

**Home stay Accommodation:**

- When booking host family accommodation, kindly keep in mind that you will be living with people of a different culture to yours. Please show respect by trying your best to integrate with their daily routine.
- Once you have settled down in your host family, kindly ask them to show you the fastest route to ELA, the nearest bus stop and a few places of interest.
- Most families will provide you with a key to the house. If they do, please keep it safe.
- Should you arrive home late at night, kindly avoid making any unnecessary noise.
- One or more family members are expected to join you at dinnertime. This will serve as an opportunity for you to have a daily conversation in English.
- The family is obliged to provide food according to the booking you have made. Booking BB basis entitles you to a continental breakfast which will include a hot drink, water or juice, bread, butter, jam and cereal. HB will include breakfast and a meal in the evening. FB will entitle you to breakfast, dinner and a packed lunch. This will be made up of a sandwich, fruit and a small bottle of water.
- Snacks and drinks taken in between meal times are to be bought at your own expense. Please do not help yourself to food from the family kitchen unless you are offered to do so.
- Your room will be cleaned once a week. This includes the washing of floors and changing of bed linen and towels. In order for this to be done properly, please ensure there is no unnecessary clutter in your room.
- You are entitled to a maximum of two showers a day. Please do not take longer than needed as other people might be waiting to use the same bathroom.
- Water and electricity are relatively expensive in Malta so please do not leave any water running or electrical appliances switched on unnecessarily.
- The family and ELA will not be held responsible for any loss or damage of personal property.
- The student is expected to pay the host family in full for any breakages/damages for which they are fully responsible.

**Residence Accommodation**

- Student accommodations (residences/hotels, etc.) are only available for students who are aged 18 years or older
- Residences may be subject to different cancellation policies, please contact ELA for more information
- When booking your accommodation at the Mercury Residence, Balco Hostel, Alborada Aparthotel, it is imperative that one books airport transfers as these establishments do not have a 24 hour reception.

**Airport transfers:**

Flight details are to be received at least 7 days prior to arrival of the student. In case of any last minute changes (less than 24 hours before the flight) please inform us immediately by calling on our 24 hour emergency number +356 7997 0450. Kindly note that failure to do so would mean forfeiting your transfer and student would need to pay for an additional taxi at €23.00.

### **Cancellation fees:**

If a student cancels the following cancellation fee schedule will apply:

- Cancellation between 15 and 7 days from commencement 30% of all services ordered
- Cancellation between 6 and 4 days from commencement 50% of all services ordered
- Cancellation between 3 and 1 day from commencement 75% of all services ordered
- Cancellation on commencement day or later (or no show) 100% of all services ordered

In case of a visa refusal, full refund will be made less €20.00 processing fee, bank charges incurred on both ends and any cancellation fees that may apply on accommodation.

### **Complaints:**

Should a student have any complaints about any aspect of their language stay, this has to be reported **IMMEDIATELY** to the ELA department concerned. This is mostly done to ensure overall satisfaction of the client. As such complaints received once the course is finished, unfortunately cannot be considered.

### **Loss of Property**

English Language Academy will not be held responsible for loss or theft of any student's property from the school or accommodation or from any other location. Student's property is the sole responsibility of the student at all times.

### **Health Insurance**

All students are advised to arrange health insurance before starting the language course. We recommend you take out this insurance prior to departure from your homeland. Please remember that ELA cannot purchase insurance on behalf of clients.

### **Courier Mail**

If you wish us to send confirmation or a visa letter by courier there will be an additional charge. This charge will depend on how heavy the mail is. Once this amount is received (and only when received) we will be able to send you the documents by courier.

### **Links to Visa Information**

Due to frequent changes to the Visa & Immigration regulations we advise you to check the current regulations with your local embassy.

Please visit: <http://www.mfa.gov.mt/pages/main.asp?sec=83>

*ELA terms and conditions are correct at the time of printing; ELA reserved the right to amend the terms and conditions without any prior notification.*