

# Price List 2023

(01/01/2023 to 31/12/2023)

# Berlitz®

ENGLISH  
LANGUAGE  
ACADEMY



151, 'Chamber House', Triq Edgar Bernard, Gzira, GZR 1707, Malta  
(+356) 2577 4000 - [info@elamalta.com](mailto:info@elamalta.com)

## ADULT COURSES - SHORT STAYS (1 TO 7 WEEKS)

COURSE	LESSONS PER WEEK	PRICE PER WEEK	
General English Group Courses (Any Level)		Low Season	High Season
General English Group 20	20 Lessons (15 Hours)	210	260
Intensive English Group 30	30 Lessons (22.5 Hours)	275	325
General English Conversation Group 10	10 Lessons (7.5 Hours)	85	85
Business English Group Courses (Minimum Intermediate (B1) Level)		Low Season	High Season
Business English Group 20	20 Lessons (15 Hours)	330	380
Business Intensive English Group 30	30 Lessons (22.5 Hours)	430	480
Business English Communication Group 10	10 Lessons (7.5 Hours)	120	120
Private Individual 1 to 1 Lessons (Any Level)		Low Season	High Season
Aviation, Travel & Tourism; Business Management; Exam Preparation; General English; Hospitality & Catering; Medicine; Professions & Vocations; Teacher Training	10 Lessons (7.5 Hours)	390	440
	20 Lessons (15 Hours)	755	805
	30 Lessons (22.5 Hours)	1100	1145
	40 Lessons (30 Hours)	1415	1465
OTHER COURSES ON REQUEST		ALSO AVAILABLE IN THE EVENING	
Exam Preparation Courses (TOEFL, IELTS & Cambridge) (Minimum Intermediate (B1) Level)		Low Season	High Season
Exam Preparation Group 20	20 Lessons (15 Hours)	330	380
Exam Preparation Group 30	30 Lessons (22.5 Hours)	430	480
Total Immersion® Intensive Individual Instruction (60 Lessons/40 Hours) - (Any Level)		Low Season	High Season
40 Private Lessons + 10 Lessons with Lunch + 5 Lessons with 2 Teachers + 5 Lessons of Self-Study		2650	3310
Online & Evening & Weekend Lessons (Any Level)		Available on Request	

**COURSES CAN BE COMBINED ON REQUEST AND ARE SUBJECT TO AVAILABILITY**

## ADULT COURSES - LONG STAYS (8 WEEKS & OVER)

### SPECIAL OFFER - NO HIGH SEASON SUPPLEMENT

COURSE	LESSONS PER WEEK	PRICE PER WEEK	
General English Group Courses (Any Level)		Low Season	High Season
FROM 8 TO 16 WEEKS			
General English Group 20	20 Lessons (15 Hours)	190	
Intensive English Group 30	30 Lessons (22.5 Hours)	250	
FROM 17 TO 25 WEEKS			
General English Group 20	20 Lessons (15 Hours)	175	
Intensive English Group 30	30 Lessons (22.5 Hours)	235	
FROM 26 TO 35 WEEKS			
General English Group 20	20 Lessons (15 Hours)	155	
Intensive English Group 30	30 Lessons (22.5 Hours)	215	
FROM 36 TO 52 WEEKS			
General English Group 20	20 Lessons (15 Hours)	140	
Intensive English Group 30	30 Lessons (22.5 Hours)	200	
School Registration & Administration		30 per Person	
Berlitz Material		35 per Level	
Airport Arrival & Departure Transfers (When booking Apartment or Host Family)		48 per Person (Return)	
Guard.me International Travel & Emergency Medical Insurance		From 10.50 per Week	
Prices in Euro (€) per Person per Week (5 Days)		1 Lesson = 45 Minutes	

High Season: Saturday, 10/06/2023 to Sunday, 10/09/2023

#### PRICES INCLUDE

24/7 Welfare Assistance, Online Placement Test, Welcome Pack, Welcome Meeting, Student Card, Course Material, Free SIM Card, Course Certificate, Free Wi-Fi, Self-Study Centre, Roof Terrace Chill-Out Area.

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## FAMILY COURSES

COURSE	LESSONS PER WEEK	PRICE PER WEEK	
General English Group Courses (Any Level)		Low Season	High Season
Parent Adult Courses	Please refer to Adult Courses	Price According to Course	
Child General English Group 20	20 Lessons (15 Hours)	210	260
Child Private Individual 1 to 1 (10)	10 Lessons (7.5 Hours)	390	440
Child Private Individual 1 to 1 (20)	20 Lessons (15 Hours)	755	805
Family Course Package 1	2 Parents (GE Group 20) + 1 Child (GE Group 20)	560	700
Family Course Package 2	2 Parents (GE Group 20) + 2 Children (GE Group 20)	720	910
Family Course Package Extra Child	1 Child (GE Group 20)	185	235
Lessons of parents and their children will start and finish at the same time.			
Parents MUST supervise and be responsible for their children during break times.			
Accommodation in Self-Catering Apartment or Host Family or Hotel is available on request.			

School Registration & Administration	30 per Person
Berlitz Material	35 per Level
Airport Arrival & Departure Transfers (When booking Apartment or Host Family)	48 per Person (Return)
Guard.me International Travel & Emergency Medical Insurance	From 10.50 per Week
Prices in Euro (€) per Person per Week (5 Days)	1 Lesson = 45 Minutes

High Season: Saturday, 10/06/2023 to Sunday, 10/09/2023

### PRICES INCLUDE

24/7 Welfare Assistance, Online Placement Test, Welcome Pack, Welcome Meeting, Student Card, Course Material, Free SIM Card, Course Certificate, Free Wi-Fi, Self-Study Centre, Roof Terrace Chill-Out Area.

## JUNIOR SUMMER PROGRAMME (13 - 17 YEARS)

English Courses and Social Activities focus on

Sun & Fun!, Culture & History, Business Awareness, Digital Technology, Social Media Studies, Climate & Environment

**Sunday, 2<sup>nd</sup> July 2023 to Sunday, 6<sup>th</sup> August 2023 (5 Weeks)**

Junior Summer All-Inclusive Programme (Any Level)		Student Residence	Host Family
School Registration & Administration	Group Leader Supervision (School and Activities)	1 Week	1 Week
General English Group 20 for Juniors	Group Leader Supervision in Junior Residence	950	875
Accommodation as Booked on Full Board	Welcome Pack	2 Weeks	2 Weeks
Arrival & Departure Airport Transfers	Student Card	1790	1645
Full Leisure Activity Programme	Basic Course Materials & Berlitz Textbook	Extra Week	Extra Week
Guard.me Travel & Medical Insurance	Course Certificate	840	770
24/7 Welfare Assistance	Mobile SIM Card	Extra Day	Extra Day
Online Placement Test	Free Wi-Fi	115	110

### Sample Junior Activity Programme

Monday	Afternoon	Valletta - The Capital City & the 'Malta 5D' Show
	Evening	International Student Boat Party
Tuesday	Afternoon	Golden Bay (One of Malta's Finest Beaches)
	Evening	The Ancient Capital City of Mdina Quiz Night
Wednesday	Afternoon	Afternoon Chill-Out Time
	Evening	Bowling Tournament (Be the Best!)
Thursday	Afternoon	Games, Quizzes & Competitions!
	Evening	Vittoriosa/Birgu Quiz Night!
Friday	Afternoon	Esplora Science Centre
	Evening	Evening Chill-Out Time
Saturday	Full Day	Comino Island & The Blue Lagoon
	Evening	Open-Air Disco Night (Dancing in the Moonlight!)
Sunday	Full Day	Ghajn Tuffieha Bay (One of Malta's Finest Beaches)
	Evening	Traditional Maltese Festa

**OTHER ACTIVITIES AVAILABLE:** Sliema Treasure Hunt, Karaoke & Cabaret Night, Seafront Promenade Evening Walk, Beach Volleyball, 5-Side Football Competition, Table-Tennis Tournament, Medieval 3 Cities, Traditional Harbour Cruise, Malta's Bird Park, Esplora Science Centre, Veg Box Agricultural Farm, WasteServe Environmental Awareness Visit, Mellieha Nature Reserve, Natura 2000 Sites, Wildlife Park Malta, Malta National Aquarium.

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## ACCOMMODATION - SHORT STAYS (1 TO 7 WEEKS)

TYPE & DESCRIPTION		PRICE PER WEEK			
APARTMENT ACCOMMODATION (ADULTS ONLY)	Low Season		High Season		
	Sharing Room	Single Room	Sharing Room	Single Room	
Self-Catering Shared Apartment	203	336	245	378	
Private Bathroom Supplement	49 per Person	77	49 per Person	77	
HOST FAMILY ACCOMMODATION (ADULTS & JUNIORS)	Low Season		High Season		
	Sharing Room	Single Room	Sharing Room	Single Room	
Host Family - Half Board (Breakfast & Dinner)	217	294	259	336	
Host Family - Full Board (Breakfast & Packed Lunch & Dinner)	266	329	315	371	
Private Bathroom Supplement	49 per Person	77	49 per Person	77	
Special Diet Supplement (Vegetarian, Gluten Free, Celiac, Vegan, Lactose Free, Halal)	70 per Week				
HOTEL ACCOMMODATION ON REQUEST AND SUBJECT TO AVAILABILITY					

## ACCOMMODATION - LONG STAYS (8 WEEKS & OVER)

**NO HIGH SEASON SUPPLEMENT ON BOOKINGS OF 16 WEEKS & OVER**

TYPE & DESCRIPTION		PRICE PER WEEK			
APARTMENT ACCOMMODATION (ADULTS ONLY)	Low Season		High Season		
	Sharing Room	Single Room	Sharing Room	Single Room	
Self-Catering Shared Apartment	196	294	238	336	
Private Bathroom Supplement	49 per Person	77	49 per Person	77	
HOST FAMILY ACCOMMODATION (ADULTS & JUNIORS)	Low Season		High Season		
	Sharing Room	Single Room	Sharing Room	Single Room	
Host Family - Half Board (Breakfast & Dinner)	154	231	175	266	
Host Family - Full Board (Breakfast & Packed Lunch & Dinner)	182	308	245	350	
Private Bathroom Supplement	49 per Person	77	49 per Person	77	
Special Diet Supplement (Vegetarian, Gluten Free, Celiac, Vegan, Lactose Free)	70 per Week				
HOTEL ACCOMMODATION ON REQUEST AND SUBJECT TO AVAILABILITY					

School Registration & Administration	30 per Person
Airport Arrival & Departure Transfers (When booking Apartment or Host Family)	48 per Person (Return)
Additional Unaccompanied Minor Transfer Fee (under 18 years and not part of a group)	40 per Transfer
Additional Unaccompanied Minor Host Family Supervision Fee (under 18 years)	15 per Night
Guard.me International Travel & Emergency Medical Insurance	From 10.50 per Week
Prices in Euro (€) per Person per Week (7 Nights)	Arrival and Departure on any Day of the Week

**High Season: Saturday, 10/06/2023 to Sunday, 10/09/2023**

All Self-Catering Shared Apartments are fully-furnished with a communal kitchen/living/dining area, television, free Wi-Fi, fans (in summer), heaters (in winter), washing-machine, weekly cleaning & change-of-linen service. TOWELS ARE NOT PROVIDED.

Every adult (18 yrs+) must pay the Malta Government Environmental Contribution (ECO) Tax at €0.50 per night to a maximum of €5.00 per stay.

Any student that books apartment or host family accommodation must also book return airport transfers.

A refundable damage & behaviour deposit of €100.00 (cash) is required from every student staying in self-catering apartments. This must be paid at reception on the first day of school and will be returned on the last day, pending any issues relating to the apartment.

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### **OPENING HOURS**

Berlitz | English Language Academy Centre is open from Monday to Friday from 08:30 to 17:00 (08:15 on Monday). The Centre is closed on Saturday and Sunday and on every national public holiday.

### **ENQUIRIES, BOOKINGS, ENROLMENT & REGISTRATION**

Enquiries and/or bookings can be made directly with the Centre on [bookings@elamalta.com](mailto:bookings@elamalta.com) or on [info@elamalta.com](mailto:info@elamalta.com) or via our international education agents. We will reply to enquiries within 24 hours whenever possible.

Once a booking is confirmed, we will issue a Booking Confirmation with the total amount due for the booking. This must be paid in full 2 weeks before the start of the booking. In the case of late bookings, full payment must be made as soon as the booking is confirmed by the Centre.

All payments must be made in Euro (€) by bank transfer or debit/credit card.

- **Bank Name:** HSBC
- **Bank Branch Name:** Qormi
- **Bank Branch Address:** HSBC Bank Malta p.l.c., Commercial Branch, 80 Mill Street, Qormi, Malta QRM3101
- **Account Name:** ELA LTD
- **Account Number:** 043-020106-001
- **IBAN Number:** MT76MMEB44439000000043020106001
- **Swift Code or Bank Identifier Code:** MMEBMTMT

All bank charges must be paid by the student or agent and NOT by the Centre.

All fees must be settled before the course start date as no student will be allowed to start their course with the Centre until full payment has been received.

STUDENT BOOKINGS AND FEES ARE **NOT** TRANSFERABLE TO ANOTHER STUDENT OR THIRD PARTY.

### **MALTA GOVERNMENT ECO CONTRIBUTION TAX**

Every adult student (18 years+) staying in apartment or host family accommodation must pay an Environmental Contribution Tax of €0.50 per night to a maximum of €5.00 per stay. Students must pay this tax to the Centre on their first day.

### **UNDER-AGE STUDENTS (MINORS)**

Enrolments for unaccompanied students under 18 years of age must be accompanied by a signed Parental Consent Form and a signed copy of the parent's passport.

### **SPECIAL NEEDS STUDENTS**

Students with any medical condition, learning disability, or special needs and/or conditions must advise the Centre on registration providing as much information as possible to ensure the maximum safety and comfort possible

### **CANCELLATIONS & POSTPONEMENTS**

#### **Cancellations**

When a booking is cancelled after arrival, 100% of the total value of the booking is due to the Centre.

When a booking is cancelled within 7 days of expected arrival, 75% of the total value of the booking is due to the Centre.

When a booking is cancelled between 8 and 14 days of expected arrival, 50% of the total value of the booking is due to the Centre.

When a booking is cancelled more than 14 days of expected arrival, a full refund is made but a €100.00 Cancellation Fee is due to the Centre.

When a booking is cancelled due to a student visa not being issued by the relevant authorities, a full refund is made (provided the booking is cancelled more than 14 days of expected arrival) upon receipt of the visa rejection letter. A €100.00 Cancellation Fee is due to the Centre.

No refund is made if a student is expelled from the Centre.

No refund is made if a student fails to attend lessons.

No refunds on any course or accommodation will be provided if a student's study visa is cancelled due to the student's absenteeism from school or any other student-related issue.

#### **Postponements**

Students can postpone their booking free of charge if the Centre is notified more than 14 days of expected arrival. If a student postpones less than 14 days of expected arrival then the Cancellation Fees listed above shall apply. However, any postponement request will be dealt with on an individual case-by-case basis and will be subject to availability of services.

### **CHANGES TO BOOKING**

The Centre reserves the right to change any part of a student's booking due to circumstances beyond the Centre's control. Changes may include (but are not limited to) moving classrooms, changing teachers, changing course type, changing from face-to-face to online lessons, and accommodation changes. In such cases, no refunds will be given.

### **TRAVEL & HEALTH INSURANCE**

Students must have adequate travel and health insurance to cover the period of time they will be in Malta. The insurance policy should include coverage for cancellations, loss and theft of baggage and personal belongings, medical or psychological conditions, emergency evacuation, and any other eventuality that may occur. The Centre shall not be held liable for any costs incurred as a result of the student having no or insufficient insurance cover. The Centre offers insurance for students via 'guard.me International Student Insurance' from €10.50 per week.

If a student becomes ill and requires medical assistance, the Centre will provide all assistance possible and refer the student to a qualified doctor at a local pharmacy. The doctor will charge the student directly (approximately €20.00). Prices for a home or Centre consultation are in the region of €20.00 to €30.00 per visit.

Students must report at enrolment stage any psychological or physical illness, allergy, disability or condition that may interfere with their ability to successfully complete their study programme; that may affect the health and well-being of any other student, host or staff member; that may require monitoring, treatment or emergency assistance of any kind; or that may require special accommodations.

### **STUDY VISAS**

Students are responsible for their study visas and must ensure that they apply for the required travel documents in due time before they travel. The Centre will provide all necessary documents for students to apply for their visa once full payment has been received. The Centre must be advised immediately if a visa application is rejected. As visa and immigration regulations are constantly updated and modified, we strongly advise students to check the current rules and regulations with their local embassy.

The latest requirements in Malta can also be viewed at <https://www.identitymalta.com/unit/central-visa-unit/>

### **FIRST DAY**

On their first day students must check in with our Front Office staff at the Centre's reception. They must complete a Registration Form and complete the Placement Test (if they have not already done so online). They will then have their photo taken for their student card according to Maltese law. Students must keep their student card with them at all times during their stay.

### **COURSES & LESSONS & LEVEL OF ENGLISH**

Lessons of any type are always 45 minutes long. Lessons are usually held every morning from Monday to Friday from 09:00 to 12:30 including a 30-minute break. Conversation classes are usually held from 13:00 to 14:30. During high season lessons may be held either in the morning or afternoon due to high demand.

The Centre is closed on national public holidays. Lessons missed due to Centre closure on public holidays will be made up on the other days ***whenever possible. This is NOT guaranteed!***

Course material (including textbooks) is compulsory for every course and level at €50.00 each.

Students are encouraged to do the Online Placement Test before they travel to Malta for their course so they can go straight to class on arrival.

The Placement Test can be accessed via: [ELA Malta Online Test \(office.com\)](https://www.identitymalta.com/unit/central-visa-unit/)

Our courses are levelled in accordance with the Berlitz Method:

<u>BERLITZ LEVEL</u>	<u>CEFR LEVEL</u>	<u>BERLITZ LEVEL</u>	<u>CEFR LEVEL</u>
1	A1 (Functional)	6	B1.2 (Upper Intermediate)
2	A2.1 (Functional)	7	B1.3 (Advanced)
3	A2.2 (Intermediate)	8	B2.1 (Advanced)
4	A2.3 (Intermediate)	9	B2.2 (Professional)
5	B1.1 (Upper Intermediate)	10	C1/C2 (Professional)

### **LESSON REDUCTION**

If a group course does not have more than one student in a class in any particular week, lessons in that class will be reduced by 50%.

### **EXAMINATION FEES**

Examination entrance fees are not included in Examination Preparation Course fees. Transportation to and from the testing centre is also not included. Students taking examinations must take valid passports on the day as national identity cards may not be accepted. The Centre recommends that students check with the relevant examination board.

### **STUDENT ATTENDANCE**

Students must attend a minimum of 80% of their lessons to qualify for a Certificate of Attendance. Students that are absent from their lessons without prior authorisation or a valid reason will not be awarded a Centre Certificate. Students that are regularly absent from their lessons could be expelled from their course. Students that cannot attend their lessons due to illness must submit a doctor's note or a medical certificate to the Centre by email on the first day of their illness and bring the original on their first day back at school.

If students on a study visa are absent from their lessons regularly, the Centre must inform the Malta Immigration Authorities. The study visa could be revoked and lead to the expulsion of the student from their course and accommodation. No refunds will be given if a student's study visa is cancelled due to lack of attendance as required by Maltese law.

Students are not allowed into their classroom if they are more than 15 minutes late for class. They will only be allowed to join the class following the next break. This is to minimize disruption to other students and the teacher. Lessons missed due to lateness are not replaced.

### **HOLIDAY BREAKS**

Long stay students are entitled to a Holiday Break whilst studying at the Centre for longer than 8 weeks.

- Students on courses from 8 to 23 weeks can apply for 2 weeks Holiday Break.
- Students on courses of 24 weeks and over can apply for 4 weeks Holiday Break.

Students must notify the Centre at least 2 weeks before they take a Holiday Break and obtain authorisation from the Director of Studies. Students that do not notify the Centre will be marked as absent and will be reported to Malta Immigration Authorities if they are on a study visa. Students on a study visa must ensure that their visa start and end dates are correct to include any Holiday Breaks. Holiday Breaks cannot be taken at the end of a course.

The Centre will extend the student's tuition course (if requested) free of charge. The Centre will **NOT** extend the student's accommodation free of charge. Students wishing to extend their accommodation will have to pay the brochure price. The Centre can only extend the accommodation subject to availability.

The Centre does not guarantee that any students returning from their holiday break will have the same class, teacher, or accommodation.

### **AIRPORT TRANSFERS**

Students booking return airport transfers must provide arrival and departure flight details (including flight numbers and flight times) at least 7 days prior to their arrival in Malta. The Centre will not be held responsible and no refunds will be given for missed airport transfers if details are not sent in time. The Centre must be advised immediately if there are late changes to flights. Our airport transfer drivers will wait for a maximum of one hour from the time of landing

**STUDENTS THAT BOOK APARTMENT OR HOST FAMILY ACCOMMODATION MUST ALSO BOOK RETURN AIRPORT TAXI TRANSFERS.**

### **ACCOMMODATION**

The Centre offers accommodation in shared self-catering apartments (adults only) or at local host families (adults and minors). The Centre can also provide assistance to students that wish to book hotel accommodation of any star rating.

### **ACCOMMODATION CHECK-IN & CHECK-OUT**

Check-in time on arrival day is 14:00 unless otherwise stated. Students that arrive earlier and require immediate access to their room must book their accommodation to include the previous night.

Check-out time on departure day is 10:00 unless otherwise stated. The Centre reserves the right to remove personal belongings of students that are due to check out if they fail to do so by 10:00. The Centre will not accept any liability for any items reported missing or damaged.

### **ACCOMMODATION CHANGES**

All accommodation changes are subject to availability and require a 3-day notice period.

No refunds are provided if the new accommodation is of a lower category and price. If a student changes to accommodation of a higher category and price, the difference in price must be paid before moving.

The Centre reserves the right to ask students to change their accommodation to a similar standard if required due to operational reasons.

No refunds are made if a student wishes to cancel accommodation after arrival.

### **MIXED NATIONALITIES**

The Centre does not guarantee mixed nationality of students within its accommodation.

### **SELF-CATERING APARTMENTS SERVICES**

Self-Catering Shared Apartments include water and electricity costs and are fully furnished with a communal kitchen/living/dining area, television, free Wi-Fi, fans (in summer), heaters (in winter), washing-machine and a weekly cleaning & change of linen service. TOWELS ARE NOT PROVIDED. A/C'S ARE NOT PROVIDED.

### **SELF-CATERING APARTMENTS RULES**

The apartment must be kept clean and tidy. Extra cleaning will result in extra charges.

Rubbish/garbage bags must be properly tied and closed and taken out on the correct day at the correct time. Rubbish/garbage bags must not be left inside the common areas of the building.

- Sunday                    **No** Rubbish Collection
- Monday                  Organic Rubbish (White Bag)
- Tuesday                 Mixed Rubbish (Black Bag)
- Wednesday             Organic Rubbish (White Bag)
- Thursday                Recyclable Rubbish (Grey/Green Bag)
- Friday                    Organic Rubbish (White Bag)
- Saturday                Mixed Rubbish (Black Bag)
- Glass collection every first and third Friday of the month.

Smoking inside the apartment or common areas is not allowed.

Guests are not allowed inside the apartment at any time.

Loud music, shouting or any other disturbance in the accommodation is forbidden at any time during the day or at night.

### **PARTIES ARE STRICTLY FORBIDDEN.**

Clothes and towels are not to be hung on the balcony.

Furniture is not to be left out on the balcony.

Any damage inside the apartment is to be paid for by all of the students unless an individual student accepts responsibility.

Other beds in your room are not to be touched. Students that wish to change their bed or room must first ask the Centre.

Windows are to be closed and locked before leaving the room and apartment.

Possessions are to be kept safe and secure. Responsibility for lost or stolen personal items will not be accepted by the Centre.

One set of keys will be given to students in their welcome pack. €30.00 will be charged to replace lost or damaged keys.

Water and electricity are expensive! Lights and appliances are to be switched off when not in use.

The Centre reserves the right to change allocated rooms at any time.

### **APARTMENT DEPOSIT**

A €100 cash deposit is required from every student staying in self-catering apartments. This must be paid at the Centre's reception on the first day of school and will be returned on the last day pending any issues related to the apartment.

### **HOST FAMILIES**

Living with a Maltese host family gives students the opportunity to experience local family life. Living with a family is not like living in a hotel so students must always be respectful of the host family's house rules.

Food likes and dislikes must be discussed with the host family at the beginning of the stay to avoid misunderstandings later.

The family is to be advised of the student's social programme and leisure activities, especially if any meals are going to be missed or the student is going to be late.

The host family's permission is to be asked for before bringing other people to the house.

A key to the house is provided by most host families. Replacement keys will be charged for.

The student's room, bathroom and common areas are to be kept clean and tidy at all times.

The student's room is cleaned and a laundry service will be provided once a week.

Fans, not A/C's, will be provided by the family. If an A/C is in the student's room, it will be available at an extra charge payable directly to the host family.

The host family must always be asked if the student wishes to borrow anything which is not provided in the bedroom.

Snacks and drinks taken between meal times are to be bought at the student's expense. Students should not help themselves to food or drinks from the kitchen.

Water and electricity are expensive. Lights and appliances are to be switched off when not in use and water is not to be left running.

Students are expected to pay the host family in full for any breakages/damages for which they are responsible.

The Centre and host family will not be held responsible for any loss or damage of personal property.



## **CENTRE POLICY & RULES – STUDENT CONDUCT & BEHAVIOUR**

The Centre is an educational institution and expects its students to maintain decent and reasonable standards of behaviour at school and in the accommodation. All students are bound to abide by the policies and rules of the Centre and by the laws governing Malta. Students that regularly fail to observe Centre policies, guidelines, rules and regulations will be subject to any disciplinary action that the Centre feels is appropriate. The Centre reserves the right to fine students in such cases. Students that continue to break Centre policies and rules could be expelled from the Centre with no refund.

## **COMPLAINT PROCEDURE**

Students that have any complaint about any aspect of their language stay must make a report immediately. The Centre will do all it can to resolve any issue to the student's satisfaction within 24 hours of receiving the complaint. Complaints that have not been brought to the attention of the Centre during the student's stay will not be dealt with at a later date.

## **LOSS OF PROPERTY**

The Centre will not be held responsible for loss or theft of any student's property from the Centre or accommodation or any other location. Student's property is the sole responsibility of the student at all times.

## **FORCE MAJEURE**

The Centre cannot be held responsible for any failure to deliver its services due to unforeseen circumstances beyond its control brought about by *force majeure*. Nor shall the Centre be held responsible for any costs incurred by or on behalf of the student as a result of any such cause.

*Force majeure* causes shall include, but not be limited to:

- Fire, flood, earthquake, extreme weather, pandemic, public health emergency, natural or man-made disaster.
- War, threat of war, act of terrorism, sabotage, riot, civil disorder, rebellion or revolution.
- Industrial action, labour dispute, failure of suppliers or subcontractors.
- Act of any local or foreign Government Entity or Authority with respect to any of the foregoing.
- Any event or occurrence which is beyond the Centre's reasonable control.

## **PHOTOGRAPHY & FILMING**

The Centre occasionally takes photographs and makes videos for use in promotional material and campaigns. At registration on their first day, students are asked to sign a photographic consent form in line with GDPR regulations. It is therefore assumed that pictures taken during lessons or activities or any pictures given to the Centre or its staff can be used in the Centre's promotional material. Students that do not wish to be photographed or filmed must advise the Centre immediately.

## **DATA PROTECTION (GDPR)**

In order to provide its services to students and uphold its obligations to said students, the Centre must process and store students' personal information. Such information shall include the following:

*Name and Surname; Date of Birth; Nationality; Mailing Address; Mobile Number; Email Address; Medical Conditions (if any).*

Any information or personal data passed on by students to the Centre may be stored in an online or offline format and will be made use of in accordance with the relevant data protection laws, particularly the General Data Protection Regulation. The Centre may disclose appropriate personal data to relevant Centre staff and third parties where there is a legitimate need or obligation to do so. Such personal information will only be disclosed by the Centre in a manner which complies with national privacy and data protection laws, keeping the security of the personal data of students in mind at all times. The Centre shall not share sensitive or personal information about students with any third party, including parents, legal guardians, caregivers, next of kin, or relevant government agencies without the student's prior consent, unless there are reasonable grounds to believe the health, safety and/or welfare of the student and/or others is at risk, and where the Centre is bound by a legal obligation to do so. A student can request to view, erase and access all the personal information that the Centre holds on said student, at any time, by contacting the Centre's Data Protection Officer/Representative on [info@elamalta.com](mailto:info@elamalta.com).

## **PUBLIC HOLIDAYS 2023**

The Centre is closed on all Maltese national public holidays in 2023.

Lessons that fall on the day of the public holiday will be made up on other days of that week **whenever possible. This is NOT guaranteed!**

PUBLIC HOLIDAYS 2023			
Sunday, 1 <sup>st</sup> January	New Year's Day	Thursday, 29 <sup>th</sup> June	Feast of Saint Peter & Saint Paul
Friday, 10 <sup>th</sup> February	Feast of Saint Paul's Shipwreck	Tuesday, 15 <sup>th</sup> August	The Assumption of Our Lady
Sunday, 19 <sup>th</sup> March	Feast of Saint Joseph	Friday, 8 <sup>th</sup> September	Victory Day
Friday, 31 <sup>st</sup> March	Freedom Day	Thursday, 21 <sup>st</sup> September	Independence Day
Friday, 7 <sup>th</sup> April	Good Friday	Friday, 8 <sup>th</sup> December	The Immaculate Conception
Monday, 1 <sup>st</sup> May	Labour Day	Wednesday, 13 <sup>th</sup> December	Republic Day
Wednesday, 7 <sup>th</sup> June	'Sette Giugno'	Monday, 25 <sup>th</sup> December	Christmas Day

## **AGREEMENT & JURISDICTION**

These Terms & Conditions apply to any agreement entered into between the Centre and any agent or student and are governed by the laws of Malta. By entering into such an agreement, all parties agree that, should a dispute arise, they will submit to the jurisdiction of the Maltese courts.

This Berlitz Centre is independently owned and operated by English Language Academy Limited