

# TERMS & CONDITIONS

## ENQUIRIES AND ENROLMENTS

Enquiries can be made directly with the Centre on [bookings@elamalta.com](mailto:bookings@elamalta.com) or via our international education agents. We will reply within 1 working day and provide all required information and details. Quotes issued, services requested and the corresponding prices are valid for one week from the date of issue. The booking is only confirmed once our Enrolment Form is received with ALL information requested.

Once an enrolment form is received, a Booking Confirmation with the total amount due for the booking will be issued. Booking is only secured once a 25% deposit is received. The remaining balance must be settled in full 4 weeks before the start of the service. Failure to settle in full will result in the automatic cancellation of the booking. No student will be allowed to start their course with the Centre until full payment has been received. In the case of late bookings, full payment must be made as soon as the booking is confirmed by the Centre. It is important that 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 maximum safety and comfort.

## PAYMENTS

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

· Account Name:

ELA LTD

· Account Number:

043-020106-001

· Bank Name & Address:

HSBC Bank Malta p.l.c., Commercial Branch,  
80, Mill Street, Qormi, QRM3101, Malta

· IBAN:

MT76MMEB4443900000043020106001

· BIC/Swift Code:

MMEBMTMT

All bank charges must be paid by the student or agent and NOT by the Centre. Any payments made by card incur a bank charge of 2.5%.

Payees should follow the instructions within the relevant quote or proforma documentation when making payments.

## CANCELLATIONS

We strongly recommend that students purchase adequate insurance cover (including cancellation coverage) at the time of booking. The Centre offers [guard.me](#) insurance for students on request.

If a booking is cancelled prior to arrival the following charges will apply:

More than 28 days of expected arrival:

25% of the total value of the booking is due to the Centre.\*

28 to 14 days of expected arrival:

50% of the total value of the booking is due to the Centre.\*

Less than 14 days of expected arrival:

100% of the total value of the booking is due to the Centre.\*

\*(Long-stay bookings of 12 weeks and over will forfeit a maximum of 4 weeks of the booking to the Centre unless covered by Insurance).

When a booking is cancelled due to a student visa not being issued by the relevant authorities the following expenses will be retained by the Centre:

- Our Cancellation Fee - €100.00
- Our Visa Administration Fee - €50.00
- Visa Application Fees paid on behalf of the student

The balance of the amount paid will be refunded upon receipt of the visa rejection letter.

No refunds will be issued once the student has commenced the course.

## POSTPONEMENTS

In cases where due to no fault of the student a postponement becomes necessary the Centre will assist, subject to availability, to provide alternative dates. In the cases where accommodation and other third-party expenses have been committed the student will have to pay for such costs. The Centre may charge the student reasonable administrative costs for postponements.

## 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, 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.

We strongly recommend that students purchase adequate insurance cover at the time of booking. The Centre offers [guard.me](#) insurance for students on request. This includes coverage for cancellation (subject to policy conditions), as well as local health care and medical assistance.

We highly recommend including this in your booking. Students must report at enrolment stage any psychological or physical illness, allergy, disability, or condition that hinder their ability to successfully complete their study programme; that may affect the health and well-being of any other student, homestay member, or staff member; that may require monitoring, treatment, or emergency assistance of any kind; or that may require special accommodations and/or medication.

## VISAS

Responsibility for study visas lies with the student when preparing to travel. Be sure to apply for the necessary travel documents in a timely manner to avoid complications. 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 [Identity Malta](#).

A Visa Administration Fee of €50.00 applies for every visa application or extension. All expenses related to provision of visa processing will be incurred by the student.

## LESSONS & LESSON REDUCTION

All lessons are of a duration of 45 minutes each.

Lessons usually start every Monday. However, we understand personal circumstances and offer flexible start days subject to availability. If a group course has only one student in a class on any particular day, lessons in that class will be reduced by 50%. As soon as additional students join the course, normal lesson times will apply.

## STUDENT ATTENDANCE & PUNCTUALITY

Students are expected to attend lessons and be on time. Students are not allowed into their classroom if they are more than 15 minutes late. They will only be allowed to join the class following the next break. This is to minimize disruption to other students and the teacher. We do not compensate for lessons missed due to late arrivals.

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.

All absences of students on a study visa will be immediately reported to the 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.

## 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 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 any 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 HOMESTAY ACCOMMODATION MUST ALSO BOOK RETURN AIRPORT TAXI TRANSFERS.

### **ACCOMMODATION**

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

A €100 cash deposit is required from every student staying in self-catering apartments. This must be paid in cash 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.

Arrivals at and departures from self-catering apartments are only possible on Saturdays and Sundays. For students that arrive or depart on any other day of the week the Centre will offer the Student the extra nights at alternative accommodation for those days that fall outside the fixed weeks at added cost.

Check-in time at self-catering apartments 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 from self-catering apartments 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.

Self-Catering Shared Apartments include water and electricity costs and are fully furnished with a communal kitchen/living/dining area, television, free Wi-Fi, washing-machine and a weekly cleaning & change of linen service.

COIN-OPERATED AIR CONDITIONERS ARE PROVIDED IN SELF-CATERING APARTMENTS FOR COOLING AND HEATING AND MUST BE PAID FOR BY THE STUDENT.

AIR CONDITIONERS ARE NOT PROVIDED IN STANDARD HOMESTAY ACCOMMODATION. FANS ARE PROVIDED IN SUMMER AND HEATERS IN WINTER.

Students must observe and obey the rules and regulations of shared self-catering apartments and homestay providers.

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.

### **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.

### **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**

Any complaints should be submitted in writing immediately to [bookings@elamalta.com](mailto:bookings@elamalta.com). The Centre will do all it can to resolve any issue to the student's satisfaction within 48 hours of receiving the complaint. Complaints that have not been submitted in writing to the Centre during the student's stay will not be dealt with once the course has ended and the student has returned home.

### **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 always the sole responsibility of the student.

### **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 are not 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 forementioned.

Any event or occurrence which is beyond the Centre's reasonable control.

### **PHOTOGRAPHY & FILMING**

The Centre must produce an official Student Card (including portrait photo) for every student. A portrait photo will be taken on the student's first day on school unless a suitable digital photo has been provided prior to arrival.

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 (EU) 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**

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 may 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 (EU). 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).

#### 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.

#### DISCLAIMER

All prices quoted in our 2025 Brochure and Pricelist are correct at the time of publication but may be subject to change due to governmental and third-party provider increases.

#### PUBLIC HOLIDAYS 2025

The Centre is closed on all Maltese national and public holidays in 2025. Lessons that fall on the day of the public holiday, we offer recovery lessons during the same week but not on the public holiday.

## PUBLIC HOLIDAYS 2025

<b>Wednesday, 1st January</b>	New Year's Day	<b>Sunday, 29th June</b>	Feast of Saint Peter & Saint Paul
<b>Monday, 10th February</b>	Feast of Saint Paul's Shipwreck	<b>Friday, 15th August</b>	The Assumption of Our Lady
<b>Wednesday, 19th March</b>	Feast of Saint Joseph	<b>Monday, 8th September</b>	Victory Day
<b>Monday, 31st March</b>	Freedom Day	<b>Sunday, 21st September</b>	Independence Day
<b>Friday, 18th April</b>	Good Friday	<b>Monday, 8th December</b>	The Immaculate Conception
<b>Thursday, 1st May</b>	Workers Day	<b>Saturday, 13th December</b>	Republic Day
<b>Saturday, 7th June</b>	'Sette Giugno'	<b>Thursday, 25th December</b>	Christmas Day