

TERMS & CONDITIONS

BOOKING PROCEDURE

Online: Fill in the booking form found on our website at www.gvmalta.com/book-online or Email: send an email with details to registrations@gvmalta.com

Once we receive your booking request, we'll confirm availability and send you a Letter of Acceptance along with an invoice.

BOOKING

SINGLE & FAMILY BOOKING PAYMENT POLICY

A 50% deposit is due within 1 week of booking confirmation. The balance must be paid at least 25 working days before arrival.

Late bookings require full payment.

Payments can be made via bank transfer or credit card.

SINGLE & FAMILY BOOKING CANCELLATION POLICY

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

Cancellations made more than 25 working days before the start of the course, accommodation, or activity (whichever comes first) will incur a €150 fee per person or €300 per family, plus any non-refundable fees (registration, insurance, and bank charges).

Cancellations made 25 working days or less before the start of the course, accommodation, or activity (whichever comes first) will be charged a cancellation fee equal to 1 week of accommodation, tuition, and activities plus the 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 start of the course, accommodation or activity (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 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

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 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.

GROUP ALLOCATIONS & BOOKINGS

Group allocations depend on availability at the time of booking. To book a group, please email us with the intended dates and number of participants to check availability before confirming with your group. Once availability is confirmed, a 25% deposit for the entire group is required to secure the booking or provisional allocation.

GROUP PAYMENT & CANCELLATION TERMS

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 non-refundable. If a booking is cancelled up to 16 weeks prior to arrival, 25% of all fees, including registration fees and bank charges, will be charged. In the event of a no-show, 100% of the fees will be retained.

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 their booking instead of postponing, cancellation fees will apply.

ENROLMENT, ACCOMMODATION & 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 not always be possible. If a student wishes to change less than 4 weeks of their booked accommodation while in Malta, they 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 their accommodation, they will be subject to an extra cost of 1 week of the original accommodation booked.

GV Malta 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 a GV Malta representative. If a student chooses to upgrade to 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.

COURSE DATES

All courses start on a Monday and end on a Friday unless otherwise stated. Students need to ensure that they are present for all lessons. There will be no reduction in fees if a student is unable to attend lessons on any day.

VISAS

Students requiring an entry visa for Malta must apply from their home country before arrival. School documents are issued only after full payment. All bank and postal charges are the student's responsibility.

GV Malta is not liable for visa or extension decisions made by Maltese or foreign authorities. If a visa is refused, a refund will be issued as follows:

€150 if cancellation is made more than 1 month before the start date plus any bank charges and postal fees

€300 if cancellation is made less than 1 month before the start date plus any bank charges and postal fees

Written proof of visa refusal must be provided no later than 1 month before the start of the course, accommodation, or activity (whichever comes first).

Delayed visa applications may result in changes to course or accommodation availability. While we offer guidance, it is the student's responsibility to apply on time. We strongly recommend speaking with a school representative if a visa is required.

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 the booking confirmation for orientation time.

PLACEMENT TEST (PRE-ARRIVAL)

All students need to complete an online placement test. In the case of young children, their parent or guardian is to fill in an assessment form. The placement test or assessment form needs to be submitted within one week of booking. 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, they 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

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. For other areas €5 per day travel supplement. If a public holiday falls on a weekday the hours will be made up during the remaining lessons.

PUBLIC HOLIDAYS

No lessons will be held on public holidays. Students booking a group course are offered a leisure activity instead of lessons should a public holiday fall on a weekday. 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 the public holiday activity.

LEISURE

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.

ADDITIONAL INFORMATION

AIRPORT TRANSFERS

All flight details as requested in our Booking Form must reach us at least 7 days prior to arrival. In the event of delays or sudden flight changes, students must inform the airport transfer company as early as possible. No refund will be given in the event of missed transfers. When booking accommodation in a host family or residential apartments, arrival airport transfers must be booked through the school, unless a rental car is booked from the airport.

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.

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 is not responsible for any loss or theft of students' personal belongings, whether at the school, in the accommodation, or elsewhere.

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 will not be held responsible for students' failure to purchase adequate insurance and any resulting consequences thereof. Contact us for insurance quotations.

HEALTH

We encourage students to let us know about any mental health conditions, allergies, disabilities, or other circumstances that may affect their learning experience or the wellbeing of fellow students and staff. This helps us provide the best possible support.

PHOTOGRAPHY & FILMING

GV Malta occasionally captures photos and video footage of students for marketing and promotional purposes. If you prefer not to appear in any images or recordings, please let us know on your first day of school.

GV MALTA WEBSITE

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

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.

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.

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

Check-in for all types of accommodation is after 14:00 unless otherwise stated. Students staying in self-catering apartments will be asked to pay a security deposit and Eco Tax on arrival (or first day of school). For early arrivals, we recommend booking the accommodation from the night before to guarantee immediate access.

Check-out on the day of departure is by 10:00, and luggage storage is not available. Apartment check-out requires at least one hour for inspection.

SECURITY & DAMAGE DEPOSITS

GV Malta now uses pre-authorized credit card deposits instead of cash deposits for student accommodation. A temporary €50 hold will be placed on your card to cover any possible damages during your stay. This is not a charge, and the amount will be released back to your available credit within 30 days of departure.

Please inform us immediately if any damage occurs in your room or apartment so that only the relevant cost is charged. If damages are found after check-out and were not reported, or if keys are not returned, the full deposit will be retained. Management may also deduct fines for disturbances caused to other students or third parties. Please note that liability is not limited to €50, and additional charges may apply if necessary.

ACCOMMODATION KEYS

Each student will receive their own room and main door key. Lost or broken keys will incur charges, including lock replacement and key cutting. For host family stays, students must cover the full cost of replacing the door lock if a house key is lost.

GUESTS

Overnight guests are not allowed unless booked through GV Malta.

COOLING, HEATING AND ELECTRICITY / GAS IN OUR RESIDENTIAL APARTMENTS

Electricity is included. Personal heating or cooling appliances not provided by GV Malta are not allowed. Any unauthorized appliances will be removed, and a €5 daily charge per appliance will apply for the entire stay.

TOWELS AND LINEN

Towels and linen are provided. Towels must not be taken outside or used at the beach. Charges apply for stained or damaged items.

CLEANING

Accommodation is cleaned weekly (floors, bathroom and dusting), towel and linen changes will be done weekly after the second week of stay (missing items won't be replaced). Students must clean their own dishes. Extra cleaning is available at a cost. Please contact the Accommodation Department. Students must keep their apartment tidy and dispose of rubbish. Check the apartment info booklet for collection schedules. Untidy rooms won't be cleaned and may incur extra charges. Failure to follow these rules may result in loss of the damage deposit.

INSPECTION OF ACCOMMODATION

Management or staff may enter the accommodation when necessary. Kitchen items such as glasses, plates, cutlery, and cookware must remain in their assigned accommodation, as missing items will be charged even if found elsewhere. To protect the walls, posters, photos, and postcards should not be attached. Students are responsible for any loss, breakage, or damage within their accommodation, and are encouraged to report issues or misuse by others to management immediately.

PARTIES AND NOISE

Parties are not allowed in the accommodation, and everyone is asked to keep noise levels low, both inside the rooms and in shared spaces, so that all students can enjoy a peaceful stay. If these rules are not followed, students may lose their deposit and, in some cases, may be asked to leave the accommodation without a refund.

HOST FAMILY ACCOMMODATION

Students staying with host families can choose Half Board (breakfast and dinner) or Full Board (breakfast, packed lunch, and dinner). Breakfast is usually continental with tea or coffee, toast with jams, and cereals. Packed lunch typically includes a sandwich, fruit, and a small bottle of water. Dinner offers a variety of dishes with mineral or filtered water.

Students should respect the family's mealtimes and not take food outside of these times without permission. Students are also encouraged to share their food preferences and let the family know if they will be away, or if they wish to request changes to mealtimes.

YOUNG LEARNERS (UNDER 18s)

KIDS CLUB AND TEENS CLUB

These programs do not provide 24-hour supervision, so children must be accompanied by a parent or guardian outside lesson times. Relevant consent forms, signed by a parent or guardian, must be submitted to GV Malta before arrival. By enrolling your child, you authorize GV Malta to act on your behalf in case of an emergency. Parents or guardians should provide a packed lunch each day. Participation in all prepaid lessons and activities is compulsory; if a child cannot attend, written authorisation with reasons must be provided. Lessons and activities are non-transferable and non-refundable.

COURSES

Students are placed in classes according to age and level. For Kids Club and Teens Club, the course booked may be adjusted depending on the age and level of participants each week. For example, a 10-year-old originally booked for Kids Club may be placed in Teens Club if this better matches their age group. The Director of Studies determines the most suitable course. Courses include supervised breaks.

UNACCOMPANIED MINORS

Students travelling as unaccompanied minors will need a GV Malta representative to assist them on arrival and departure. This service costs €40 each way and does not include airport transfer fees. Parents or guardians must inform GV Malta at the time of booking if their child is travelling as an unaccompanied minor, as GV Malta cannot be held responsible for any additional airline or ferry charges.

POCKET MONEY

Students are advised to bring enough spending money for the duration of their stay. In case of emergency, pocket money can be arranged through the school once funds are received in GV Malta's account. Please note that a €20 fee per transaction will be deducted from the deposited amount.

YOUNG LEARNERS ACCOMMODATION

GV SUMMER CAMP

Students aged 9-16 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. All students staying with a host family 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 they fail to respect the curfew times.

HOTELS

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

SUMMER CAMP

CONSENT

A link to the Summer Camp consent form 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 arranged once full payment and the completed booking form, including the student's personal email address, are received. Please note that late payments or missing details may prevent us from being able to secure the student's insurance.

CURFEW

All Residential Summer Camp students aged 15-16 have a curfew of 22:00, which must be respected. For the safety of our younger students aged 14 and under, leaving the Camp without supervision is not permitted.



GV Main Centre
St. George's Street
St. Paul's Bay SPB 3476
Malta



GV Summer Camp
90 Triq Tal-Virtu
Rabat RBT 2604
Malta

