

## **ENROLMENT PROCEDURE**

In order to ensure that your booking process runs smoothly, please read the following procedures and keep to these guidelines when placing your booking with am Language Studio.

### **Please contact us to book your stay when you have confirmed:**

Planned dates of arrival and departure

Type of accommodation

Type of course

Once we have this information we will be able to check for availability. Once availability is confirmed, am Language Studio will issue, within 24 hours of receipt of your details, a confirmation of availability with the corresponding quotation.

Once the quote is issued by am Language Studio it will be valid for a period of 48 hours, during which time it must be confirmed by you. Confirmation will only be issued upon receipt of flight details, copy of valid passport covering dates of enrolment and passport sized photo in BITMAP (.bmp) format. In order to confirm your booking 25% deposit has to be settled on application and 75% balance has to be settled 2 weeks prior to your arrival. If it is not confirmed with FULL information, including flight details and all other information as requested on our enrolment form, the provisional booking will automatically fall and will be cancelled with no charge.

Booking guidelines apply unless a specific amendment is made and confirmed by school stamp and signature.

### **Payments:**

**Through Payment Gateway:** the student/payee can book through our website and pay directly with their credit card online through the following link: [www.amlanguage.com/book-online/make-payment/](http://www.amlanguage.com/book-online/make-payment/)

**By Bank Transfer:** Bank address: TORO Company Limited, HSBC (Malta) Limited, 196 The Strand, Gzira GZR 1023, MALTA G.C. Account No.: 039069976001 (local payments) - IBAN: MT75MMEB4439200000039069976001 (international payments) - Swift Code: MMEB MTMT. Failure to comply with our PAYMENT TERMS as described on our Enrolment Form will result in the CANCELLATION OF THE ENROLMENT.

**All invoices issued exclude any bank charges incurred in making the transfer. These are to be paid by the client. It is important that you check these with your bank when making a payment.**

### **Online Booking Policy:**

**Currencies:** When paying for your booking please be advised that the amount charged to your credit card will be in Euro (EUR).

**Booking an English language course online:** We feature a selected amount of English language courses on our site. On booking your course through [www.amlanguage.com](http://www.amlanguage.com) your credit card will be charged the full amount. You can request a cancellation or modification by contacting us and quoting your am Language Studio reference number.

**Accommodation:** Please note that accommodation can also be booked online. For hotel accommodation we must first check for availability. Please contact us on [info@amlanguage.com](mailto:info@amlanguage.com) for further information.

### **Security & Privacy Policy:**

am language studio is committed to protecting your data. We understand and respect the need to keep your information private and have implemented a number of best practices to ensure it stays this way. The information below describes how we collect and use your information when you either request more information or when you make purchases online.

**Requesting information:** When requesting more information about a particular service or product am Language Studio simply collects personal information that you voluntarily provide to us (name, address, phone number, email address and any additional information you opt to include in your request) to allow us and our partners to deliver a better and more efficient service. All information collected is used solely for this purpose and solely by am Language Studio.

**Online purchases:** We understand that making purchases online involves a great deal of trust on your part. We take this trust very seriously and make it our highest priority to ensure the security and confidentiality of your information. To protect the confidentiality of your information am Language Studio makes use of SSL technology when effecting your transaction. SSL technology is designed so that the information you enter on your browser is encrypted before being transmitted. Put simply, all the information you enter when purchasing a service or product online at [www.amlanguage.com](http://www.amlanguage.com) can only be read by us, thus it is protected and secure. Such information will be processed by am Language Studio for billing purposes and to help us deliver our services as efficiently as possible. In addition to using SSL, all credit card numbers are used solely for the processing of payments and are not stored by amlanguage.com.

### **Cancellation Policy:**

**In the event that you cancel your booking prior to students' arrival, the following charges will apply:**

More than 7 days notice: 25% of your total cost as a cancellation fee.

7 to 3 days notice: 30% of your total cost as a cancellation fee.

Less than 3 days notice: the full price will be charged.

No refunds are given after commencement of the respective English course, accommodation or any other services.

No course changes will be allowed to make up for refunds in the case of course cancellations.

In case of a student visa refusal, am Language Studio will charge 120.00 Euro cancellation fee. This will cover registration, placement and other administration charges.

In the case of Online Payments the remaining balance will be credited to the same credit card that made the original payment.

Any changes to confirmed bookings will be considered as cancellations, therefore cancellation policies will apply. Where possible am Language Studio will try to be flexible subject to availability. Any such changes will incur a cost of 50.00Euro for Administration expenses.

**Visas:** am Language Studio offers students support in the application for visas. Through an agreement made with the Maltese government students coming to Malta on an English language programme may apply for a visa provided that all the supporting documentation is presented. Please see our Visa Application Guidelines for more details.

**Placement Test:** Adults - You will be sent a Placement Test to complete to determine your level of English. This test must be returned to us prior to arrival. Failure to return the test will mean completing the test on your first day at school resulting in the possible loss of your first 4 lessons at your own expense. No refund will be offered by am Language Studio.

Teenagers / Kids – you will be given a placement Test on your first day of school.

**Lesson Times:** Lessons are held in the morning, afternoon and evening.

**Accommodation:** am Language Studio offers students various accommodation options which include Host Families, Shared Self-catering Apartments and 3, 4, 5 star hotels. Meal plans will vary depending on the type of accommodation you choose. Where meals are provided, Half Board generally means Continental Breakfast and Set Menu Dinner and Full Board generally means Continental Breakfast, Packed or Plated Lunch and Set Menu Dinner. Please refer to your individual Accommodation Profile for more details.

**Taxi transfer:** Please ensure that you are waiting for your taxi at the prearranged time as indicated in your acceptance letter. amLS will try to contact you on the mobile phone number you provide in your enrolment form. If we do not manage to get through to you, the taxi will wait for a maximum of 20 minutes from pick-up time and will then leave. At this point it will be your responsibility to get to your destination and amLS will not refund you for your booked transfer nor any expenses incurred.

**Complaints Procedure:** At amLanguage Studio we take student's complaints very seriously. If at any time during their stay students are not happy with any area or service, they are requested to fill in a complaint form which can be obtained from our customer care representative at reception desk. No complaints can be accepted by am Language Studio if not brought to our attention in writing through the complaint form during the stay. While we cannot guarantee that there will not be any problems, we do guarantee that every complaint will be tackled immediately and all the necessary action will be taken to solve the issues within 48hours.

During the stay all students will also be required to fill in various questionnaires: First Impressions Questionnaire, In-Process Questionnaire weekly, and an End of Stay Questionnaire. We use these questionnaires to evaluate all our students' level of satisfaction on all areas and we encourage every student to use these Questionnaires to bring to our attention any areas of improvement.

**Expulsion:** am Language Studio expects all its students to be well-motivated, polite and considerate towards members of staff, host families and fellow students at all times.

am Language Studio reserves the right to ask any student who does not comply with any of the above to leave the course. In this case, no refund of fees will be made and any extra costs incurred by the school on the behalf of the student will be charged to the student.

**Photographs:** Students may be photographed by our leisure team during their stay. Should you wish to ensure that no photographic material taken of you by our staff is used in any format on any of our social media please send an email bringing this to our attention on [leisure@amlanguage.com](mailto:leisure@amlanguage.com)

**Loss of Property/Insurance:** am Language Studio 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. am language Studio advises students to take out a travel insurance policy which would cover them throughout their stay in Malta. Contact us for Insurance quotations.

**Reduced Hours:** In the event that only one student applies for a particular course am Language Studio will apply the reduced hours procedure. Alternatively the full number of sessions can be taken for the supplement amount as indicated below.

Course	Reduced hours	Supplement
General Course	Less 1 day (4 sessions)	35.00 Euro
Intensive Course (student alone for Intensive section only)	Less 1 day Intensive (2 sessions)	25.00 Euro
Intensive Course (student alone for General and Intensive)	Less 1 day (6 sessions)	60.00 Euro

### **Public Holidays :**

10<sup>th</sup> February, 19<sup>th</sup> March, 31<sup>st</sup> March, 19<sup>th</sup> April, 1<sup>st</sup> May, 7<sup>th</sup> June, 29<sup>th</sup> June, 15<sup>th</sup> August, 8<sup>th</sup> September, 21<sup>st</sup> September, 8<sup>th</sup> December, 13<sup>th</sup> December.

am Language Studio will be closed on every public holiday. When lessons fall on a public holiday any lost lesson time will be spread over the remaining days of the same week.

### **am Language Studio will be closed over these days:**

23<sup>rd</sup> December 2019 up to the 3<sup>rd</sup> January 2020

**Force Majeure:** In the event that am Language Studio is unable to fulfil any of its obligations as a result of an event/events beyond am Language Studio's reasonable control, am Language Studio will not accept responsibility or liability. Such events will include (however will not be limited to); terrorist attacks, war or the threat of war, riots, industrial action, natural or manmade disasters, unusually adverse weather conditions or any other event/events that may classify Malta as an "at risk destination" by the Ministry of Foreign Affairs.

**Kids / Teenage Bookings:** kids/teenage bookings. am Language Studio will not be held responsible for the behaviour and safety of your client throughout the entire duration of this enrolment when the booking package being requested from us, does not include am Language Studio supervision. Kids / Teenage bookings are subject to policies and conditions as indicated in our am Language Studio Easter, Summer or Autumn Kids / Teenage Guidelines. Please read these carefully before choosing this option. Please see below. They are also available on our website at [www.amlanguage.com](http://www.amlanguage.com).

**Please contact am Language Studio on [info@amlanguage.com](mailto:info@amlanguage.com) should you have any difficulties with this information**

