Bookings; Payments; Cancellations and Refunds 2010

All bookings can be sent to our main office by email, fax or to the main address shown on our website. When completing the Booking Form, please make sure that the information you send us is clear and that it includes the student's name and surname in full, e-mail, course type requested, accommodation required and tentative dates of arrival / departure.

Booking

Once we have this information we will be able to check for availability.
Once this is confirmed, AClass Academy of English will e-mail a confirmation of availability with a corresponding quotation. This will be valid for a period of 48 hours, during which time it must be confirmed by you.

In order to confirm your booking you can choose to pay either the full amount or a deposit on application. The final amount of the balance is **to be paid on the first day of school**.

If this is not confirmed with all the required information, **including flight details** and all other information as requested, the provisional booking will be cancelled with no charge.

We will also need you to confirm your flight details and arrival dates, your approximate level of English and any special requirements you may need. At times, we may also require copies of your passport to be sent to us prior to arrival.

If it is not confirmed with all the required information, **including flight details** and all other information as requested, the provisional booking will automatically fall and will be cancelled with no charge.

When the quote is confirmed within 48 hours

AClass Academy of English will book your place on the course and the necessary accommodation and send all course and accommodation details to you by e-mail.

Transfers

All flight details must be provided at least 14 days before you start the course, unless you are booking late in which case you are to contact us directly as soon as possible. Airport transfer fees of €17 one way include 1 hour and 30 minutes of waiting time. In the event of delays, students will be charged the additional rate at €14.00 per hour pro rata.

Cancellation Policy

All cancellations / changes effected after a confirmation will be charged as follows:

More than 7 days notice: 25% of your total cost as a cancellation fee. 7 to 3 days notice: 30% of your total cost as a cancellation fee. Less than 3 days notice the full price will be charged. **No refunds are given after the course has started**. Also, course changes will not be allowed to make up for refunds in the case of course cancellations.

If a student's visa is refused and **a copy of the letter of refusal is sent to us <u>at least 3 days before the start of course</u>**, AClass Academy of English will not charge the student a cancellation fee.
However, if the student paid for their course online, any bank charges incurred through payment system and the Visa fee for couriering the letter of acceptance will not be refunded. Any money will be debited or credited to the same credit card that made the original payment. Personal data in this part, as well as in the parts of these guidelines is protected by the relevant Maltese legislation.

It can take **up to 8 weeks** for the refund to be transferred so please bear this in mind.

If the student does not notify AClass Academy of English at least 3 days before the course commencement that their visa has been refused and provide the necessary documentation, then the deposit is forfeited.

Payment Procedures:

<u>For the deposit required prior to arrival:</u>

By Bank Transfer
Phone : (+356) 25 581200
Fax: (+356) 25 581250

Bic code:	LBMAMTMT
Bank information:	IBAN: MT85 LBMA 0500 0000 0001 1741 0790 200 St Catherine's High School - AClass account: 0117410790200

<u>For payment of the rest of the bill payable on the first day of school:</u>

By Credit Card: On the first day of school, the student can pay for the rest of their course. This will incur a **3%** processing fee.

Or Cash

Booking Policy:

Currencies:
When paying for your booking please be advised that the amount charged to your credit card will be in Euro (EUR).

Booking or Rebooking an English language course:

We feature a selected amount of English language courses on our site. After booking your course and paying. You can request a cancellation or modification(e.g. different arrival date or type of accommodation) up to 31 days before your arrival date in Malta by contacting us and quoting your AClass Academy of English reference number which will be on the confirmation e-mail you receive

What Happens When a Course/Accommodation Option is Cancelled or Changed?

Student not yet in Malta

Change Course or Accommodation

- If a student wants to change course type or accommodation **31 days** or more before course start date – there is no charge

- If the student **changes** course or accommodation up between **2 and 30 days before the start date** there is **a minimum** of **€25** rebooking fee. This **may be more** if the booking is with a hotel as they will require a rebooking or cancellation fee. Since every hotel is different the charges will vary.

- If a student wishes to **change** their course or accommodation between **1** and **29** days **before the start date**, there is a minimum rebooking fee of **€30 plus any hotel charges.** Since every hotel is different the charges will vary.

- **Cancel Course or Accommodation**

- If the students has applied for a visa and has been refused (we need written letter of refusal as evidence) all deposit minus any bank charges is refunded. This can take a number of weeks to be effected.

- If a student cancels course type or accommodation **31 days** or more before course start date – no charge

Student not yet in Malta continued

- If the student **cancels course and or accommodation** they between 1 and 30 days before their start date, **they lose their deposit.**

Student already in Malta

Change Course or Accommodation:

- If a students wants to **change** Host Family - **€50** charge
- If a student wants to **change** Hotel/ Hostel - €**50 plus Hotel Fees**. This is usually 3 nights' payment, however this varies depending on the hotel
- To **change** Course or package - €5**0** Course change fee plus course price difference
- If new course is less than old course then **no refund is given**

Additional Private One-to-One Lessons

Booked After Student Has Arrived in Malta or for Students Residing in Malta:

- If student has booked additional lessons while already in Malta then a minimum of **€150** is due **prior to the course start** date
- Each lesson is deducted from this balance. Another **€150 is due** before the balance reaches zero
- Any additional money from the €150, excluding bank charges, will be refunded to the student
- Should the student not turn up for a private one-to-one lesson and not give prior notice, the lesson will still be charged to the student's account.

- If the student gives a minimum notice of **2 days**, the lesson will be rescheduled at **no extra charge**.

- **Cancellation of a private 121 extra lesson or student not turning up for class without 2 days notice** means you forfeit the lesson.

- Refunds or extra lessons are **not obligatory** and this is **at the discretion** of the Director of Studies and the Administrative Executive

- No refunds are given for cancellations.

Other Booking Conditions that you should inform know about:

Placement Test:

Once the student has booked and paid a deposit they must request a Placement Test. This will be sent via e-mail to assess their level of English. This test result must be returned to us **before** the student's arrival. Choosing not to complete the test is an option, especially if the booking is last minute but will mean completing the test on their first day of school. This may result in a possible loss of the student's first 4 lessons at their own expense. In these cases no refund will be offered by AClass Academy of English.

Students booking an Exam Course such as PET, FCE etc

Please check the dates for the require exam before booking your course.

AClass does not guarantee you will be place on the exam course you book until you have been tested at school under the appropriate test conditions.

Students will be tested extensively on the first three days of the course to place the student in the correct examination class for them.

They will be given separate reading, writing, listening and speaking tests. This is to identify their strengths and weaknesses to be help give students an indication of their level before the course.

The students will also be tested mid-course and at the end of their course to assess their progress.

If there are not enough students for an exam course, the student will follow a General English Course in the mornings with Special Exam Focus in the afternoons at 121 for 1 hour per day.

Lesson Timetable

1st day: All students who have not taken the placement test need to be at school by 9 sharp to take the placement test. Adult and Teen lessons start at 9 am. At 10.30 there is a welcome meeting explaining cultural do's and don't and introducing the teens to their Teen group supervisors. If adult or teen students have taken their placement test, the students go to reception for their timetable and start lessons at 9. If they take their test on Monday morning, they go to their first lesson at 11am.

Lesson times are normally as follows:

Mornings
9am - 10.30am: General English Lessons
10.30 am – 11am: Break (Welcome Meeting for new students on Mon)

11am - 12.30 am: General English Lessons
General Courses Finish

Afternoons
1 pm up to 4 pm
Intensive lessons (usually from 1pm -2.30pm)
Specialised courses (usually from 1pm – 2.30, 3 or 4 pm for Business, Aviation, Medicine etc)

AClass Academy of English reserves the right to change these times without prior notification. One-to-One lessons can be held in the mornings or afternoons, depending on availability.

Complaints

If, at any time throughout their course, students are not happy with any area of their stay, they are to speak to Liz (courses) or Juanita (tours and accommodation).

An End-of-Stay Evaluation Form will also be given to students to evaluate the level of satisfaction of our customers at the end of their programme.

No complaint can be accepted by AClass Academy of English **after the end of the relevant course** if it has not been brought to our attention as explained above.

Changing level or teacher

If students have any problems with their teacher or course they are first required to discuss this with their teacher or in the case of teenagers, their Teen Course Supervisor. If this matter is still not resolved they are to speak to the Director of Studies who will do her best to remedy the situation. Students can only change their level on Mondays or Tuesdays. Any other changes will be at the discretion of the Director of Studies

Expulsion

AClass Academy of English expects all its students to act in a considerate manner and respectful manner towards members of staff, host families and fellow students at all times.

The school reserves the right to ask any student who does not comply with the rules above and below to leave the course. In this case, no refund of fees will be made and any extra costs incurred by the school on the behalf of the student will be charged to the student.

AClass may also expel any student from any course at anytime for breaking any of the laws of Malta, being in possession of drugs or abusing alcohol, malicious damage to the school, host family property or rented apartments, or any dangerous behaviour that may put the student or other people at risk.

Loss of Property Insurance

AClass Academy of English will not be held responsible for loss or theft of any student's property from the school or accommodation or from any other location.

Force Majeure

In the event that AClass Academy of English is unable to fulfil any of its obligations as a result of event/events beyond AClass Academy of English's reasonable control, AClass Academy of English will not accept responsibility or liability. Such events will include but will not be limited to : terrorist attacks, war or the threat of war, riots, industrial action, natural or man-made disasters, unusually adverse weather conditions or any other event/events that may classify Malta as an "at risk destination" by the Ministry of Foreign Affairs.

Reduced Hours and Holidays

Reduced Hours
A minimum of 3 students are required to offer all our courses except 121 lessons.

If the school is unable to create a group course due to not having enough students at the same time/level, a smaller group course or single lessons for a reduced amount will be provided instead:

If two students are present

20 lessons will be reduced to 15 lessons and 30 lessons will be reduced to 24 lessons.

If only one student is present

20 lessons will be reduced to 10 individual lessons and 30 lessons to 20 lessons at no extra expense to the student.

Public Holidays in Malta 2010:
1st January - New Year's Day
10th February - St. Paul's Shipwreck
19th March - St. Joseph
31st March - Freedom Day
March / April (date changes) - Good Friday
1st May - Labour Day
7th June - Sette Giugno
29th June - St Peter and St Paul (L-Imnarja)
15th August - The Assumption (Santa Marija)
8th September - Our Lady of Victories
21st September - Independence Day
8th December - Immaculate Conception
13th December - Republic Day
25th December - Christmas Day

AClass Academy of English will be closed on any public holiday falling on a week day as well as between December 24th and January 4th.

AClass Academy of English will be closed on every public holiday. If any lessons fall on a public holiday there will be an extra half an hour added on to the remaining days to during the rest of the week. Only One to One individual lessons and ESP lessons will be made up in full.

Courses and Programmes

Courses

Courses are given at 5 levels; Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, and Advanced. Students are advised that their placement test is to be completed and sent to the school at least one week prior to arrival. This enables us to place students in the correct class without having to waste a morning of tuition.

Beginner level students **must book between 1 and 2 weeks of one-to-one** lessons depending on the individual's progress before being placed in an Elementary group. Students should contact AClass directly to arrange this option.

Courses start every Monday and lessons are offered both in the mornings as well as in the afternoons. During peak season (June, July and August) AClass reserves the right to place students in morning or afternoon classes depending on availability.

Junior Bookings /Teen Bookings (6 -17 years of age)

Group Programme

Please contact us for Junior or Teenage Summer and Easter Sample Summer Programs 2010 and for further details. During Easter, the programme will have some small variations due to seasonal differences. Some excursions will require parental consent release forms to be signed prior to the arrival of the students.

NB: While AClass Academy of English offers a range of excursions we pride ourselves on being able to be flexible and able to change, combine or include excursions which are not specifically designed by us but are organized around the wishes of the group. For further information contact AClass Academy of English activities coordinator.

Transport is organised for all events as two-way unless otherwise stated. Program is subject to change without prior notice at the discretion of AClass Academy of English leisure department.

Please note that the correct times are those set on the program. These are NOT subject to change unless confirmed by AClass Academy of English

See Teen Arrivals on the next page for more information on Teen Packages

ARRIVALS AND DEPARTURES

Individual Arrivals (adult arrivals)

Individual arrivals who book a taxi transfer through AClass Academy of English will be picked up at the Malta International Airport by the school taxi driver. Every individual arrival will have his/her name printed on an arrival card that will be held by our driver at the arrivals lounge. Kindly see your letter of acceptance for more details.

Students should ideally plan their flights to be here on the weekend prior to the commencement of their course or program.

In the case of accommodation students will be placed in one of our student apartments and in the case of host families students will be placed in the Pembroke/St Paul's Bay/ Sliema /St. Julian's area or as close to the school as possible.

Details of the student's booking will be communicated upon receipt of your confirmation. Residence details will be confirmed upon enrolment in the letter of acceptance.

Morning lessons start at nine and it is advisable to arrive early on the first day of school. If the student has not taken the placement test online then they will be tested before being allocated a class.

Teen Arrivals.

An AClass representative will welcome new students **under the age of 16** at the airport, give them their welcome pack and take them to their host families. **Students under the age of 18 are automatically booked with host families unless coming on a family**

package course. Under 18-year-olds wishing to live in an apartment or residence must have their parents send written confirmation signed by their parent or guardian.

The first appointment with the teen students is then at 9.00 am on the first day at the school for their welcome meeting. Lessons after that follow the same hours as adult courses from mornings from 9-12.30 and in the afternoons lessons from 1-2.30.

Students with outstanding payments will be approached and told that by Tuesday morning the money has to be collected in euro. The students will have a chance to exchange money in the evening. A receipt is then given to the students on Wednesday morning.

Daily

Student attendance to class and afternoon activities will be checked. Student attendance is then verified at the point of departure next to the coaches.

Departures

The students have to sign on the departures list, confirming that the time that they have on their ticket is the time that there is on the list.

The students are to be informed that they have to be ready for collection two hours and a half before the departure time.

Curfew times

Students between the ages of 10 and 13 should be home by 21.00 while students between the ages of 14 and 17 should be home by 23.00 when not on a supervised school activity.

Should students want to stay out later they would need to get written authorisation from their parents / legal guardian and sent to AClass with contact details of the parent / guardian for verification.

Supervision

Our Teenage package does not include 24 hr supervision. AClass staff is available for all activities listed on the program. Emergency Support is offered 24/7 however students are not supervised outside the programme as indicated.

Unaccompanied Minors

Students travelling to Malta as minors will not be accompanied by staff before pick up or drop off from airport. Should you require any assistance this is available for an extra charge of €10 per hour. Babysitting can also be organised but please contact us to confirm availability.

Tuition and Other Academic Matters

School

Host families will either drop the students off at the school, or will show the students how to get to the school on foot. All students will receive a programme indicating the time they start school. A map of the area is available on our website through a link with Google maps. Students are asked to call our offices using the numbers in their welcome pack to should they need any further assistance. Pembroke is a quiet, residential area close to the main shopping and entertainment areas.

Activities

All excursions are organized from a central pick up point near the school. The excursion activity will start once all the group has arrived and the bus is ready to go. Students who have difficulty in finding the central meeting point are to contact the school on the numbers indicated in their welcome pack or to ask for more information at reception. Students who are late will miss the excursion.

After the activity students will be taken back to the pick up point. Students will not have time to go back to their place of residence between classes and the afternoon activities.

All their belongings like (swim wear, towels, creams, cameras etc) must be taken to school with the students before they start classes in the morning.

AClass will not take responsibility or offer any refunds to students who choose not to attend any afternoon activities they have booked.

Having said this, students will be encouraged to participate in all the events included in their programme.

Medical Attention

The school provides a 24hr medical care service that is charged directly to the students by the school doctor. All individuals are recommended to take out medical insurance before

travelling to Malta. Please notify us should the student have an existing medical condition, allergy etc. It is strongly suggested that EU citizens get a European Health Insurance Card.

Linked Sites

This site contains links to other sites on the Internet. Although we screen all sites before linking to them, web sites and addresses change regularly. The linked sites are for your convenience accessing them is at your own risk. AClass Academy of English is not responsible for the content of any linked site.

We welcome links to this site. You may establish a link to this site, provided that the link does not state or imply any sponsorship or endorsement of your site by AClass Academy of English, its affiliates, or any group or individual affiliated with AClass Academy of English.

Photographs

From time to time, staff at the school will take photographs of students on activities for promotional purposes. If this is something you oppose to please send us an email letting us know you would prefer to opt out.