

# Terms & Conditions

## Payment Terms

Upon confirmation of booking and receipt of invoice, 25 % deposit must be made by Bank Transfer, Credit Card or Secure Online Payment via Flywire. The remaining balance is to be settled 30 days before arrival date.

BANK DETAILS: Kudos Ltd. Branch: HSBC plc, High Street, Sliema SLM 1549. Malta

IBAN No:

MT08MMEB44060000000006256218001

Swift Code: MMEBMTMT

ONLINE PAYMENT: Pay securely through the link listed at the bottom of your invoice [www.inlinguamalta.com/payment-page](http://www.inlinguamalta.com/payment-page)

## Cancellation Fees/Refund Policy

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 - 50% of invoice (excluding non-refundable charges / cancellation fees for accommodation).

**7 days** prior to arrival date and "no shows" - no refund.

Cancellation charges are calculated on invoiced amount and not the deposit received.

Hotel Accommodation - cancellation 1 month prior to arrival - no refund is provided. Changes in Accommodation during the stay are not possible and will not be accepted. 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 school needs to be informed. Lessons missed for these reasons will not be replaced or refunded.

Postponements: Course postponements less than 30 days before start of course will be made at a charge of €100.

Accommodation postponements are charged a fee according to the supplier in question.

## Double Banking

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

## Third-Party Services

inlingua Malta may arrange or recommend third-party services such as accommodation, airport transfers, insurance, or extracurricular activities. While we work with trusted providers, these services are subject to the third party's terms and conditions.

inlingua Malta acts only as an intermediary and is not liable for any issues, including delays, loss, or injury, arising from third-party services.

## Intellectual Property Rights

All educational content provided by inlingua Malta, including lesson materials, online content, handouts, and digital resources, is protected by copyright and remains the intellectual property of inlingua Malta or its licensors. Course materials are provided exclusively for personal, non-commercial use by the enrolled student. They may not be copied, reproduced, distributed, uploaded online, or shared with third parties without prior written consent from inlingua Malta.

Any unauthorised use, duplication, or redistribution of inlingua Malta content is strictly prohibited and may result in disciplinary action or legal proceedings.

## Group Bookings

Full payment for group bookings must be received by inlingua Malta before the course start date, following an initial deposit made at the time of booking.

Group leader supervision is available as an additional service at a charge and must be requested in advance; otherwise, it is assumed that the group will provide their own leaders. Lesson times will be established prior to arrival and must be confirmed during the booking process. Please note that Accommodation changes during a group's stay are often not possible and depend on the availability of third-party providers.

Quotations provided are based on group size, and changes would result in a change in price. Payments for accommodation are to be settled upon booking, and no changes are allowed.

## Visas

Students travelling on a VISA must plan ahead and collect the necessary information regarding application process. It is recommended that application takes place 12 weeks before arrival.

inlingua Malta will issue a Confirmation Voucher, a ProForma invoice and a Letter of Acceptance for Visa application upon full payment. There is a charge of €45 for Visa assistance. Any additional costs incurred, including application fees and visa center administration fees, are to be borne by the student.

## Cancellations after VISA refusal

Any cancellations due to VISA refusals must be made in writing and communicated to [info@inlinguamalta.com](mailto: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 caused by missing or incorrect information provided upon application by the student, no refund will be provided. Full Refund, less non-refundable charges, is provided to students having all the correct documentation submitted, but visa is refused due to diplomatic relations or otherwise.

## Visa Granted - Cancellations or Course Shortening

Once a visa has been issued, no refunds will be granted for cancellations, non-arrivals, or absences during the course.

Periods of absence will not be compensated with course extensions.

in cases of visa issuance followed by non-arrival, late arrival, or extended absences, these will be reported to the immigration authorities.

Postponement of courses in the event that, between 7-14 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.

In case of visa not being granted after full and correct application, students may opt to file an appeal. inlingua Malta will not be held responsible for any additional charges introduced by the Maltese Government, and these, if any, must be borne by the student.

## Take Your Test Online - Before You Arrive

Adult students are to complete the registration process and take the online placement test on [www.inlinguamalta.com/registration-form](http://www.inlinguamalta.com/registration-form) before their arrival.

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 years old) will not be tested before arrival but will be placed according to their age group, and an appropriate level is discussed with their inlingua teacher on the first day.

## Courses Availability and Adjustments

inlingua Malta will make every effort to deliver all reserved courses in full. However, in cases where a course does not meet the minimum number of participants, inlingua Malta reserves the right to offer a suitable alternative of equivalent value or convert the course into one-to-one lessons of corresponding credit.

Please note: Course fees are non-transferable to third parties. Course credit must be used within the same calendar year in which the booking was made.

For exam preparation courses where only one or two students enrol, a reduced-hours policy will apply: the standard 30-lesson course will be adjusted to 20 lessons.

## 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. Lessons missed due to illness or disrupted travel plans and delays outside of booked course start/end date are not compensated.

## Child Supervision/Travelling Unaccompanied Minors

Students booking Junior Courses who are travelling with accompanying adults will be supervised during school hours.

For unaccompanied minors aged 13-17

travelling alone, it is essential to check directly with the airline regarding their unaccompanied minor policy and to pay any applicable unaccompanied minor service fees when booking the flight.

Please note that minors who have not completed the required unaccompanied minor form and paid the relevant airline charges will not be permitted to travel. Proof of payment for the unaccompanied minor service must be provided at the time of booking confirmation. An airport supervision fee of €40 per way will be charged for all unaccompanied minors. This covers the presence of an inlingua Malta representative who will: meet the student upon arrival or assist with check-in for departure, accompany the student at the airport, and remain with the student until they are officially handed over to an airline representative.

Please note: This policy is enforced by many airlines. It is the responsibility of the parent or guardian to ensure all airline requirements are confirmed and complied with before travel.

#### Eco Contribution Tax

All local and foreign guests aged 18 years or older, staying at any type of accommodation, are required to pay an Environment Contribution tax. 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 to 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.

#### Code of Conduct

Dismissal Policy: inlingua Malta expects that all students are well-motivated, polite and considerate towards members of staff, host-families and fellow students at all times. 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.

#### Privacy & Data Protection (GDPR Compliance)

ilingua Malta is committed to protecting your personal data in accordance with the General Data Protection Regulation (GDPR) and relevant Maltese laws. By enrolling with inlingua Malta, you consent to the collection, processing, and use of your personal information for the purposes of course registration, visa processing (if applicable), accommodation arrangements, health and safety compliance, and ongoing school administration.

We only collect information necessary to deliver our services effectively and lawfully. This may include full name, contact details, nationality, date of birth, passport details, and health or emergency contact information.

Your data may be shared with third parties only when required to deliver services (e.g. accommodation providers, insurance companies, visa authorities) and under strict confidentiality agreements.

You have the right to access, correct, or request deletion of your personal data at any time by contacting our administration team at [info@inlinguamalta.com](mailto:info@inlinguamalta.com). Data is stored securely and retained only for the period required by law or our administrative obligations.

#### 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.

#### 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. Students between 16 and 17 should be home before 00:00.

#### 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.

#### 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.

#### Public Holidays

1st January, 10th February, 19th March, 31st March, 3rd April, 1st May, 7th June, 29th June, 15th August, 8th September, 21st September, 8th December, 13th December, 25th December. Some, and not all, of the lessons that fall on public holidays during weekdays will be made up during the rest of the week.

#### 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, digital products, laptops and other valuables are insured prior to arrival. This should be obtained from your country of residence or through our sales team.

ilingua Malta will not be held liable for loss, damage or injury to persons or property. Student insurance, compulsory for students below the age of 18, 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.

#### Leisure Programme

ilingua Malta reserves the right to make changes to the leisure programme due to weather conditions or any other reasons beyond our control. No refunds or changes can be made on prepaid activities included in our programmes.

#### 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 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.

#### Force Majeure

ilingua 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.

#### PAYMENT DETAILS Kudos Ltd

Branch: HSBC p.l.c. High Street, Sliema SLM 1549, Malta

IBAN No: MT08 MMEB 4406 0000 0000 0625 6218 001

Account Number: 006 256218 001

Swift Code: MMEBMTMT

Sort Code: 44060

#### CONTACT DETAILS ilingua School of Languages

Address: 92, Tigne Towers, Tigne Street, Sliema, Malta

VAT Registration No: MT 2573-0022

Website: [www.inlinguamalta.com](http://www.inlinguamalta.com)

E-mail: [info@inlinguamalta.com](mailto:info@inlinguamalta.com)

Tel: +356 2010 2000