

TERMS & CONDITIONS

International House Malta

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General Information

International House Malta (ELT Council Licence No. 242/MB 09) hereinafter referred to also as the 'school', operates all year round from two premises: Swieqi and Msida Centre. In the summer it also operates a residential Young Learners Summer Programme within the Paradise Bay Resort, situated in Cirkewwa. The school and associated student residences are managed by Business Language Connection Limited, a limited liability company governed by the laws of Malta. Registration Number: C 27459 | VAT Number: MT1596-0831.

Governing Law

These Terms & Conditions shall be governed by the laws of Malta. Any dispute or claim arising out of or in connection with these Terms & Conditions shall be finally settled by the Courts of Malta.

Currency

All services are charged in Euros (€).

The Administration Fee covers all the expenses of the booking process including a welcome pack, a student card, an orientation meeting, a placement test, progress tests throughout the course, course materials, a local SIM card, end-of-course certificate of attendance & e-Learning materials (course book and/or e-book are not included).

Seasons

Low Season: 1 January – 31 May & 1 September – 31 December

High Season: 1 June – 31 August

Both course and accommodation costs vary depending on the season.

When seasons overlap the booking will be charged at the daily rate of the respective season.

Other

Leisure or cultural activities may be booked and paid for separately at the school Reception.

Unlimited Wi-Fi and use of library material are all free. Rental of DVDs and books incurs a refundable deposit.

All classrooms are air-conditioned.

There may be some changes to prices that occur due to circumstances beyond our control. In this situation, the most up-to-date prices and Terms & Conditions that appear on our website shall apply.

Covid-19

With effect from the 1st July 2020, and until further notice, all payments received will be refunded in full if the booking is cancelled, via email, prior to course start date.

Students are responsible to check for any travel restrictions that might apply for the respective country of residence. For the latest information check the link:

<https://deputyprimeminister.gov.mt/en/health-promotion/covid-19/Pages/travel.aspx>

Payments

Payment has to be received in full at least three days prior to course start date. Exceptionally, if the booking does not involve school accommodation, payment can be done at Reception before start of lessons on the first day of the course.

Enrolment Procedure

Enquiries

Enquiries can be made directly with the school or through official representatives or agents. All enquiries are usually answered within one working day.

Booking Confirmation

A booking is deemed to be confirmed when an invoice is issued by the school. A completed enrolment form and all relevant documentation need to be received before an invoice can be issued. It is advisable to confirm accommodation requirements at the time of booking since accommodation is subject to availability.

Students with Special Needs

Students suffering from any medical condition or disability are obliged to inform the school upon registration, providing all the relevant details and information.

Payment

Bookings need to be paid in full:

- Swieqi and Msida Centre - fourteen [14] days prior to arrival
- Young Learners Summer Programme - twenty-four days [24] prior to arrival

If payment or proof of payment is not received within this time period the school reserves the right to cancel the booking.

In the case of accommodation, a non-refundable deposit equivalent to the first week's stay is required to secure the booking.

Special payment arrangements for group bookings are available on request.

Methods of Payment

Follow this link for all possible payment methods: <https://www.ihmalta.com/pay>

Direct bank transfer details:

Account Name Business Language Connection Limited
(operators of International House Malta)

Bank Address Bank of Valletta PLC, Preluna Branch, Sliema Malta

SWIFT VALLMTMT

Swieqi and Msida Centres: IBAN MT23 VALL 2201 3000 0000 4001 0251 236

Young Learners Programme: IBAN MT71 VALL 2201 3000 0000 4002 3442 663

Cash/Credit Card payments made at Reception are also accepted.

Minors

Unaccompanied children between the ages of eight [8] and sixteen [16] will be accommodated at the Young Learners Summer Programme within the Paradise Bay Resort. The programme for 2021 will run between 13th June and 8th August. Supervision is provided on a 24/7 basis.

Seventeen-year-old [17] students are accepted at Swieqi and Msida Centre:

- Low Season – accommodation with Host Families
- High Season – accommodation with Host Families or as part of the English Immersion Summer Package

Relevant Parental Consent Forms for minors are to be completed. These can be downloaded from <https://www.ihmalta.com/docs/>

Programmes for students under the age of eight [8] are available on request. These students need to be accompanied by at least one adult.

Visas

Each student is responsible for having a valid travel document and visa if required. Malta is within the Schengen area.

Letters of Acceptance are issued after full payment is received. Any additional expenses, e.g. courier charges also need to be paid in advance.

For the latest information about visa applications, students are advised to refer to the Maltese Embassy or relevant Consulate.

The school is not responsible for decisions taken by embassies or immigration authorities regarding entry visas or visa extensions.

The minimum requirements for a visa application is 15 hours' tuition (20 lessons) per week.

If the enrolment start date is postponed due to delays in the visa application process, the school may not be able to offer the same original accommodation allocation as originally booked.

Airport Transfers

Students who book accommodation with the school are also advised to book airport transfers which can be organised by prior arrangement.

Group rates are available on request.

Flight details are to be sent to the school no less than seven days prior to arrival. The school cannot be held responsible if flight details are not sent on time or are incorrect.

Airport transfer fees allow for a maximum of one hour waiting time. In case of delays, students are required to advise the school chauffeur on number +356 9948 6950. Swieqi school or Msida Centre can be contacted on +356 9979 0890 or +356 9994 2100 respectively.

Courses

General Information

Lessons are held from Monday to Friday; mornings or afternoons - one lesson = 45 minutes.

Lesson and break times may vary according to the season.

Levels - from Beginners to Advanced. Additional lessons may be booked on request.

Maximum number of students in a class at Swieqi and at Msida Centre and online; twelve [12]

Maximum number of students in a class at our Paradise Bay Resort Annexe; fifteen [15]

Tuition can also be provided on an online basis, using different online platforms.

The school reserves the right to change the time-table and use classrooms at an alternative property of a similar standard as circumstances warrant.

The school is open all-year round except on the following days:

- Good Friday: April 2nd 2021, April 15th 2022, April 7th 2023
- Christmas Day: December 25th (when falls on a weekday)
- New Year's Day: January 1st (when falls on a weekday)

First Day of School, Placement Test and Welcome Talk

The first day at school is Monday or the day after arrival for students arriving mid-week. Students are requested to present an ID card or passport and travel insurance.

New students will take a placement test to assess their level of English. This will be followed by a welcome talk, giving details about the facilities of the school, the leisure programme and other customer care information as well as tips and advice how to make the most of their stay.

An orientation walk of the area around the schools is also organised and the new students will be placed in a class that corresponds to their level as determined by the placement test.

Free 30-minute tutorial

All students are entitled to one free 30-minute tutorial with a teacher.

Attendance of students on a study visa

Students on a study visa are required to attend school and sign a register on a daily basis. Absences, for any reason (including sickness), need to be communicated to the school as any unexplained absence will be reported to the authorities in accordance with the law.

Punctuality

Students are expected to be punctual and latecomers will not be allowed to enter the classroom if more than ten minutes late.

Certificate of Attendance

At the end of the course, students will be awarded an International House Malta Certificate of Attendance.

Regular absenteeism will be reflected in this certificate of attendance.

Level Changes

Students who wish to change their language level need to advise their teacher who will discuss the matter with the Director of Studies. Students may be asked to take a test before being moved to the next [higher] level.

Reduction in Lessons

If the number of students booked for a group course falls below three [3], tuition will be offered at two-thirds of the course hours. Normal hours will be resumed once the number increases to three and over.

Changes to Bookings

Any student who requests to change course type, start date or type of accommodation should submit their request by email or at Reception.

If a student requests a type of course of a lower value and / or a change in accommodation, no refunds will be given and a re-booking fee of €40 shall be applied.

In the case of upgrades, the re-booking fee will not be applied.

Holiday Breaks

Long-term students are entitled to take a holiday break:

8 to 11 week bookings: 1 week

12 to 23 week bookings: 2 weeks

Over 24 week bookings: 4 weeks

Students are required to fill in the appropriate form at Reception two weeks before their planned holiday. Only full weeks are allowed to be booked.

If the revised enrolment overlaps into the high season, the difference in seasonal course charges will apply.

Exam Registration

As an approved LanguageCert exam centre, IH Malta encourages students to book a LanguageCert exam before arrival to be able to sit for an exam during their stay in Malta. LanguageCert exams are internationally recognised ESOL qualifications. Exams have to be booked ten business days prior to the chosen exam date and are held on the school premises.

The school will assist students in filling out the forms to apply for any exam but students will need to attend at a different exam centre in the case of IELTS and other Cambridge exams, etc. They are also required to register with the relevant exam centre themselves.

In all cases, a valid official photo identity document such as passport, driving licence, social security card, national ID card or equivalent is required with the candidate's name also written in English.

Exam fees are not included in the course price.

Accommodation

Extra Nights

Extra nights are subject to availability and will be charged on a per night basis.

ECO Contribution Tax

An ECO Contribution Tax (.50c per day, maximum of €5 per stay) is payable at the time of booking.

Meals

All student residences are self-catering.

Host Families:

Bed and Breakfast: continental breakfast (tea/coffee/juice, toast with butter and a choice of spreads);

Half Board: continental breakfast and dinner (hot cooked meal, dessert/fruit and drinking water);

Full Board basis: continental breakfast, packed lunch (sandwiches, fruit and mineral water) and dinner.

Students must respect the meal times and should inform their host family when they are not planning to eat with the family, or if they would like to eat at a different time.

Students with special dietary requirements (vegetarian, celiac, kosher, and halal, etc.) need to advise the school at the time of booking. Special dietary supplement: €10 per day.

Wi-Fi

Wi-Fi is provided free of charge at all student residences but its stability, download speed and availability in every place throughout the residences cannot be guaranteed. There must be no tampering with the internet system under any circumstances. If it is found that there has been tampering, charges will apply.

Host Families: Wi-Fi connectivity is subject to availability and fees may apply.

Students are encouraged to buy internet bundles from local suppliers to ensure that their internet connection provides the download speeds and capacity required.

Sharing accommodation

Students travelling with a partner (who may not be a student) can book a sharing room if it is available at the time.

Accommodation Changes

Any student who requests to change accommodation should submit their request at Reception.

If a student requests a type of accommodation of a lower value no refunds will be given.

If a student requests to move out of accommodation pre-arranged by the school, a minimum of one week's stay is charged.

Hotel Accommodation

Hotel prices are available on request and accommodation is subject to availability at the time of booking.

The school recommends that hotel accommodation is booked direct and students are encouraged to use the following link https://www.booking.com/searchresults.html?city=-19052&nflt=ht_id%253D204&aid=1227567

Check-in and check-out times depend on the respective hotel.

An ECO Contribution Tax (.50c per day, maximum of €5 per stay) is payable directly to the hotel.

Cancellation & Refund Policy

Cancellation prior to arrival

All cancellations are to be made in writing.

Cancellations made:

Twenty-nine [29] days prior to arrival: full refund

Twenty-eight [28] to fourteen [14] days prior to arrival: 75% refund

Less than thirteen [13] days prior to arrival: no refund

No-show: no refund

Termination of Course

No refunds will be made once a student has commenced a course.

Cancellation due to visa refusal

In case of visa refusal, a full refund less a €75 Cancellation Fee, applicable bank charges and any additional expenses shall be applied.

Particular conditions can be imposed by the school - e.g. no refund on accommodation booked during high season - at the time of application.

In all cases, evidence of visa refusal is to be sent to the school.

Refunds

Money can only be returned to the sender.

School Policies

Travel Insurance

Students are encouraged to take out travel insurance covering health, accident, loss of money or luggage, etc.

Travel insurance for students - cover provided by Guard.me - can be booked through the school.

In the absence of insurance, the school will not accept any liability in the case of any accident, illness or injury, loss or damage to personal belongings, etc.

Safety and Security

Students are to take care of their belongings and never leave them unattended. In the case of loss or damage, these are not covered by the school's insurance policy.

The directors, management or staff cannot be held responsible for the theft, loss or damage to students' valuables even if being held for safe-keeping.

Damages

Students will be held liable for causing any damage to the school or accommodation, or during any service provided by the school or its sub-contractors.

If no single student takes responsibility for the damage done, other students that may be involved will be held equally responsible. Students will be immediately charged for any damage done.

Queries and Issues

Queries are to be made at the Reception desk.

Issues, in connection with services provided by the school or its sub-contractors, should be reported at the Reception desk in person or by calling the emergency number[s] at the time of the occurrence or very shortly thereafter. A written declaration may be required in the case of serious matters.

The school will do its best to resolve all queries or issues as quickly as possible.

Expulsion

If students appear likely to endanger their own health, safety or comfort, or that of the other students, or damage the property or the reputation of the school, sub-contractors or third parties, the school may terminate any service and no refunds will be given.

The school reserves the right to expel any student who regularly breaks school and/or accommodation policies and rules. In the event of repatriation, there will be no refund and the school reserves the right to reclaim any costs incurred.

Policies and Rules

All students are to abide by the policies and rules of the school and by the laws governing the country. Students are expected to be aware of the Terms & Conditions of the school as ignorance of these T & Cs will not be accepted as an excuse for non-compliance.

Force Majeure

The school cannot be held accountable for failure to comply with any responsibility if this is due to circumstances beyond the school's control. No reimbursement will be offered by the school in any instance of *force majeure*.

Photography and Filming

Photographs taken by the school staff may be used for promotional purposes. If a student does not want their photo to appear in any of the materials published by the school, they should highlight this matter when filling-in the student sheet on the first day at school.

The photos have no commercial or contractual value. The same applies to video footage that may be taken during a student's stay.

Data Protection

Students submitting their information agree that it will be stored and used by International House Malta in line with the Data Protection Policy: <https://www.ihmalta.com/en/data-protection-statement/>

Supervision

Outside school hours, the school does not provide any form of student supervision other than at its Young Learners Summer Programme where 24/7 supervision is provided.

English Language

In all situations, when communication in a language other than English is used or received and there is any discrepancy or dispute between the English and the translated version, the English version shall prevail.

Contact details

Office Numbers: +356 2138 4139

Emergency Numbers: Swieqi: +356 9979 0890

Msida: +356 9994 2100

E-mail: info@ihmalta.com

Website: ihmalta.com