ACCOMMODATION

Home Stay Accommodation (Groups + Individual Bookings for Teens and Adults)

All families working with us are checked to make sure that they are in a suitable locality and have minimum standards before accepting their services. All families working with us are licensed by the Malta Tourism Authority.

We check that host families are to have no more then 4 students from us at any one time (barring 2 days for any overlaps). Adult students will be placed in twin rooms. In the event that host families have more the 4 students in total, please inform us as soon as possible and a change will be effected as soon as possible.

Students must remember that families are not hotels and students should try to blend in with the families' customs and traditions where possible.
Students are advised to agree on meal times with their host family to avoid misunderstanding. Meals are normally shared with the family and students. Dinner times are to be respected. If students make other plans or arrangements, students should inform the families of their absence as they may prepare food unnecessarily and worry should the student not turn up. If a student is unhappy with the food or have a particular request, please communicate this to your host family for an alternative to be arranged. Any special requests, including being vegetarian, must be made at the booking stage.

AClass Academy of English will try their best but do not guarantee to be able to accommodate any special requests if they are not stated in the Enrolment Form.

Laundry

Linen but **no towels** are provided by host families. Beach towels are to be brought by the students. Bed linen is changed once a week. **Laundry facilities are offered once a week at a charge of 10 euro per load** which is to be arraigned between the family and the student. AClass Academy of English has nothing to do with the payment for this service.

Host family guidelines

Staying in a Maltese Host Family with other students from different parts of the world is an integral part of YOUR language stay. Please read the points listed below carefully and speak to a member of staff should you have any difficulty or questions regarding the rules and regulations.

AClass Academy of English will try its utmost to allocate students as close to the school premises as possible and will confirm your host family prior to arrival. A profile of your Host Family will be sent to you upon confirmation.

Students may book an individual or shared room. A Maximum of 4 students per Host Family is allowed.

Students booking a shared room will be placed with a student of the same sex but possibly of any nationality. Where possible teen students will be placed with a similar age group.

Students may book to have a single nationality placement; however this option is not available during the month of July.

Only students who are 18 years of age and older, are allowed to share a room with a student of the opposite sex when booking a shared room together.

Students staying in a host family can choose between bed and breakfast, half board and full board.

Breakfast provided by Host Families will include some of the following items such as fruit juice, cereal, fresh bread or toast, jam or marmalade and a hot drink such as coffee, tea, or hot chocolate.

Lunch would consist of items such as two rolls or sandwiches with suitable fillings (e.g. ham and cheese, cheese and tomato, tuna), a piece of fruit, a packet of crisps and a small bottle of water.

Dinner will be made up of a warm main course, a dessert such as ice-cream or fruit, and a beverage.

Each student will receive a key and will be responsible for returning the key at the end of the stay. If a key is lost it must be replaced at the student's expense.

Students are expected to keep their rooms and the Host Family home clean and tidy at all times and abide by the Host Family rules.

In the event that the room is not kept clean, the Host Family will inform AClass Academy of English immediately, who will inform the student to clean it immediately after class.

Any damages due to negligence incurred by a student in the Host Family's home, such as stains, breakages and tears to soft furnishings must be replaced at the student's expense.

Any valuables are the responsibility of the student and should be kept locked in the student's suitcase. AClass Academy of English will not take responsibility for any personal items said to have gone missing from a Host Family.

Students are advised not to carry valuables into a Host Family's home and any loss of personal items including money is at the student's own risk.
Under no circumstances may students invite people over to the Host Family's home with informing the host family beforehand.

No works, alterations or maintenance of domestic appliances or structures are to be carried out by a student staying at a Host Family. In the case of any malfunction, the student is to report this to AClass Academy of English immediately.

Students who cause serious disturbances to the neighbours will have to leave the host family home and in these cases no refunds of their course or accommodation will be given.

Students are not allowed to walk around the Host Family home improperly dressed.

AClass Academy of English is entitled to inspect the student's room at the Host Family whenever necessary, even daily.

All fees are to be paid in full in advance.

Students booking a Host Family are to ensure that they have a clear arrival transfer arrangement with AClass Academy of English. This allows AClass to be make arrangements for student our representative to take the students directly to the Host Family, or the Host Family meeting point, where the student will be welcomed and meet the family.

AClass Academy of English is committed to offering quality Host Families to students following a course at AClass Academy of English.

Students will receive a Host Family Profile giving information about the family, host family meeting point and distance to and from the school, when their application is confirmed, together with AClass Academy of English's letter of acceptance.

Should any student encounter any problems with their Host Family, AClass Academy of English will do all it can to resolve the problem within 48 hours of receipt of a written complaint. A written complaint form can be filled in at our Reception desk.

Change in Host family accommodation

A student who is not happy with a host family will be offered an immediate change within 48 hours, should there be a valid reason. In this event, students are to fill in a Complaint form with the details of the request and submit this to the Front Desk. No request will be entertained without this supporting documentation. No charges will be incurred if the reason is valid.

If a request to change family is made and is not supported by a valid reason, such a change will be offered at the expense of the student (transport + accommodation costs) and will be subject to availability.

Shared Apartments and Hotels (for Adult groups + individual Adult bookings only)

Adults in hotels can choose between a single or twin room. Adults in apartments will be placed in twin rooms unless a single room is specifically requested.

Adults in Shared Apartments must be at least 18 years of age. A security deposit of €150, their credit card details and a copy of their passport are required. The deposit will be returned at the end of their stay.

Students may book a shared room (maximum 3 persons) or a single room. All apartments booked by students are mixed. Students booking a shared room will be placed with a student of any nationality and of the either sex. An apartment may have 1, 2, or 3 bedrooms. Each bedroom will accommodate a maximum of 3 persons unless specifically indicated in the apartment profile.

Upon confirmation the student will be allocated an apartment. In exceptional cases, students may have to move apartments during their stay. The student will be informed at booking stage if he/she will have to move. The change from one apartment to another must be done by the student and should the student wish to book transport, this will be at an extra charge.

Each student will receive a key and will be responsible for returning the key at the end of the stay. If a key is lost it must be replaced at the student's expense.

Students are expected to keep their rooms and the apartment clean and tidy at all times. Furniture is to be respected and maintained. If the apartment is not kept clean, AClass will retain money due from the deposit.

Common areas of the apartment are cleaned on a weekly basis but it is up to the students to clean their own rooms.

Any valuables are the responsibility of the student. Students are advised to take out appropriate insurance cover when travelling.

Under no circumstances may students invite people who are not booked with AClass to spend the night in their apartment. Should this happens, a fine of €50 will be charged to each student in the apartment.

No works, alterations or maintenance are to be carried out by a student staying in a shared apartment.

The entrance rules to the apartment and those of the common areas are to be respected at all times.

Noise or any other disturbances are strictly forbidden.

Upon entry students are to inspect the apartment. Should anything be broken or missing they are to report the details to AClass within 24 hours.

AClass is entitled to inspect the apartment when it deems necessary.

Students are personally responsible for the furniture in their room and jointly responsible for damages that take place in the apartment but outside the room.

Electricity and water

Meter readings will be taken **every week** and charges will be divided among the number of students sharing the apartment. These must be paid in full before the student vacates the apartment or the deposit will be forfeited and should there be any additional charges, these will be charged to their credit card.

Keys of bedrooms are not given to students unless specifically requested.

Bed sheets and towels are not supplied to students. Students should bring their own sheets and towels.

Students who cause serious disturbances to the neighbours will be evicted and in these cases no refunds will be given.

Students are not hang towels from balconies, play loud music or hold parties in the apartments.

Garbage is usually collected in the mornings before 10.00 except on Sundays and public holidays. This should be placed outside the main door for collection.

Check out time is 12:00 at the latest and check in time is any time after 14.00 on the day of arrival. Students who have lessons on the day of departure may bring their luggage to school where it will be kept safely during lessons.

Students booking a shared apartment **must book an arrival taxi transfer** with AClass. This will ensure that you are met at the airport by our taxi driver and taken directly to your apartment where one of our representatives will welcome you, give you the keys and show you the apartment.

Should any student have problems with their apartment they are to fill in a complaint form and this will be seen to immediately.

Students travelling in groups will usually be able to share rooms with other members of the group. Requests must be made at the booking stage and no later then 2 weeks prior to arrival. Late requests to share with friends cannot be guaranteed. If **no request** is made at the booking stage, students will be assigned randomly. Any changes will have to be organized by the student and with the residence in question.

Parents / guardian are to be informed of these guidelines prior to the confirmation of booking. We strongly suggest that these rules are translated into your mother tongue and sent over to the parents / guardians prior to the confirmation of the booking or the start of the language course. It is the responsibility of the students /parents /guardian/ language agent to ensure that students are aware of these policies prior to enrolment.

Hostels (for Adult groups + individual Adult bookings only)

Times
Check in time is any time after 2 pm. Check out time is 11 am. AClass will inform the hostel of your flight details so that should you arrive at late at night someone will be there to check you in. The hostel closes at 10 pm every night although students are provided with a key so they can come and go as they please.

Food
Continental Breakfast is served between 7.30 - 9.00 on week days and 9am - 10.30 on feast days and weekends. No other meals are offered although there are vending machines from which guests can buy small snacks.

Facilities

There are lockers in the main area provided free of charge for you to leave any valuables in. Sheets and Towels are also provided and laundry can be done at a small charge. Ask the hostel directly when you get there.

The hostel also has a TV room with a DVD player and computers with internet access.