



## Booking Procedure

Ways of booking: (1) Complete our booking form via our website [www.gvmalta.com/bookingform.html](http://www.gvmalta.com/bookingform.html) or (2) Fill in the school's Booking Form and send it to us via fax: (+356) 21-578280 or e-mail: [registrations@gvmalta.com](mailto:registrations@gvmalta.com). We will confirm the booking and issue an appropriate Letter of Acceptance and invoice.

## Group Bookings

Bookings are to reach the school a minimum of 8 weeks prior to arrival and are subject to availability at the time of booking.

## Visa

Students needing an entry visa for Malta must apply for a visa in their own country prior to arrival in Malta. Documents from the school will be issued upon receipt of full payment. Any postal charges incurred will be payable by the student. GV Malta cannot be held responsible for decisions taken by Maltese/foreign Authorities regarding entry visas or visa extensions. A refund less €120 + any bank charges + postal charges will be given within 30 days of written proof of visa refusal.

## Payments

To secure a booking, a 50% deposit which includes the Registration Fee should reach the school within one week of confirmation and the balance to be paid at least 14 days before the start of the course. Full payment is to be made for late bookings. When a payment is made by Bank Transfer, a copy of the bank receipt should be faxed/emailed to us as proof of payment. When effecting payment by Credit Card, you are to advise school of Credit card name, number, Expiry date, CVV Code and some form of Identification. The booking will be cancelled should we not receive the deposit in the stipulated time. All bank fees are to be charged to your/student's account. Bank details are provided on the invoice.

## Enrolment and Accommodation changes

Any changes to a student's enrolment after initial confirmation will incur an administrative fee of €20 per change. This also includes requests for changes whilst the student is at school. While we will do our best to change or postpone the course/accommodation when requested, this may however not always be possible. It is not possible to change from group to private/semi-private lessons after a course has started. If a student, while in Malta, wishes to change less than 4 weeks of his/her booked accommodation, s/he will be subject to an extra cost of 4 days of the original accommodation booked. If a student wishes to change 4 weeks or more of his/her booked accommodation, s/he will be subject to an extra cost of 1 week of the original accommodation booked.

## Insurance

All students MUST have adequate travel, accident and medical insurance before they arrive in Malta. Copies of insurance coverage are to be sent to the school prior to arrival. It is ultimately the responsibility of each student to have adequate insurance before arrival. We want to make sure that all students will be covered for any eventuality.

## Airport Transfers

All flight details as requested in our Booking Form MUST reach us at least 4 days prior to arrival. In the event of delays or sudden flight changes students MUST inform the airport transfer company in sufficient time. No refund will be given in the event of subsequent missed transfers.

## Unaccompanied Minors

Students travelling as unaccompanied minors require a GV representative to provide an additional service upon arrival and departure. The charge for this service is €30 each way. Please advise at the time of booking if the student is travelling as an unaccompanied minor.

## Placement Test

Upon booking and prior to arrival students are to answer a Placement Test to verify their English level. This enables students not to miss the first lessons on the first day.

## Orientation Day

On the first Monday of the course, new students are welcomed and placed in an appropriate class according to their level. All students are kindly asked to arrive for their orientation on time. If a student does not reach the required minimum level for a specific course, s/he may be asked to change to Private Lessons or another course available.

## English Only Policy

In order to provide students with a complete English immersion, GV Malta follows a strict English Only Policy, where students are encouraged to speak only English on campus.

## Leisure Activities

We offer a variety of excursions and trips that one may choose all year round. GV Malta reserves the right to make changes to the activities programme due to weather conditions, attraction closures or any other reasons beyond our control. It is the responsibility of each student to have adequate insurance before booking any activity in case of any eventuality.

## Curfew Times for Teens

Ages 16 - 17: Sunday - Thursday 00:00, Friday - Saturday: 01:00

Under 16: Sunday - Thursday 22:00, Friday - Saturday: 23:00

Should students wish to stay out later, the school requires written authorisation from their parents/guardians along with contact details of the parent/guardian for verification.

## Teen & Kids Lessons / Activities

Participation in lessons and prepaid activities is compulsory. Should teens / kids not wish to attend any lessons or activities, the school requires written authorisation from parents / guardians giving reasons. Lessons and activities are not transferable or refundable.

## Kids / Young Teens

Whilst a GV Malta staff member is accessible 24 hours a day, the kids and teen programmes do not include 24-hour supervision. Kids are to be accompanied by their parent/guardian every day immediately before the start and after the end of their lessons. Students under the age of 14 are only accepted by the school/hosts families if accompanied to Malta by a parent/guardian. By enrolling your child at Global Village English Centre you are providing us to act on your behalf in the case of an emergency.

## Pocket Money

Parents/guardians should ensure their children have sufficient money for the duration of their stay. In case of emergency the school will provide pocket money upon receipt of said money in the GV account. This will incur a charge of €20 per transaction, deducted from the sum deposited into GV's account.

## Liability

Students are liable for any damage caused to school premises or accommodation. Before departure students must pay the full cost of any damage they caused to property. Global Village English Centre will not be held liable for loss, damage or injury to persons or property.

## Dismissal

GV Malta reserves the right to dismiss students for unacceptable behaviour or lack of attendance. No refund will be given. Repatriation is at student's own expense.

## Cancellation Policy

In the event that a cancellation is made after our confirmation, the following cancellation charges will apply:

- All students cancelling over *15 working days (Monday to Friday) prior to the course or accommodation start date (whichever comes first)*, GV will refund fees received in full less non-refundable charges (registration fee and bank charges)
- All students cancelling *15 working days (Monday to Friday) or less prior to the course or accommodation start date (whichever comes first)*, will be charged a cancellation fee equivalent to 1 week of accommodation and tuition, registration fee and bank charges.

- No refunds will be given by the school for "No Shows".

- *Once the student has started his/her course:* Course can be shortened as follows:

Courses 1 - 4 weeks: Courses cannot be cancelled, shortened or lessons reduced in number. Course fees are not refundable.

Courses 5+ weeks: Student can shorten course, but must give a minimum of a 2-week period of notice. The resulting credit can only be used to upgrade tuition and is subject to availability. Credit is not transferable or refundable.

- *Once the student has arrived in Malta:* Accommodation can be shortened as follows:

Accommodation 1 - 4 weeks: Accommodation cannot be cancelled or shortened. Accommodation fees are not refundable.

Accommodation 5+ weeks: Student can shorten accommodation, but must give a minimum of a 2-week period of notice. Students incur a 20% cancellation fee and refunds will be given in the form of a credit note. Credit notes are not transferable or refundable.

## Reduction of Hours

A minimum of *two* students required to offer regular group courses. If there is only one student per class, 10 lessons will be reduced to 5; 20 to 10; 30 to 15. There will be no change in fees.

## Force Majeure

GV Malta will not be responsible for any failure to comply with any of its obligations (and, therefore, shall not be required to provide any compensation) if the failure is occasioned by any cause beyond GV Malta's reasonable control; nor shall GV Malta be responsible for any costs incurred by or on behalf of the student as a result of any such cause. Such causes shall include but shall not be limited to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.

## Price Changes

Prices may change if there are revisions in governmental policies, fuel or tax increases, or other unforeseen events beyond the School's control.

## Complaints procedure

If, at any time throughout the course, students are not happy with any area of their stay, they are to inform the school in writing *before* their departure. No complaint can be accepted after the end of the relevant course if it has not been clearly brought to the school's attention as explained above.

## 24-hour Emergency Phone Number

(+356) 7933 6959. to be called only in case of an emergency.

## Photography & Filming

GV may take photos/video footage of students for marketing/promotional purposes. If students do not wish to participate, the students need to make us aware of this at the time of shooting. GV will respect their wishes.

## GV Malta Websites

The official school websites are [www.gvmalta.com](http://www.gvmalta.com) and [www.gvmalta.eu](http://www.gvmalta.eu). We cannot take responsibility for any information offered on any other websites which do not belong to Global Village English Centre (Malta) Ltd. Please ensure you access current school information and not cached pages which are out-of-date.

## Final Decision

If a situation arises that has not been covered by the above Terms, we reserve the right to take any fair and reasonable action that we think appropriate.