

TERMS AND CONDITIONS

ENQUIRIES AND REGISTRATIONS

Enquiries can be made directly with the Centre at bookings@elamalta.com or through our international education agents. We will respond within 1 working day, providing all the requested information and details.

Quotes issued, requested services and their respective prices are valid for one week from the date of issue. The booking will only be confirmed once we have received our Registration Form with ALL the required information.

Once the registration form has been received, a booking confirmation will be issued, stating the total amount due for the booking. The booking will only be guaranteed upon payment of a 25% deposit. The remaining balance must be paid in full 4 weeks before the start of the service. Failure to pay the full amount will result in the automatic cancellation of the booking. No student will be allowed to start their course at the Centre until full payment has been received.

For last-minute 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 difficulty, or special needs and/or requirements inform the Centre at the time of registration, providing as much information as possible to ensure the highest level of safety and comfort.

PAYMENTS

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

Account holder:

English Language Academy LTD

IBAN No:

MT17VALL22013000000040022650951

Bank name and address:

Bank of Valletta plc - 56, Triq San Zakkarija, Valletta, LT11130, Malta

BIC/SWIFT code:

VALLMTMT

All bank charges must be covered by the student or agent and NOT by the Centre. All payments made by card are subject to a 2.5% bank fee.

Payments must be made according to the instructions provided in the relevant quotation or pro forma documentation. In the payment reference section, please indicate the student's name and the document number.

CANCELLATIONS

We strongly recommend that students purchase adequate insurance coverage (including cancellation cover) at the time of booking. The Centre offers guard.me insurance to students upon request.

All cancellations must be made in writing. In the event of cancellation of the booking prior to arrival, the following charges will apply to the total booking value:

More than 28 days before the scheduled arrival:

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

Between 28 and 14 days before the scheduled arrival:

50% del valore totale della prenotazione è dovuto al Centro.*

Less than 14 days before the scheduled arrival:

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

(Long-term bookings of 12 weeks or more are subject to a maximum charge of 4 weeks of course and accommodation payable to the Centre, in addition to any other costs included in the booking, unless covered by insurance.)

When a booking includes accommodation at a third-party hotel, hostel or guest house, separate cancellation terms may apply to each provider.

When a booking is cancelled due to the relevant authorities not issuing the student visa, the Centre will retain the following charges:

Our cancellation fee: €100.00

Non-refundable costs: Registration fee, insurance costs, visa administration fee, booking amendment fees.

Visa application costs paid on behalf of the student. If the school is informed less than 14 days before arrival, an additional charge equivalent to 2 weeks of the total booking value will apply.

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

In all cases, no refunds will be issued once the student has started the course.

Should Berlitz ELA be required to cancel a programme, we will make every reasonable effort to offer a suitable alternative programme. If it is not possible to provide a suitable alternative, all payments made for the cancelled programme will be refunded in full.

Any changes to a booking requested prior to arrival, after payment has been received, will be subject to an administrative fee of €50.

Any refunds due will not be made in cash or in Malta. Refunds will be processed using the same payment method by which the original payment was received.

Students who wish to use part or all of the refundable amount to upgrade their course may do so, subject to availability and payment of a €50 administrative fee. Any remaining balance will then be refunded to the student using the original payment method.

POSTPONEMENTS

In cases where, for reasons beyond the student's control, it is necessary to postpone the booking, the Centre will provide assistance, subject to availability, in identifying alternative dates.

If costs have already been incurred for accommodation or other third-party services, these costs will be borne by the student.

The Centre may charge the student reasonable administrative fees for postponements.

BOOKING AMENDMENTS

The Centre reserves the right to modify any part of the student's booking due to unforeseen circumstances beyond the Centre's control. Changes may include, but are not limited to, changes to the classroom, lesson times, teacher, course type, merging of classes with different levels, and accommodation arrangements.

In such cases, no refund will be provided.

PROGRAMME CHANGES AND MINIMUM NUMBER OF PARTICIPANTS

Berlitz ELA reserves the right to make reasonable changes to the organisation and delivery of the 50+ and Summer Camp programmes if the minimum number of 10 students per group is not reached.

Such changes may include, but are not limited to, the merging of classes or groups with students of similar levels or ages, changes to the organisation of lessons, the modification, postponement or replacement of activities, as well as any changes to the activity programme or schedule.

Should any changes be necessary, Berlitz ELA will make every reasonable effort to maintain the overall quality and objectives of the programme and, where possible, provide a suitable alternative.

Changes made under this clause will not automatically entitle the student to a refund, compensation or cancellation of the booking, provided that the school continues to provide a substantially equivalent programme.

Berlitz ELA reserves the right to make such changes before or during the programme where necessary due to the number of students, operational requirements, facility availability, weather conditions or other circumstances beyond the school's reasonable control.

TRAVEL AND HEALTH INSURANCE

Students must have adequate travel and health insurance covering the entire duration of their stay in Malta. The insurance policy should include cover for cancellations, loss and theft of luggage and personal belongings, medical or psychological conditions, emergency evacuation and any other eventuality that may arise. The Centre will not be held responsible for any costs incurred due to the student's lack of insurance coverage or insufficient insurance coverage. We strongly recommend that students purchase adequate insurance coverage at the time of booking. The Centre offers guard.me insurance to students upon request. This includes cancellation cover (subject to the terms and conditions of the policy), as well as local healthcare and medical assistance.

We strongly recommend including this coverage in the booking. Students must disclose at the time of registration any psychological or physical condition, allergy, disability or other condition that may prevent them from successfully completing their programme of study; affect the health and wellbeing of other students, host family members or staff; require monitoring, treatment or emergency assistance of any kind; or require special arrangements and/or medication.

VISAS

Responsibility for obtaining a study visa lies with the student when preparing for their trip. Please ensure that you apply for the necessary travel documents well in advance to avoid any complications. The Centre will provide all the necessary documents to enable students to submit their visa application once full payment has been received. The Centre must be informed immediately in the event that a visa application is refused, together with the relevant documentation.

As visa and immigration regulations are constantly being updated and amended, we strongly recommend that students check the current regulations and requirements with their local embassy. The latest requirements applicable in Malta can also be found on the [Identity Malta website](#).

A visa administration fee of €50.00 applies to each visa application or extension. All costs related to the processing of the visa application will be borne by the student.

COURSE EXTENSIONS AND VISA PROCEDURE

Students who initially book a 12-week course and subsequently decide to extend their studies during their stay in Malta must confirm and pay in full for the additional study period before the Centre initiates the visa extension procedure.

Once the extension has been confirmed and paid for, and the Centre has initiated the visa extension procedure, the additional study period will be non-refundable in the event of cancellation or withdrawal by the student.

In the event of a visa refusal, the Centre's visa refusal policy and applicable refund policy will apply, subject to the submission of the official visa refusal letter and any applicable administrative fees.

LESSONS AND REDUCTION OF LESSONS

All lessons are 45 minutes long. Lessons generally start every Monday. However, we understand students' personal needs and offer the possibility of starting the course on different days, subject to availability.

If, on a particular day, a group course has only one student in the class, the lessons for that class will be reduced by 50%. As soon as other students join the course, the lessons will return to their normal duration.

No refund will be provided for lessons that the student does not attend, for any reason.

All courses are scheduled in the morning, afternoon or evening. The school reserves the right to change the organisation of the lesson schedule. During peak periods, the school may use additional classrooms at other locations.

Summer Camp and 50+ Courses

If the minimum number of 10 students per group is not reached, the Centre reserves the right to modify the activity programme and lesson schedule.

STUDENT ATTENDANCE AND PUNCTUALITY

Students are required to attend their lessons and be punctual. Students who arrive more than 15 minutes late will not be permitted to enter their classroom and may only join the class after the next break. This measure is intended to minimise disruption to other students and the teacher. No make-up lessons will be provided for lessons missed due to lateness.

Students must attend at least 80% of their lessons to be eligible for a Certificate of Attendance. Students who are regularly absent from lessons may be excluded from the course. Students who are unable to attend lessons for health reasons must provide the Centre with a medical certificate or doctor's note on their first day back at school.

All absences of students holding a study visa will be immediately reported to the relevant immigration authorities. The study visa may be revoked, resulting in the student being removed from the course and accommodation.

No refund will be provided if the student's study visa is revoked due to insufficient attendance, as provided for under Maltese law.

HOLIDAY PERIODS

Students enrolled in courses lasting 8 weeks or more may request a holiday period during their course, subject to the conditions outlined below.

Students enrolled in courses lasting between 8 and 23 weeks may take a holiday period of up to 2 weeks.

Students enrolled in courses lasting 24 weeks or more may take a holiday period of up to 4 weeks.

Holiday periods must be taken during the duration of the course and cannot be taken after the scheduled course end date. Holiday periods cannot be taken during the final weeks of the student's course.

Holiday periods must be taken during the duration of the course and cannot be taken after the scheduled course end date. Holiday periods cannot be taken during the final weeks of the student's course.

Students holding a study visa are responsible for ensuring that their visa or other authorisation to stay in Malta covers the entire duration of their stay, including any approved holiday period. The Centre does not guarantee the issuance of a visa or approval of a visa extension.

Students who take a holiday period without prior approval will be recorded as absent. Where applicable, the Centre may be required to inform the relevant immigration authorities of unauthorised absences or other matters relating to the student's visa status.

Upon request, the Centre may extend the student's course duration by a period equivalent to the approved holiday period, at no additional course cost, subject to course availability and in accordance with the Centre's academic calendar. Accommodation is not extended free of charge during the holiday period.

Students who wish to extend their accommodation must pay the applicable published rate, and any extension is subject to availability. The Centre does not guarantee that, upon returning from a holiday period, the student will be placed in the same class, with the same teacher or in the same accommodation.

AIRPORT TRANSFERS

Students booking round-trip airport transfers must provide their arrival and departure flight details (including flight numbers and times) at least 7 days before their arrival in Malta. The Centre will not be held responsible and no refund will be provided for missed airport transfers if the details are not provided within the required timeframe. The Centre must be informed immediately of any flight changes. Our designated airport transfer drivers will wait for a maximum of one hour from the scheduled landing time.

ACCOMMODATION

The Centre offers accommodation in shared self-catering apartments (adults only) or with local host families (adults and minors). The Centre can also assist students who wish to book hotel accommodation of any category.

A €100 cash security deposit is required for each student staying in a shared self-catering apartment. The deposit must be paid in cash at the Centre's reception on the student's first day of school and will be refunded on the final day, subject to confirmation that there are no issues or damages relating to the apartment.

Arrivals and departures from shared self-catering apartments are only possible on Saturdays and Sundays. For students arriving or departing on another day of the week, the Centre will offer the option of staying in alternative accommodation for the additional nights that fall outside the scheduled weeks, at an additional cost.

Check-in at shared self-catering apartments on the day of arrival is at 3:00 p.m., unless otherwise specified. Students arriving earlier who require immediate access to their room must book the accommodation including the previous night.

Check-out from shared self-catering apartments on the day of departure is at 10:00 a.m., unless otherwise specified. The Centre reserves the right to remove the personal belongings of students who are due to check out if they have not vacated the accommodation by 10:00 a.m. The Centre accepts no responsibility for any items reported as missing or damaged.

Shared self-catering apartments include water and electricity costs and are fully furnished, with a shared kitchen/living/dining area, television, free Wi-Fi, washing machine, and weekly cleaning and linen change service.

SHARED SELF-CATERING APARTMENTS ARE EQUIPPED WITH COIN-OPERATED AIR CONDITIONING UNITS FOR COOLING AND HEATING, THE COST OF WHICH IS BORNE BY THE STUDENT.

STANDARD HOMESTAY ACCOMMODATION DOES NOT HAVE AIR CONDITIONING. FANS ARE PROVIDED DURING THE SUMMER, WHILE HEATERS ARE PROVIDED DURING THE WINTER.

Students must respect and comply with the rules and regulations of shared self-catering apartments and host families.

The Centre reserves the right to require students to change accommodation and move to accommodation of an equivalent standard where this is necessary for operational reasons.

No refund will be provided if a student wishes to cancel their accommodation after arrival.

MALTA GOVERNMENT ECO ENVIRONMENTAL CONTRIBUTION

Every adult student (aged 18 or over) staying in an apartment or with a host family must pay an environmental contribution of €1.50 per night, up to a maximum of €22.50 per stay. Students must pay this contribution to the Centre on their first day, unless it has already been included in the invoice.

MINOR STUDENTS

Registrations for students under the age of 18 must be accompanied by a signed Parental Consent Form and a signed copy of the parent's passport. Minors must adhere to the specific curfew times indicated in the consent forms and must attend all lessons, except in the event of illness, duly confirmed by the host family or group leader.

CENTRE POLICY AND RULES – STUDENT CONDUCT AND BEHAVIOUR

The Centre is an educational institution and expects students to maintain appropriate and respectful standards of behaviour both at school and in their accommodation. All students are required to comply with the Centre's policies and rules set out in the Student Handbook and on the website, as well as with the laws in force in Malta. Students who repeatedly fail to comply with the Centre's policies, guidelines, rules and regulations will be subject to any disciplinary action that the Centre deems appropriate.

The Centre reserves the right to impose financial penalties on students in such cases. Students who continue to violate the Centre's policies and rules may be expelled from the Centre without any refund.

COMPLAINTS PROCEDURE

Any complaint must be submitted immediately in writing to bookings@elamalta.com or by completing a complaints form at the school. The Centre will make every effort to resolve any issue to the student's satisfaction within 48 hours of receiving the complaint. Complaints that have not been submitted to the Centre in writing during the student's stay will not be considered once the course has ended and the student has returned to their home country.

LOST PROPERTY

The Centre will not be held responsible for the loss or theft of students' personal belongings at the Centre, in their accommodation or at any other location. Students are solely responsible for their personal belongings at all times.

FORCE MAJEURE

The Centre cannot be held responsible for any failure or partial failure to provide its services due to unforeseen circumstances beyond its control arising from force majeure. The Centre will also not be held responsible for any costs incurred by the student or on their behalf as a result of such circumstances.

Force majeure events include, but are not limited to:

- Fires, floods, earthquakes, extreme weather conditions, pandemics, public health emergencies, and natural or man-made disasters.
- War, threat of war, acts of terrorism, sabotage, riots, civil unrest, rebellion or revolution.
- Industrial action, labour disputes, default by suppliers or subcontractors.

Any act by a local or foreign governmental body or authority in relation to the above-mentioned events.

Any event or circumstance beyond the Centre's reasonable control.

PHOTOGRAPHS AND VIDEO RECORDINGS

The Centre is required to issue an official student ID card (including a photograph) to each student. The student's photograph will be taken on their first day of school, unless a suitable digital photograph has been provided prior to arrival. The Centre occasionally takes photographs and video recordings for use in promotional materials and campaigns. Upon registration, on their first day of school, students are required to sign a consent clause in the registration form authorising the use of their images in accordance with the EU GDPR regulations. It is therefore understood that photographs taken during lessons or activities, as well as any photographs provided to the Centre or its staff, may be used in the Centre's promotional materials. Students who do not wish to be photographed or filmed must inform the Centre immediately at the time the photograph or video recording is being taken.

UNFORESEEN CIRCUMSTANCES

Should a situation arise that is not expressly covered by these Terms and Conditions, Berlitz ELA reserves the right to take any fair and reasonable action it considers appropriate, taking into account the circumstances of the individual case and the applicable laws and regulations.

DATA PROTECTION

In order to provide its services to students and fulfil its obligations towards them, the Centre is required to process and retain students' personal data. Such information may include: first and last name; date of birth; nationality; postal address; mobile phone number; email address; and any medical conditions. Any information or personal data provided by students to the Centre may be stored in digital or hard-copy format and will be processed in accordance with applicable data protection laws, in particular the EU General Data Protection Regulation (GDPR). The Centre may disclose relevant personal data to members of its staff and to third parties where there is a legitimate need or legal obligation to do so. Such personal information will only be disclosed by the Centre in accordance with national privacy and data protection laws, ensuring the security of students' personal data at all times.

The Centre will not share students' sensitive information or personal data with third parties, including parents, legal guardians, persons responsible for the student's care, family members or next of kin, or with the relevant government authorities, without the student's prior consent, unless there are reasonable grounds to believe that the health, safety and/or wellbeing of the student and/or others is at risk, or where the Centre is required to do so by law. Students may request at any time to access, amend or delete any personal data held by the Centre by contacting the Centre's Data Protection Officer at info@elamalta.com.

AGREEMENT AND JURISDICTION

These Terms and 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, in the event of a dispute, the matter shall be subject 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 2027 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 2027	
 1 st JANUARY	New Year's Day
 10 th FEBRUARY	Feast of Saint Paul's Shipwreck
 19 th MARCH	Feast of Saint Joseph
 26 th MARCH	Good Friday
 31 st MARCH	Freedom Day
 1 st MAY	Workers Day
 7 th JUNE	'Sette Giugno'
 29 th JUNE	Feast of Saint Peter & Saint Paul
 15 th AUGUST	The Assumption of Our Lady
 8 th SEPTEMBER	Victory Day
 21 st SEPTEMBER	Independence Day
 8 th DECEMBER	The Immaculate Conception
 13 th DECEMBER	Republic Day
 25 th DECEMBER	Christmas Day