

LESSON DURATION:

Each lesson is 45 minutes long.

HOW TO APPLY:

Students (or their parent or legal guardian, if under the age of 18) must complete and sign an Application Form and give it to the local Easy School of Languages representative. If no representative is involved, students should send an e-mail to info@easysl.com. Payment should be effected by credit card or bank transfer (refer to the section Methods of Payment).

COURSE CONFIRMATION:

Easy School of Languages will send written Application Acknowledgement, Course Confirmation and Invoices within 24 hours of receiving the student's Application Form. Confirmation of accommodation details and airport transfer information will be sent as soon as they are available. In the unlikely event that Easy School of Languages does not accept the student's application, all money paid by the student will be refunded in full.

CONDITIONS APPLY:

Reduced Hours Procedure

In the event that only three or fewer students apply for a particular course Easy SL will apply the Reduced Hours Procedure.

- 20 lessons group course will be reduced to 15 lessons 3:1, 2:1 or 1:1
- 30 lessons group course will be reduced to 20 lessons 3:1, 2:1 or 1:1

COURSE PAYMENT:

Easy School of Languages will invoice the student/ agent for tuition, accommodation and airport transfers as requested. The payment must be effected at least 2 weeks prior to the course start date. Easy School of Languages reserves the right not to accept a student for tuition should the net balance on the course fee or package booked

does not reach Easy School of Languages at least 2 weeks prior to the course start date. In the case of students requiring a Visa Application support to enter Malta, payment of Invoice must be effected in full before the Confirmation letter and letter of invitation are sent. Should the Visa not be granted by the competent authorities, all money paid by the student will be refunded in full.

PRICES:

All Easy School of Languages prices are inclusive of VAT.

Accommodation prices do not include ECO contribution.

ONE-TIME FEES:

A one-time class material and student file fee of Euro 35 is to be paid by international applicants upon submission of an application. This fee covers the use of the course book in the classroom, handouts for classwork and homework and a student file.

METHODS OF PAYMENT:

The course material fees and all other payments can be effected by SWIFT or credit card.

CUSTOMER CARE PROCEDURE Evaluation / Feedback Forms

Students are asked to complete evaluation forms regularly: end of week and end of course. In addition, students on a 1 week course are also asked to complete a mid-week evaluation form.

The filled in forms are seen by school staff and any arising issues addressed accordingly and records of actions taken are logged.

Complaint Form

A student wishing to make a complaint is advised to voice the complaint at the school reception right away. A school representative will make a note of the complaint.

At times, the same school representative may be able to address the complaint on the spot, in which case the complaint is resolved right

away. On other occasions, the school representative will need to pass on the complaint to the respective school staff, for example:

Academic: Director of Studies

Student accommodation: Accommodation Coordinator

Leisure program: Leisure Coordinator

Once we have the full details of the complaint we will do our utmost to resolve the complaint within 24 hours.

Complaints that have not been brought to the attention of the school during the student's stay will not be addressed at a later date.

CANCELLATION, WITHDRAWAL & REFUND POLICY:

In case of any cancellation through no fault of the Company, all fees paid will be refunded in full, provided that cancellation notice is received at least 2 weeks prior to the course start date. If cancellation notice is received within 2 weeks before the start date of course, there will be a cancellation fee of 25%, if received within 1 week, there will be a cancellation fee of 50%, after which time no refunds are made.

Easy School of Languages reserves the right to charge an administration fee of Euro 50 each time the course is changed after Easy School of Languages has confirmed the initial enrollment. This also includes requests for changes while student is at school.

In the event that all single rooms in families have been allocated, Easy School of Languages holds the right to allocate sharing rooms refunding any difference in costs to the student. In the event that all family accommodation is allocated ESL reserves the right to make alternative arrangements of comparable lodging.

Should a student be dismissed for any disciplinary reasons, no refunds of any fees, costs and other expenses they have paid or incurred will be given.

FAILURE TO ARRIVE:

Students failing to reach Malta within 5 days following their course start date shall not be refunded any fees, costs and other expenses they have paid or incurred.

MINIMUM AGE:

There is a minimum age of 11 years for students participating in Junior Summer Programme. There is a minimum age of 18 years for students participating in adult courses. In exceptional circumstances, students of 17 years may also be considered.

There is no upper age limit.

INSURANCE:

All international students who study with Easy School of Languages are strongly encouraged to have adequate insurance cover.

ATTENDANCE POLICY:

ESL students are required to attend at least 80 % of scheduled classes and to complete all homework assignments. Failure to do so may result in the withholding of course certificates. One-to-one/individual lessons cancelled by the student will not be refunded or made up for. In the case of any student requiring a visa to study in Malta failing to attend classes regularly, the appropriate authorities will be immediately informed by Easy School of Languages of any such failure.

BULLYING, DISCRIMINATION AND HARASSMENT:

The school takes a very harsh and strong stance against any form of bullying and discrimination as a consequence of race, creed, skin colour, sexual orientation, political beliefs and mental or physical disadvantage. Any instances of bullying or discrimination should immediately be brought to the attention of the Leisure and Social Welfare Manager or any other prominent member of staff. Bully-

ing, discrimination, harassment misconduct and intimidation of any kind may constitute enough grounds for immediate expulsion from the school without refund. The school does not exclude reporting any serious offences to law enforcement and to assist law enforcement in any way possible.

ACCESSIBILITY OF PREMISES:

Our premises themselves are accessible to students who make use of adaptive and mobility equipment. Our school is equipped with a spacious lift within which such mobility equipment can fit comfortably. We also have restrooms at ground level for ease of access.

Having said this, the streets in Valletta, including the ones leading to our premises, are characterised by numerous low stairways. If you are using adaptive and mobility equipment please let us know well in advance so we may make the necessary arrangements or give you some suggestions.

PHOTOGRAPHY & FILMING:

Easy School of Languages may use photographs or film footage to illustrate its promotional material. If students do not wish to participate, Easy School of Languages will respect their wishes but it's the student's responsibility to absent themselves from the photograph/video.

LEARNER DISMISSAL POLICY:

Unfortunately, the school will immediately dismiss learners if:

- Any staff member firmly believes that a student, through his words or actions or both, poses a realistic threat to the safety and well-being of others
- A student is found to be carrying guns, knives or other instruments which may jeopardise the safety of others
- A student is found to be in possession of drugs or under the influence of drugs

- A student undertakes any of the actions outlined in section 'Bullying, discrimination and harassment'
- A student is caught stealing or vandalising school property
- A student who, in any way, may tarnish the sound reputation of Easy school of Languages or its partners

In the cases below, a verbal warning will be giving prior to dismissal:

- A student who misbehaves or distracts others during lessons
- A student whose constant tardiness disrupts the lesson flow
- A student caught smoking within the school premises
- A student who does not respect the school's Health and Safety procedures

LIABILITY:

Easy School of Languages (and its employees, agents, directors and representatives) shall not be liable in any way to the student in the event that services to be provided to the student by Easy School of Languages are not provided for any reason beyond the control of Easy School of Languages.

Easy School of Languages (and its employees, agents, directors and representatives) shall not be liable for any loss, damage, illness or injury that may be caused or incurred howsoever to any student, person or property, to the extent allowed by law.

If, despite this provision, Easy School of Languages is found liable for any loss or damage suffered or caused by any student, that liability shall in no event exceed the total amount of the total sum already paid by the student for the course fees or package.

Easy School of Languages is owned by IZI Ltd holding company number C30890 and VAT registration number MT 1687 1636.