



Terms & Conditions

Booking Enquiries & Enrolment Procedures

Enquiries can be made directly through ACE English Malta or our agents. A reply confirming availability will be sent by the School within one working day. Once the School has all the required information, we will send you a Booking Confirmation and an Invoice. Your booking is fully confirmed once a minimum of 25% of the full amount of the invoice is paid to the School by bank transfer. If a deposit is paid, then the balance must be settled at least 4 weeks prior to arrival at the School.

Minors

Enrolments for students under 18 years of age must be accompanied by the School's signed Parental Consent Form.

Students with Special Needs

Students suffering from any illness, learning disability, or special needs and/or conditions are obliged to inform the School upon registration providing all of the relevant details. Extra facilities and/or personal attention may incur additional charges.

Payment

Payment can be made in cash, by major credit/debit cards or by bank transfer (SWIFT) or through PayPal. Payments by credit card incur an extra charge of 4% of the total invoice while payments through PayPal incur an extra charge of 5% of the total invoice. Our bank details are provided on the School's invoice. Please note that bank transfers may take 5 to 6 working days to reach our account. Payment can be made in any currency which will be converted to Euros at the rate of exchange on the date payment is made. All additional foreign and / or local bank fees and charges must be paid by the student/agent. If bank charges are not fully paid, it is ultimately the responsibility of the student to pay any outstanding fees. Students/agents must advise the School by email when any payments are made, clearly stating the student's full name and invoice number.

Visas

Students are responsible for their study visas and must ensure that they apply for the required travel documents in plenty of time before they travel. The School will provide a Booking Confirmation and Visa Letter to facilitate the student's visa application. A Visa Administration Fee of €40.00 will apply. Visa applications that are requested less than two weeks prior to the expiry date of the stay in Malta will incur a charge of €80.00 for the visa application to be processed. The school cannot be responsible for any late applications which are consequently refused by Malta Immigration Office. If a student has to cancel their booking due to a visa refusal, they must send the School a copy of the visa refusal letter and the School will refund the fees, less €100.00 (non-refundable deposit) and €45.00 (Registration Fee) and any other costs directly related to the visa application (eg. bank charges, courier fees, visa letter fee, etc). Refunds will only be made to the person who paid the original fees and using the same method of transaction. No refunds will be provided for visas refused by Malta Immigration for absenteeism from school.

Airport Transfers

Students booking return airport transfers must provide arrival and departure flight numbers and times at least 7 days prior to their arrival in Malta. The School will not be responsible for missed transfers if details are not sent in time and no refunds will be granted. ANY STUDENT WHO BOOKS AN APARTMENT OR HOST FAMILY ACCOMMODATION MUST ALSO BOOK RETURN AIRPORT TAXI TRANSFERS.

Refunds, Postponement & Cancellation Fees

Students may postpone free of charge their booking by giving the School a minimum of 14 days' notice prior to arrival date in Malta. If a student postpones less than 14 days prior to arrival date in Malta, the normal cancellation fees shall apply. Cancellation of a booking must be received in writing and is subject to the following cancellation fees:

- More than 14 days before the start of the course: €100.00 Non-Refundable Deposit + €45.00 Registration Fee + Bank Charges + Visa Administration Fee (where applicable)
- Less than 14 days before the start of the course: 1 week's course + 1 week's accommodation (where applicable) + Registration Fee + Accommodation Reservation Fee + Bank Charges + Visa Administration Fee (where applicable).

The School will not give refunds once a student has started their course. No refunds on any course or accommodation will be provided if a student's study visa is rejected / revoked / cancelled due to the student's absenteeism from school and the minimum lesson attendance required by Malta Immigration Office is not met.

Students who are absent for lessons will not get a refund for any missed lessons. There will be no refund given if the student decides to terminate the course earlier than booked. If a student cancels and leaves mid-week, they will lose the remainder of their course for that particular week. Under no circumstances can a student transfer unused lessons or accommodation to other students. The school strongly suggests that students purchase an insurance policy in case they are unable to start or finish their course for reasons outside their control (e.g. illness, family emergencies, work commitments).

Course Book

Students on an adult course are provided with one course book throughout their stay at the School. Students may need to purchase additional coursebooks when they move up to a higher level or change course.

Level of English

We strongly recommend that students do their Placement Test prior to their arrival in Malta as they will then be able to go straight to class on their first day and will not miss any lessons. The Placement Test is available on the ACE English Malta website. If a student does not have the minimum level of English required to follow a specific course as determined by the test, then the School reserves the right to move the student to another appropriate course. If students make no request to change their level within their first week of arrival, they have to wait for the minimum of 4 weeks in the level before they can do the Progress Test. Only those students who have been in the same level for one month and have attended at least 80% of their course are eligible to take the Progress Test. If students fail the test, different rules may apply. The school reserves the right to implement changes and improvements when needed.

Our courses are levelled in accordance with CEFR guidelines:

- Beginners = A1 • Elementary = A1+ • Pre-Intermediate = A2 • Intermediate = B1 • Upper-Intermediate = B2 • Advanced = C1 • Proficiency = C2

Reduction of Lessons

If less than five students are taking part in a particular course, then the amount of lessons will be reduced. As soon as there are additional students in class, the normal lesson times will be resumed. The lessons will be reduced as follows:

For ACE Group 20, ACE Group 30, ACE Kids 20, ACE Teen 20, ACE Business, ACE Exam Preparation and ACE Teacher-Training Courses please refer to the table on Page 8 in the price list which indicates the number of lessons that will be provided.

Holiday Breaks

Long stay students are entitled to a holiday break whilst studying at ACE English Malta. The length of their holiday depends on the duration of their course. There is no holiday entitlement for courses shorter than 8 weeks. • Courses from 8 to 23 weeks can apply for 2 weeks holiday • Courses of 24 weeks and over can apply for 4 weeks holiday

The School will extend the student's tuition course (if requested) free of charge. The School will NOT extend the student's accommodation. If the student is staying in our accommodation, then they must pay the brochure price to extend their accommodation. The School can only extend the accommodation subject to availability. The School does not guarantee that any students returning from their holiday break will be offered the same class, teacher, or accommodation. Students requiring a visa for study purposes must ensure that their visa is issued for the correct dates to include any holiday breaks. All students must notify the School at least 2 weeks in advance before they take a holiday. No holidays should be taken without first informing the School. If students do not notify the School they will be marked absent and the School may need to notify the Visa Immigration Office which might make it difficult for students to retain or extend their visa. No refunds will be given in these cases.

Public Holidays

ACE English Malta will be closed for some Public Holidays in 2021. Lessons will not be made up. Only One-to-One private lessons will be made up in full. The following are the public holidays in 2021 when the School will be closed. On all other public holidays that fall during the week, the School will be open for classes as usual.

CLOSED	Friday, 1st January - New Year's Day
CLOSED	Wednesday, 10th February - Feast of St. Paul's Shipwreck
CLOSED	Friday, 19th March - Feast of St. Joseph
CLOSED	Wednesday, 31st March - Freedom Day
CLOSED	Friday, 2nd April - Good Friday
CLOSED	Monday, 7th June - Sette Giugno
CLOSED	Tuesday, 29th June - Feast of Saints Peter and Paul
CLOSED	Wednesday, 8th September - Victory Day
CLOSED	Tuesday, 21st September - Independence Day
CLOSED	Wednesday, 8th December - Feast of the Immaculate Conception
CLOSED	Monday, 13th December - Republic Day
CLOSED	Friday, 24th December - Christmas Eve

Reissue of Lost / Damaged Student Certificates or Cards

€25.00 (+ postage where applicable)

Changes to Booking

The School reserves the right to change any part of the student's package to another type of similar, or better, standard where circumstances beyond the School's control necessitate such changes. In such cases no charges will apply.

Agents

These Terms and Conditions are applicable to direct students and agents unless variations are expressly agreed between the two parties in writing.

Attendance Policy & Discipline

It is the policy of ACE English Malta that no student is allowed into their classroom if they are more than 15 minutes late for class. They will, therefore, miss the relevant morning or afternoon lessons on that day. This is to minimize disruption to other students and the teacher. Lessons missed due to lateness are not replaced.

ACE English Malta students are required to attend at least 80% of scheduled classes.



Terms & Conditions

Failure to do so may result in the withholding of their end-of-course certificate. If a student does not attend a minimum of 80% of the lessons booked, then disciplinary action may be taken. In the case of any student requiring a visa to study in Malta, and failing to attend a minimum of 80% of the classes, the appropriate authorities will be informed by ACE English Malta of their absenteeism. Absenteeism which confirms less than 80% of the lessons are being attended, could lead to the student being expelled. No refunds on any course or accommodation will be provided if a student's study visa is rejected / revoked / cancelled due to the student's absenteeism from school and the minimum lesson attendance required by Malta Immigration Office is not met. The use of mobile phones in the classroom is strictly forbidden. Mobile phones are to be switched off during lessons. ACE English Malta's teachers reserve the right to ask a student to place their mobile phone aside unless it is used as part of the lesson. ACE English Malta expects all students to maintain decent and reasonable standards of behaviour at the School and in the accommodation. If a student regularly misbehaves or causes disturbance of any kind or fails to observe School policies, guidelines, rules and regulations, they will be subject to any disciplinary action that ACE English Malta may deem fit. The School has every right to demand fees from the student in such cases and the student will have no right or claim to any refund whatsoever.

Policies & Rules

All students are bound to abide by the policies and rules of ACE English Malta and by the laws governing the country. When a reservation is made by an agent or third party, the person making the booking is responsible for informing the student about the School's terms, conditions, policies and rules. The School's policies and rules are provided in the Student Handbook. Ignorance of the policies and rules will not be accepted as an excuse for non-compliance and may lead to expulsion of the student from the School.

Expulsion

The School expects all its students to be well-motivated, polite and considerate towards staff, host families, other students and the public in general. The School may, without being held liable in any manner whatsoever, exclude students from any service applied for, if, in the opinion of the Directors, Management, or Staff they appear likely to endanger their own health, safety or comfort, or that of other students, or damage the property or reputation of the School, subcontractors or third parties. If a student regularly disregards School and/or accommodation policies and rules, the Directors, Management, or Staff reserve the right to expel the student. There will be no refund, and in the event of repatriation, the School shall have the right to reclaim any costs incurred.

Self-Catering Apartment Accommodation – House Rules

- Smoking is not allowed in the apartments, common areas, elevators and stairwells.
 - No noise or disturbance is allowed, especially after 23:00.
 - Guests are not allowed in the apartment at any time.
 - Parties in the apartment are STRICTLY FORBIDDEN.
 - The kitchen and bathroom must be cleared up and cleaned after each use.
 - The apartment must be kept clean and tidy at all times.
 - On the day the apartment is cleaned, the student's room should be left tidy and clear of any mess so the cleaning staff can do their job. The room must be left unlocked otherwise it will not be cleaned.
 - Lights, fans, A/C's, heaters and other electrical equipment must be switched off when not in use and especially before students leave the apartment.
 - Any abuse of electricity will result in extra charges for all the students in that apartment.
 - If students are in a sharing room, they must not leave their things on the other bed, even if it is not being used.
 - Students are responsible for taking the garbage out for collection early in the morning (before 08:00) on the correct days.
 - Students are responsible for their keys. Lost keys will be replaced at a charge to the student.
 - Any damages must be replaced or paid for by all students in the apartment.
 - Apartment furniture must not be taken onto balconies as it will get damaged by the sun and rain.
 - Washed clothes must not be taken out to dry on the balcony as this is illegal in Malta.
 - School management reserves the right to enter the apartment and the bedrooms at any time, if necessary.
 - School cleaning staff are also allowed to enter the apartment and the bedrooms for weekly cleaning and in preparation for new student arrivals.
 - ACE Apartments: Bedrooms are equipped with air-conditioning systems (cooling/heating) which can be operated at an additional cost (coin operated).
- A full list of rules and fines may be found in the Student Handbook available online.

Malta ECO Contribution Tax

All students, of any nationality, aged 18 years and older, staying in apartment or host family accommodation must pay an ECO Tax of €0.50 per night with a maximum of €5.00 per stay. By law, all English language schools must collect this tax on behalf of the Government of Malta. Students must pay the ECO Contribution Tax on their first day at school. The school will issue a receipt as proof of payment. This does not apply to students who have not booked any accommodation with the school.

Apartment Deposit

A refundable deposit of €100.00 (payable in cash) is required from every student staying in self-catering apartments. This must be paid at school reception on the first day of school and will be returned on the last day, pending any issues relating to the apartment. Failure to comply with the Self-Catering Apartment Accommodation House Rules as described above and detailed in our Student Handbook will result

penalty charges which will be deducted solely at the School's Discretion from your accommodation security deposit or directly paid in cash on top of your deposit to the school. If a student does not pay for any damages he/she is responsible for, the School has every right to expel the student and/or deduct the amount being requested by the School from the number of course and/or accommodation weeks. The penalty charges are listed in our Student Handbook. The accommodation security deposit must always have a minimum cash balance of €100.00. Deposits not collected will be sent by bank transfer and an administration charge of €15.00 shall be applied.

Student Complaint Procedure

If a student needs to make a complaint or has any unresolved issues with the School, they must contact School administration without delay. Complaints that have not been brought to the attention of School administration during the student's stay will not be addressed at a later date.

Concerns regarding courses, accommodation, or any other service provided by the School or its subcontractors are to be registered with the relevant members of the School administration, either verbally at the time of occurrence or in writing within 24 hours. Queries, problems or issues cannot be resolved unless this procedure has been followed. No complaints and/or claims for compensation will be accepted by the School if queries, problems or issues are brought to the School's attention after 24 hours of occurrence or after the enrollment end date.

Insurance & Liability

All international students who study at ACE English Malta are strongly encouraged to have adequate health and travel insurance. Students are advised to purchase insurance, including medical insurance, to cover all eventualities before leaving their own country. Students may be held liable for any loss, damage or injury to persons or property, no matter how this is caused.

Should a student be ill and require medical assistance, the School will do its utmost to help and will put the student in contact with a qualified doctor at a local pharmacy. The doctor will charge the student directly. Prices for a home consultation visit are in the region of €20.00 to €30.00 per visit. The School should be notified in advance if a student has an existing medical condition, allergy, etc. It is strongly suggested that EU citizens get a European Health Insurance Card. If a student needs to take out additional insurance while in Malta, this can be arranged by the School.

Force Majeure

ACE English shall and cannot be held responsible or found liable for default or delay in performance of its obligations to the extent that such default or delay is a direct or indirect result of an event or series of events which are beyond ACE English Malta's reasonable control or due to Force Majeure. "Force Majeure" shall include, but not be limited to, and one or more of (a) fire, flood, earthquake, pandemics, elements of nature, acts of God, natural or man-made disasters; (b) wars (declared and undeclared), threats of war, acts of terrorism, sabotage, riots, civil disorders (for example general strikes), rebellions or revolutions; (c) industrial action, failure of suppliers or subcontractors, labour disputes, unusually adverse weather conditions, (d) acts of any local or foreign Governmental Entity or Authority with respect to any of the foregoing; or (e) any event or occurrence which is beyond ACE English reasonable control.

Safety & Security

Although a number of security measures are in place to ensure that the School and accommodation are safe, all personal possessions are solely the student's responsibility. Students are advised to take care of their belongings and never leave them unattended. Students' possessions are not covered by the School's insurance policy and the Directors, Management or Staff cannot be held responsible for the theft, loss, or damage to students' valuables, even while being held for safekeeping.

Damages

The full cost must be paid by students who cause any damage to the School or place of accommodation, or during any service provided by the School or its subcontractors. In the case of damages caused in shared accommodation, all students in that respective accommodation will be held equally responsible if no single student accepts responsibility. Breakages and damages will be charged as they arise. The School retains the right to withhold the damage deposit paid on arrival.

Data Protection

By submitting their information, students agree to the storage and use of that information by ACE English Malta. This information will only be used when necessary to provide the services the student has enrolled for and for any other purpose associated with these services.

Photography & Filming

Students will be asked to sign a consent form on their first day in accordance with new GDPR regulations. It is automatically assumed that pictures taken during lessons or activities or any pictures given to the School or its staff can be used in ACE English Malta brochures or other printed or online promotional materials, unless the student objects at the time the photograph is taken. The School will not charge the students for any photos taken during their stay, and the School will owe no remuneration or compensation to students who are photographed or filmed. Should students wish to refrain from being photographed or filmed, they are kindly requested to let the School know and the School will ensure that photos of such students will not be used for promotional purposes.