inlingua

TAKE NOTE

Non- Refundable Fees

Registration: €40
Visa Assistance: €35
Medical Insurance: €10 per week

What's included

Online Placement test www.i-e-learn.com, Certificate upon completion of course, Welcome Pack, Welcome drink, Wi-Fi, Conversation Club, Beach Club Entrance, Student Discount Card

Opening Hours

Standard Season
Monday - Friday 0830 - 1700
High Season
Monday 0800 - 1730
Tuesday - Friday 0830 - 1730

Information

High Season: 2nd June - 2nd September
Lessons are held in the mornings and afternoons
1 Lesson: 45 minutes
Class Size: Maximum 10
High Season: Maximum 12
Courses Start: Every Monday

Compulsory Course Books

Junior English Book 1 -2 + Workbook: €37
Junior English Book 3-6: €27
General English: €27
Business Book APP: €37
Business Book APP + Kit: €42
Exam Course Book: €45
*See terms & conditions

Cambridge Exam Dates 2018

FCE Exam Fee: €175
16th March, 23rd June, 23rd August, 4th December
CAE Exam Fee: €180
17th March, 23rd June, 24th August, 5th December
CPE Exam Fee: €185
10th March, 14th June, 6th December

TERMS & CONDITIONS

Payment Terms

Upon confirmation of booking and receipt of invoice, payment is to be made in full by Bank Transfer, Credit Card or Secure Online Payment as follows:
Up to 6 months prior to arrival date:
20% non-refundable deposit within seven (7) days of confirmation of booking. Failure to receive deposit will result in cancellation of booking. Balance to be settled 3 months prior to arrival date.
From 3 months prior to arrival date:
Full payment within seven (7) days of confirmation of booking.
CREDIT CARD: Upon receipt of Credit Card details your booking will be confirmed and your card debited accordingly
BANK TRANSFER: Payment together with Bank charges on receipt of invoice. Bank details provided on invoice and listed below.
ONLINE PAYMENT: Pay securely, through a link given to you by our sales department on confirming your booking. Easy, fast and secure method of payment.
Failure to comply with our payment terms will result in the cancellation of your application.

All fees are to be settled before the enrolment start date and no student will be allowed to start their course until full payment has been received

Cancellation Fees/Refund Policy

You can request a modification, cancellation or refund by contacting us on info@inlinguamalta.com and quoting your reference number.
In the event that you cancel your booking the following refunds will apply:
For cancellations 30 days prior to course or accommodation start date (whichever comes first) inlingua will refund fees received as listed below less non-refundable charges. (Registration fees - Visa assistance, Medical insurance fees if applicable - Administration charges)

30 days prior to arrival date - Full refund (excluding non-refundable charges/ *cancellation fees for accommodation)
14 days prior to arrival date - 75% of invoice (excluding non-refundable charges/ *cancellation fees for accommodation)
7 days prior to arrival date - 50% of invoice (excluding non-refundable charges/ *cancellation fees for accommodation)
3 days prior to arrival date - 25% of invoice (excluding non-refundable charges/ *cancellation fees for accommodation)
Cancellation 2 days prior to arrival and "no shows" - no refund
***Hotel Accommodation - cancellation 28 days prior to arrival** - no refund
***Host Family/ Residence Accommodation - cancellation 28 days prior to arrival -** 3 days cancellation charge

All changes with accommodation after arrival are subject to a €25 fee paid locally.

Upon quote, Host Family Accommodation will only be made available for the first **48 hours** following a request.

In cases of illness or holidays planned through the duration of the course, the head of school needs to be informed. Lessons missed for this reason will not be replaced or refunded.

Visas

Students travelling on a VISA must plan ahead and check with their local Maltese representation with regard to timings for VISA application.

inlingua Malta will issue a Confirmation letter, a ProForma invoice and a Letter of Acceptance for Visa application upon full payment.

There is a charge of €35 for Visa assistance and any additional cost incurred should documents be sent by courier.

Cancellations after VISA refusal
Any cancellations due to VISA refusals must be made in writing and communicated to info@inlinguamalta.com within three (3) days of receipt of the refusal document sent by the issuing Embassy/Authority. In the event of a refusal the following cancellation charges apply:-
7 days prior to arrival - 3 days host family/ Residence accommodation/ full stay hotel accommodation + *non-refundable charges
Less than 7 days prior to arrival - 1 week tuition + 1 week host family/Residence accommodation/ full stay hotel accommodation + *non-refundable charges*
(*Non-Refundable Charges include registration/Visa Assistance/Courier/Admin fees).
Cancellations or shortening of courses after Visa has been issued
No refunds are granted to students failing to arrive or who are absent during their course. Periods of absence are not compensated with free extensions at the end of the course. In the case of students being granted a visa, non-arrivals, late arrivals and periods of absence will be reported to the immigration authorities. For all other reasons, cancellations must be made in writing and the following cancellations charges apply:-
Between 1 - 21 days prior to arrival date - 4 Weeks tuition and accommodation fees, Registration Fee and Admin charges will be retained.
For no-shows, or cancellation or shortening of courses after arrival date – no refund will be given.
Postponement of courses
In the event that, between 14-21 days prior to course start date the entry visa application approval is still pending students can opt to postpone their course to a later starting date within the current year against a fee of €145. On confirmation of Visa approval, cancellation policies above apply.

Take the Online Placement test before you start your course - www.i-e-learn.com

TERMS & CONDITIONS

Take Your Test Online - Before You Arrive

Adult students are to complete the online placement test at www.i-e-learn.com before yourarrival - failure to do so will mean completing the test on the first day of school resulting in the possible loss of the first 2 lessons. No refund will be offered for these missed lessons. Junior students (5 - 12 year olds) will be sent a digital test but may also be tested on their first day of school.

Transfers

In order for inlingua to provide an efficient airport transfer service, all flight details must be received in full (i.e. Flight number, Arrival and Departure time, Airline and point of origin) no later than 7 days prior to arrival. If not provided 7 days prior to arrival, students will not be entitled to a refund in the case of missed transfers. Airport transfer fees include a maximum of 1 hour waiting time. In the event of a flight delay exceeding 1 hour, students will be charged an additional €15 per hour pro rata on their first day at school.

Child Supervision/Travelling Unaccompanied Minors

Students booking Junior Courses travelling with accompanying adults are supervised **during school hours**.

Unaccompanied minors aged between 13-14 years travelling on their own must contact their airline for clarification and pay stipulated **unaccompanied minor's** fees (if applicable) when booking their flight tickets.

Minors who have not filled in an **unaccompanied minor** form and paid relevant charges will **NOT** be allowed to travel. Proof of payment must be provided on confirmation of booking.

An airport supervision charge of €40 per way must be added for **unaccompanied minors** wherein an inlingua representative will meet on arrival/check-in the minor student and wait with the student prior to handing over to an airline representative prior to the departure flight. This policy is being imposed by various airlines and clarification prior to travelling is **ESSENTIAL**.

Host Families Arrivals/ Departures

Students lodged at Host Family should arrive at the Host Family between 11:00 and 23:00 and depart before 15:00. Students staying at a host family should make sure that their luggage and personal belongings are packed and their room is vacated if their departure time is after 15:00. Should students want to benefit from facilities or meal plans outside the suggested arrivals and departures times this should be agreed upon on confirmation of flight details and extra nights will be charged accordingly.

Eco Contribution Tax

All local and foreign guests at the age of 18 years or older, staying at any type of accommodation, are required to pay an Environment Contribution. The rate is that of €0.50 per night up to a maximum of €5 (10 nights +); for each continuous stay in the Maltese Islands including Gozo. This contribution applies for hotels, guesthouses, hostels, self-catering apartments, B&Bs and host families.

Parent/Guardian Consent Form - Students under 18

It is imperative that the Parent/Guardian Consent Form sent by our Sales Department on application of booking is duly filled and signed by Parent/Guardian. inlingua Malta cannot take responsibility regarding the well-being of students under 18 travelling unaccompanied without the relevant form in hand.

Customer Care & Student Assistance

The inlingua Malta team is freely available to assist students and deal with all circumstances during their stay. Feedback forms are available at reception. If at any time a student is unhappy with any aspect of their course, accommodation or leisure activities they may opt to bring this to our attention either verbally or in writing.

inlingua Malta will not accept any complaints after a student's stay in Malta has ended; unless communicated as detailed above.

Attendance

In order to receive a certificate of attendance students must attend a minimum of 80% of lessons scheduled. Students whose attendance falls below this level may be asked to leave the programme. Students travelling on a visa who fall below the required attendance level will be reported to the immigration authorities.

Code of Conduct

Dismissal Policy: inlingua reserves the right to exclude/expel a student from a programme/course in the event of misconduct within the school/place of accommodation/elsewhere. Stipulated curfew imposed on students living within a host family must be adhered to. Failure to abide by local laws and regulations could also result in expulsion. In the case of expulsion no refunds will be given. Should a student be sent back home extra travelling costs are borne by the student.

Host Family Curfew Times

Students staying with a Host Family are asked to respect curfew times. Students between the ages of 13 and 15 are to be home at 22:00. Student between 16 and 17 should be home before 00:00.

Double Banking

inlingua Malta reserves the right to adapt a double-banking system whereby students may have a varied time-table in which lessons are delivered either in the morning or in the afternoon.

Local Government Taxes

inlingua Malta will not be held responsible for any additional taxes introduced by the Maltese Government through 2018 and these, if any, must be borne by the student.

Photography, Filming & Sound Recording

During the course of a student's stay, the School may arrange to record, photograph or shoot video footage for its promotional purposes only, both printed and online. Any student who does not wish to participate should express this and indicate at the time of recording, photographing or video shooting the wish not to participate.

Courses/Books/Reduced Lessons

Under no circumstance are course fees transferable to a 3rd party. Credit towards courses must be utilised within the same year. Should a Business English student requests an APP book + kit the difference in price is to be paid locally. All prepaid courses are calculated on the lowest book price.

Where only 1 or 2 apply for an exam preparation course, inlingua will apply a reduced hour procedure in which 30 lessons will be reduced to 20 lessons.

Force Majeure

inlingua Malta will not be responsible for any failure to comply with any of its obligations (and therefore shall not be required to provide any compensation) if the failure is occasioned by any cause beyond inlingua's reasonable control; nor shall inlingua be held responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster and unusually adverse weather conditions.

Insurance/Liability

Students must have adequate health, accident and travel insurance while attending any of our programmes. It is recommended that all personal belongings such as cameras, iPod, iPads, laptops and other valuables are insured prior to arrival. This should be obtained from your country of residence. inlingua Malta will not be held liable for loss, damage or injury to persons or property.

Medical insurance can be purchased from inlingua Malta prior to arrival. We recommend that students prepare a photocopy of their passport or ID card prior to their arrival in Malta.

Public Holidays

1st January, 10th February, 19th March, 30th March, 31st March, 1st May, 7th June, 29th June, 15th August, 8th September, 21st September, 8th December, 13th December, 25th December - Lessons that fall on public holidays during week days will be made up during the rest of the week.

Long stay Packages

Students booking courses of a duration of 8 weeks or more are not entitled to a refund or course credit in case of them cancelling their course, accommodation or any other ancillary service booked during their stay.

Long-stay students who are NOT travelling on a VISA may opt to take a total of 1 week holiday per 8 week course stay which may be extended to accommodate the full course weeks. Any additional holiday weeks added are automatically lost and are not refundable. In order to avail of this service, the student must first inform the sales or academic department. In such cases, inlingua does not guarantee continuity in course syllabus.

Leisure Programme

inlingua Malta reserves the right to make changes to the leisure programme due to weather conditions or any other reasons beyond our control. No refunds nor changes can be made on pre-paid activities included in our programmes.

PAYMENT DETAILS

Education Ltd
Branch: HSBC p.l.c. High Street, Sliema
SLM 1549, Malta
IBAN No: MT87 MMEB 4406 0000 0000 0605 5594 00
Account Number: 006 055594 001
Swift Code: MMEBMTMT
Sort Code: 44060

CONTACT DETAILS

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