

# TERMS & CONDITIONS

## REGISTRATIONS

### BOOKING PROCEDURE

Ways of booking:

- (1) Complete our Booking Form via our website [www.gvmalta.com](http://www.gvmalta.com) or
- (2) Fill-in the school's Booking Form and send it to us via e-mail: [registrations@gvmalta.com](mailto:registrations@gvmalta.com)

We will confirm the booking subject to availability and issue an appropriate Letter of Acceptance and invoice.

### GROUP ALLOCATIONS & BOOKINGS

Group allocations are subject to availability at the time of booking. When one wants to send a group, they should send an email advising school of intended dates and number of students to check availability before confirming bookings with students. Once availability is confirmed, a 25% deposit on the whole group will be required to secure the allocation or provisional booking.

### GROUP PAYMENT TERMS & CONDITIONS AND CANCELLATION POLICY

This refers to those students travelling in a group with a group leader who are requesting an allocation for a specific period of time and for a specific number of students.

Payment Terms:

- 25% Deposit upon confirmation of allocation
- Remaining balance 8 weeks before arrival

Cancellation Fees:

- Registration Fees are not refundable
- 0 – 16 weeks before arrival 25% of all fees, Registration Fees and bank charges
- No shows 100%

### PAYMENTS - SINGLE AND FAMILY BOOKINGS

To secure a booking, a 50% deposit should reach the school within one week of confirmation and the balance to be paid at least 25 working days before arrival. Full payment is to be made for late bookings. GV Malta has partnered with Flywire to provide you with an easy and secure method of sending international fee payments. To get started, click or go to [gvmalta.flywire.com](http://gvmalta.flywire.com) to begin the payment process. If you have questions about making your payment, visit <https://www.flywire.com/help>

### VISAS

Students needing an entry visa for Malta must apply for a visa in their own country prior to arrival in Malta. Documents from the school will be issued upon receipt of full payment. Any bank and/or postal charges incurred will be paid by the student. GV Malta cannot be held responsible for decisions taken by Maltese/foreign Authorities regarding entry visas or visa extensions. A refund less €150 per student + any bank charges + postal charges will be given within 30 days of written proof of visa refusal.

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 course and/or accommodation allocation as originally booked.

Although we will assist students where possible, the school will not be held responsible in any way in ensuring the visa is applied for in a timely manner. It is the student's responsibility to ensure that the applications and documents are submitted on time. It is highly recommended that students who require a visa speak to a school representative.

### POSTPONEMENT POLICY

Students will be allowed to postpone their course and/or accommodation up to 25 working days before confirmed arrival. An administrative fee of €30 will be charged for each change. New dates will be subject to availability and prices may differ depending on season. Should student decide to cancel booking in the end, cancellation fees will apply.

### CANCELLATION POLICY - SINGLE AND FAMILY BOOKINGS

In the event that a cancellation is made after our confirmation, the following cancellation charges will apply:

- All students cancelling over 25 working days (Monday to Friday) prior to the course, accommodation or activity start date (whichever comes first), will be charged a €150 per person or €300 per family cancellation fee + any non-refundable charges (registration fee, insurance fees and

bank charges)

- All students cancelling 25 working days (Monday to Friday) or less prior to the course, accommodation or activity start date (whichever comes first), will be charged a cancellation fee equivalent to 1 week of accommodation, tuition, activities, registration fee, Insurance fees and bank charges.
- Should a student decide to cancel part of their booking 15 working days or less prior to the course, accommodation or activity start date (whichever comes first), no refund will be given.
- No refunds will be given by the school for "No Shows".

Once the student has started his / her course:

- Courses 1 - 4 weeks: Courses cannot be cancelled, shortened or lessons reduced in number. Course fees are not refundable.
- Courses 5+ weeks: Student can shorten course but must give a minimum of a 2-week notice. The resulting credit can only be used to upgrade tuition and is subject to availability. Credit is not refundable.

Once the student has arrived in Malta:

- Accommodation and Activities 1-4 weeks: Accommodation and activities cannot be cancelled or shortened. Accommodation and Activity fees are not refundable.
- Accommodation 5+ weeks: Student can shorten accommodation but must give a minimum of a 2-week notice. Students incur a 20% cancellation fee and refunds will be given in the form of a credit note. The resulting credit can only be used to upgrade accommodation and is subject to availability. Credit notes are not refundable or transferable.
- If a student is unable to attend/cancels the whole/part of a course/ accommodation/booking, this cannot be transferred to another student.

Long-stay packages can be shortened after arrival, but student must give a minimum of a 2-week notice. The resulting credit can be used to upgrade tuition or accommodation and is subject to availability. Credit is NOT refundable or transferrable to another student.

### COVID-19 RELATED POSTPONEMENT/CANCELLATION POLICY

Should a student not be able to travel due to COVID-19 related issues i.e. flights cancelled, borders closed or a positive PCR test result, student will be given the following two options:

1. Student may postpone his/her trip to a later date. No admin fees will be charged, or
2. Student may cancel his/her trip with a full refund less Registration Fee, Bank Charges and any other Non-Refundable Charges. (Should the student decide to come to GV Malta at a later date, the Registration Fee will not be charged again.)

Kindly note proof of flight cancellation or positive PCR test result will need to be sent to Registrations department in order for the student to avail of one of the above options. New dates are subject to availability and prices may differ depending on season.

### ENROLMENT, ACCOMMODATION AND ACTIVITY CHANGES

Any changes to a student's enrolment after initial confirmation will incur an administrative fee of €30 per change. This also includes requests for changes whilst the student is at school. While we will do our best to change or postpone the course/ accommodation/activities when requested, this may however not always be possible. If a student while in Malta, wishes to change less than 4 weeks of his/her booked accommodation, s/he will be subject to an extra cost of 3 days of the original booking. If a student wishes to change 4 weeks or more of his/her accommodation, s/he will be subject to an extra cost of 1 week of the original accommodation booked.

GV reserves the right to have students change their accommodation during their stay. Notification will be given to the student prior to the move. Transfers to the other accommodation will be assisted by GV. If a student changes to accommodation of a superior category, the student will only be charged the difference in price. There will be no refund if a student changes to accommodation of an inferior category. The respective hotel policies will apply for students staying at a hotel.

### PRICE CHANGES

Prices may change if there are revisions in governmental policies, fuel or tax increases, or other unforeseen events beyond the School's control.

## COURSES

### ORIENTATION DAY

On the first Monday of their course, new students are welcomed, given brief information and placed in an appropriate class according to their level. All students are kindly asked to arrive for their orientation on time. Refer to course timetable for orientation time.

### PLACEMENT TEST (PRE-ARRIVAL)

Upon booking and prior to arrival students are to fill in a Placement Test to verify their English level. This enables students not to miss the first lessons on the first day. If a student does not reach the required minimum level for a specific course, s/he may be asked to change to private lessons or another available course. There may be a difference in price.

### REDUCTION OF HOURS

GV Malta will not reduce lessons or hours from students' courses when the class size is only one student.

### ENGLISH ONLY POLICY

In order to provide students with a complete English immersion, GV Malta follows a strict English Only Policy, where students are encouraged to speak English only.

### PRIVATE/ SEMI-PRIVATE LESSONS

Private / Semi-Private Courses may be held outside the school, for example: at student's own accommodation in St. Paul's Bay area at no extra charge. Other areas € 5 per day travel supplement. (Lessons at the weekend / public holiday offered upon request at double the rate.)

## LEISURE

### LEISURE ACTIVITIES

We offer a variety of excursions and trips that one may choose all year round. GV Malta reserves the right to make changes to the activities programme due to weather conditions, attraction closures or any other reasons beyond our control.

### PUBLIC HOLIDAYS FALLING ON A WEEKDAY

Students booking a group course are offered a leisure activity, instead of lessons. Should a public holiday happen to fall on the first Monday of their course, details of the Monday activity will be advised prior to arrival. No refunds will be given to those students who do not attend activity.

## ADDITIONAL INFORMATION

### INSURANCE

GV Malta advises all students to have adequate travel, accident and medical insurance before they arrive in Malta. Ultimately, it is the responsibility of each student to purchase adequate insurance. GV Malta English Centre will not be held responsible for students' failure to purchase adequate insurance and any resulting consequences thereof. Contact us for insurance quotations.

### HEALTH

It is recommended that students disclose any mental illness, allergy, disability or condition that may interfere with their learning or that may impact the wellbeing of any other student or staff member.

### AIRPORT TRANSFERS

All flight details as requested in our Booking Form MUST reach us at least 4 days prior to arrival. In the event of delays or sudden flight changes students MUST inform the airport transfer company in sufficient time. No refund will be given in the event of subsequent missed transfers. When booking accommodation in a host family or residential/sea view apartments, arrival airport transfers must be booked through the school, unless a rental car is booked from the airport.

### PHOTOGRAPHY & FILMING

GV may take photos/video footage of students for marketing/ promotional purposes. If students do not wish to participate, the students need to make us aware of this at the time of shooting. GV will respect their wishes.

## GV MALTA WEBSITE

The official school website is [www.gvmalta.com](http://www.gvmalta.com). We cannot take responsibility for any information offered on any other websites which do not belong to Global Village English Centre (Malta) Ltd. Please ensure you access current school information and not cached pages which are out-of-date.

## LIABILITY

Students are liable for any damage caused to school premises or accommodation or any third-party property. Before departure students must pay the full cost of any damage they caused. GV Malta will not be held liable for loss, damage or injury to persons or property.

## LOSS AND THEFT

GV Malta English Centre will not be held responsible for loss or theft of any student's property from the school, accommodation or from any location.

## DISMISSAL

GV Malta reserves the right to dismiss students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation is at student's own expense.

## FORCE MAJEURE

GV 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 GV Malta's reasonable control; nor shall GV Malta be 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, unusually adverse weather conditions and infectious diseases.

## COMPLAINTS PROCEDURE

If, at any time throughout the course, students are not happy with any area of their stay, they are to inform the school as soon as possible. No complaint can be accepted after departure if it has not been clearly brought to the school's attention as explained above.

## FINAL DECISION

If a situation arises that has not been covered by the above Terms, we reserve the right to take any fair and reasonable action that we think appropriate.

## APARTMENT ACCOMMODATION

### CHECK-IN/OUT

Unless otherwise stated, check-in is after 14:00 for all types of accommodation. Upon check-in students staying in the self-catering apartments will be asked to pay a damage deposit and relevant Eco Tax. If students' arrival is early in the day and they prefer guaranteed immediate access to their room, the School recommends that the accommodation is reserved from the night before.

Late Check-In: Students checking in between 21:00 & 07:00 will be asked to pay a late check in fee in cash directly to GV Malta Representative on check-in.

Check-out: on the day of departure is by 09:00. When checking out, students staying in apartments should allow at least 1 hour for management to check the accommodation and refund the damage deposit. If a student fails to allow at least 1 hour, management reserves the right to refund the damage deposit at a later stage

### DAMAGE DEPOSIT

The damage deposit of €50 paid in cash on check-in will be refunded (in full or part thereof) on check-out, upon presentation of the damage deposit receipt and after the accommodation has been inspected. The damage deposit is held against any costs that may be incurred in respect of missing items of inventory, breakages, damages or excessive dirt that students may cause during their stay. Management also reserves the right to fine students where disturbances to other clients or third parties have been reported. In these cases, the fine will be taken from this deposit. It is very important to note that students' liability is not limited to €50 and the School reserves the right to charge extra money or take any other necessary measures as and when required.

### ACCOMMODATION KEYS

Students will be given his/her own room and main door key. Students staying in our accommodation will be charged for lost

or broken keys and the cost of changing main door lock and key cutting. In the case of accommodation with host families, if students are given a copy of the house key and this is lost, they will have to pay the full cost involved to replace the door lock.

## GUESTS

No guests allowed overnight in accommodation if not booked through the school.

## COOLING, HEATING AND ELECTRICITY / GAS IN OUR RESIDENTIAL / SEAVIEW APARTMENTS

Electricity consumption is included. Use of other heating/cooling appliances not provided by GV Malta is prohibited. In the event of any additional appliances being found in the accommodation, these shall be removed immediately and a charge of €5 per day for the full stay will be made for each appliance.

## TOWELS & LINEN

Towels and linen will be provided in all accommodation. Towels are not to be taken out of the apartment or used as beach towels. Stained / damaged towels or linen will be charged accordingly.

## CLEANING

Cleaning of the accommodation and change of towels and bed linen takes place on a weekly basis; missing items will not be replaced. Cleaning includes washing of floors and bathroom/s, and dusting of furniture. Cleaning of plates, pots and pans is not included. Additional cleaning can be provided upon request at an additional cost. Please contact our Accommodation Department for further information.

Even though cleaning is provided, students are responsible for maintaining the cleanliness of their apartment and disposal of rubbish. Rubbish is not to be left to accumulate indoors as this will attract unwanted insects. Rubbish is collected on a daily basis (except Sundays) and should be left on the pavement outside the front door. Please refer to Information Booklet in apartment for collection times and days.

Students leaving untidy rooms will not have their accommodation cleaned and may have to pay an additional fee for extra cleaning services.

If found in breach of the above conditions the school shall reserve the right to withhold the damage deposit and one may be asked to leave the apartment.

## INSPECTION OF ACCOMMODATION

Management or staff can enter to check the accommodation whenever they deem it necessary. Glasses, mugs, pots, pans, plates, cutlery etc. must not be moved from one accommodation to another. When inspecting the accommodation on departure, guests will be charged for missing items even if they are in another accommodation. Posters, photos, postcards, etc. must not be stuck on to the walls; this is to avoid damaging the plastering. Students are responsible for missing items of inventory, breakages and damages in their accommodation; therefore, it is in the interest of the students who are sharing accommodation to ensure that any damage caused in their accommodation or abuse by other students within their apartment is reported to management immediately.

## PARTIES

Parties must not be held in the accommodation. Loud music, singing, shouting or any other disturbance in the accommodation, corridors or any other public area is not permitted at any time during the day or night. In the event that this regulation is ignored, each student registered in the accommodation will lose their deposit and may be asked to leave the accommodation. There will be no refund for students who are asked to leave due to their misuse, abuse or disturbance in and around the accommodation provided by GV Malta.

## HOST FAMILY ACCOMMODATION

Students staying with host families are entitled to:

- Half Board: breakfast and dinner
  - Full Board: breakfast, a packed lunch and dinner
- Breakfast is generally continental and includes tea or coffee with milk, and an adequate amount of toast with jams and cereals.

Lunch is generally packed lunch and consists of bread rolls/sandwiches, a piece of fruit and a small bottle of water;

Dinner in the evening includes a variety of dishes and mineral/filtered water.

Students must respect the meal times established by their family. Students should inform their family about the food they like and don't like, when they are not going to eat at the family home, or if they would like to eat at a different time.

A heater/fan will be provided upon request by the student,

## YOUNG LEARNERS (UNDER 18s)

Young Learners Club and Teens Club do not include 24-hour supervision. All young learners are to be accompanied by a parent/guardian outside lesson times. A consent form must be completed and signed by a parent/guardian and received by GV Malta prior to arrival. By enrolling your child at GV Malta you are providing us to act on your behalf in the case of an emergency. Parent/guardian is to provide a packed lunch each day. Participation in prepaid lessons and activities is compulsory. Should young learners not wish to attend any lessons or activities, the school requires written authorisation from parents/guardians giving reasons. Lessons and activities are not transferable or refundable.

## COURSES

Level and Age are taken into consideration when placing students in class. For YLC and TC courses, the course name booked may change depending on the ages and levels of young learners and teens booked each week. So for example, a 10-year old student originally booking Young Learners Club may be placed in Teens Club if the teens are closer to his / her age. The Director of Studies will decide which course is best for the child. These courses include supervised breaks.

## UNACCOMPANIED MINORS

Students travelling as unaccompanied minors require a GV representative to provide an additional service upon arrival and departure. The charge for this service is €40 each way. This cost does not include airport transfer costs. It is the parents/guardians' responsibility to advise GV Malta at the time of booking if the student is travelling as an unaccompanied minor with the airline/ferry. GV Malta is not responsible for any additional fees incurred.

## POCKET MONEY

Students should ensure they have sufficient money for the duration of their stay. In case of emergency the school will provide pocket money upon receipt of said money in the GV account. This will incur a charge of € 20 per transaction, deducted from the sum deposited into GV's account.

## CURFEW

All students between the ages of 14-17 years old have a 22:00 curfew that must be respected.: GV Malta reserves the right to make necessary changes and to send the student back home if he/she fails to respect the curfew times.

## YOUNG LEARNERS ACCOMMODATION

GV Summer Camp: Students aged 10-17 can stay in the summer camp during summer. Adult supervision is provided.

Host Families: Students under the age of 14 cannot stay in host families unless accompanied in Malta by a parent/guardian.

Hotels: Students under the age of 18 cannot stay in a hotel, unless accompanied by a parent/guardian.

## SUMMER CAMP

### RESIDENTIAL CAMP

GV Residential Camp is available to individuals and groups, minimum one week. Arrival and departure at the weekend.

### DAY CAMP AND LANGUAGE CAMP

GV Language and Day Camp include shuttles from GV St. Paul's Bay – GV Summer Camp Rabat – GV St. Paul's Bay.

## CONSENT

Summer Camp consent forms will be sent upon booking. This needs to be completed within one week of booking confirmation.

## INSURANCE

Insurance for Residential Summer Camp and Day Camp students is included in the package price and will be booked upon full payment and full completion of the booking form including the student's personal email address. GV will not be held responsible for late payments or missing details that will hinder us from purchasing the student's insurance.