform us immediately by calling on our 24 hour emergency number +356 7997 0450. Kindly note that failure to do so would mean forfeiting your transfer and student would need to pay for an additional taxi at €23.00.

### **Complaints:**

Should a student have any complaints about any aspect of their language stay, this has to be reported **IMMEDIATELY** to the ELA department concerned. This is mostly done to ensure overall satisfaction of the client. As such complaints received once the course is finished, unfortunately cannot be considered.

### **Loss of Property**

English Language Academy will not be held responsible for loss or theft of any student's property from the school or accommodation or from any other location. Student's property is the sole responsibility of the student at all times.

### **Health Declaration**

Students must report on their enrollment form any mental or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their program, that may impact the health and well-being of any other student, host or staff member, that may require monitoring, treatment or emergency intervention of any kind during the student's anticipated period of enrollment, or that may require special accommodations.

### **Health Insurance**

All students are advised to arrange health insurance before starting the language course. We recommend you take out this insurance prior to departure from your homeland. ELA offers insurance for students at €10.00 per week.

### **Courier Mail**

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Once this amount is received (and only when received) we will be able to send you the documents by courier.

### **Links to Visa Information**

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy.

Please visit: <https://identitymalta.com/central-visa-unit-info/>

### **Public Holidays**

Following are a list of public holidays in Malta:

- 1<sup>st</sup> January
- 10<sup>th</sup> February
- 19<sup>th</sup> March
- 31<sup>st</sup> March
- 3<sup>rd</sup> April
- 1<sup>st</sup> May
- 7<sup>th</sup> June
- 29<sup>th</sup> June
- 15<sup>th</sup> August
- 8<sup>th</sup> September
- 21<sup>st</sup> September
- 8<sup>th</sup> December
- 13<sup>th</sup> December
- 25<sup>th</sup> December

When there is a public holiday between Monday and Friday, the lessons missed are made up for during the rest of the week. However, students are to sign up for the extra lessons on the forms provided.

**Public Transport**

If you would like to pre-order a local bus card, please visit [www.tallinja.com](http://www.tallinja.com)

*ELA terms and conditions are correct at the time of printing; ELA reserved the right to amend the terms and conditions without any prior notification.*