



## Booking Enquiries & Enrolment Procedures

Enquiries can be made directly with Prime Language Courses or through our correspondent in Sao Paulo.

A reply confirming availability will be sent by Prime Language Courses within one working day. Bookings can be sent by email to [info@primecourses.com](mailto:info@primecourses.com)

You can also complete our online Enrolment Form. Once we receive all the required information we will send you a Booking Confirmation and an Invoice. Your booking is fully confirmed once a substantial deposit (25%) or the full amount is paid by bank transfer. If a deposit is paid then the balance must be settled at least 4 weeks prior to arrival at destination.

## Students with Special Needs

Students suffering from any illness or disability are obliged to inform us upon registration providing all relevant details. There may be additional charges for any extra expenses or personal attention required.

## Payment

Payment can be made by bank transfer (SWIFT) or through PayPal. Our bank details are provided on the 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. Students must advise Prime Language Courses by email when any payments are made, clearly stating the student's full name and invoice number.

## Visas

Students are responsible for their visas and must ensure that they apply for the required travel documents in plenty of time before travel. Prime Language Courses will provide a Booking Confirmation and Visa Letter to facilitate the student's visa application. A Visa Administration Fee of €40.00 will apply.

If a student has to cancel their booking due to visa refusal, they must send a copy of the visa refusal letter and we will refund the fees less the €100.00 non-refundable deposit. Refunds will only be made to the person who paid the original fees and using the same method of transaction.

## Airport Transfers

Students booking return airport transfers must provide arrival and departure flight numbers and times at least 15 days prior to arrival in Malta. Prime Language Courses will not be responsible for missed transfers if details are not sent in time and no refunds will be granted.

Any student that books apartment or host family accommodation must also book return airport taxi transfers.

## Postponement

Students may postpone their booking start date by giving Prime Language Courses a minimum of 21 days' notice. All fees will be transferred to the later starting date. Accommodation charges may apply from the original starting date.

## Refunds & Cancellation Fees

Prime Language Courses nor the chosen school will give refunds once the student has started their course. 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.
  - Less than 14 days before the start of the course: 1 week's tuition and accommodation fees + registration fee + visa administration fee (where applicable).
- Any bank charges incurred in any refund transaction will be paid by the student.

Students who are absent for lessons will not get a refund.

No refund will be given if the student decides to terminate the course earlier than booked.

If students cancel and leave during the week, they will lose the remainder of their course for that particular week.

Under no circumstances can students transfer unused lessons or accommodation to other students. Prime Language Courses nor the chosen School will give a refund on cancelled accommodation once the student has arrived.

We strongly recommend that students take out an insurance policy cover in case they are unable to start or finish their course for reasons outside their control (e.g. illness, family emergencies, work commitments).

### Level of English

We strongly recommend that students do their Placement Test prior to their arrival at destination 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 online, the appropriate links will be sent once the booking is made.

If a student does not have the minimum level of English required to follow a specific course as determined by the test then Prime Language Courses and the chosen School reserves the right to move the student to another appropriate course.

A Monthly Progress Test is held at school in order to test students' progress. If students make no request to change level within their first week they have to wait for the next Monthly Progress Test. Only those students who have been at the same level for one month and have attended at least 80% of their course are allowed to take the Progress Test.

Our courses are leveled 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 three students are participating at a particular level 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:

- Courses with 20 lessons per week  
Reduced to 15 lessons per week.

- Courses with 30 lessons per week  
Reduced to 20 lessons per week.

- Courses with 40 lessons per week  
Reduced to 30 lessons per week.

### Holiday Breaks

Long stay students are entitled to a holiday break whilst studying. The length of their holiday depends on the duration of their course. There is no holiday entitlement for courses of less than 8 weeks.

- Courses from 8 to 23 weeks = 2 weeks holiday
- Courses of 24 weeks and over = 4 weeks holiday

Prime Language Courses will extend the student's tuition course (if requested) free of charge.

Prime Language Courses **will NOT** extend the student's accommodation free of charge.

If the student is staying in our accommodation then they must pay the brochure price to extend their accommodation. We can only extend the accommodation subject to availability. Students returning from their holiday break cannot expect to return to the same class, teacher or accommodation (unless the accommodation is paid in full during the holiday break).

If a student leaves their belongings at their place of accommodation (booked through Prime Language Courses), Prime Language Courses will guarantee the same room.

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 Prime Language Courses the chosen 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 Prime Language Courses the chosen School they will be marked absent and the School may need to notify the Visa

Immigration Office which may make it difficult for students to retain or extend their visa. No refunds will be given in these cases.

### **Public Holidays**

Language schools will be closed for some Public Holidays in 2018. Lessons will be made up as much as possible (it depends on the school) during the week that the School is closed but not necessarily in full. Only One-to-One individual private lessons will be made up in full. The following are the public holidays in 2017 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.

- Tuesday, 01<sup>st</sup> January (New Year's Day)
- Tuesday, 19<sup>th</sup> March (Feast of St. Joseph)
- Friday, 19<sup>th</sup> April (Good Friday)
- Wednesday, 01<sup>st</sup> May (Workers' Day)
- Friday, 07<sup>th</sup> June ('Sette Giugno')
- Thursday, 15<sup>th</sup> June (Feast of the Assumption)
- Friday, 13<sup>th</sup> December (Republic Day)
- Tuesday, 24<sup>th</sup> December (Christmas Eve)
- Wednesday, 25<sup>th</sup> December (Christmas Day)
- Wednesday, 01<sup>st</sup> January (New Year's Day)

### **Reissue of Lost/Damaged Student Certificates**

€25.00 (+ postage where applicable)

### **Changes to Booking**

Prime Language Courses and the Schools reserve 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 this case no charges will apply.

### **Attendance Policy & Discipline**

It is the policy of most language schools that no student is allowed into their classroom if they are more than 5 minutes late for class. They will therefore miss that morning's lessons. This is to minimize disruption to other students and the teacher. Lessons missed due to lateness are not replaced. Students are required to attend at least 80% of scheduled classes and to complete all homework assignments. Failure to do so may result in the withholding of course certificates. If a student repeatedly does not attend classes then disciplinary action may be taken. In the case of any student requiring a visa to study and failing to attend classes regularly, the appropriate authorities will be informed of any such failure. Regular absenteeism could lead to the student being expelled and no refunds will be given.

The use of mobile phones in the classroom is strictly forbidden. Mobile phones are to be switched off during lessons. Teachers reserve the right to confiscate mobiles if used during a lesson.

Prime Language Courses expects all of our students to maintain decent and reasonable standards of behavior at the School and in our 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 the chosen school may deem fit. In such cases 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 the chosen school 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. 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**

Schools expect 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, sub-contractors 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 apartment, common areas, elevators and stairwells.
  - No noise or disturbance is allowed, especially after 22:00.
  - Guests are not allowed in the apartment at any time.
  - Parties in the apartment are **STRICTLY FORBIDDEN**.
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- The kitchen and bathroom must be cleared up and cleaned after 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 clear so the cleaning staff can do their work. The room must be left unlocked otherwise it will not be cleaned.
  - Lights, fans, and other electrical equipment must be switched off when not in use and especially before students leave the apartment.
  - Any abuse of electricity will incur 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 08:30) on the correct days.
  - Students are responsible for their keys. Lost keys will be replaced at a charge of €25 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 put 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.

### **Apartment Deposit**

A refundable damage deposit of €100.00 (cash) is required from every student staying in self-catering apartment accommodation. This must be paid on arrival and will be returned on the last day pending any issues relating to the apartment.

### **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 (only 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.

### **Student Complaint Procedure**

If a student needs to make a complaint or feels uncomfortable for any reason, they must contact the School administration without delay. Complaints that have not been brought to the attention of Prime Language Courses or the chosen 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 Prime Language Courses or its sub-contractors are to be registered with any member of the administration at the chosen School 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 Prime Language Courses or by the chosen School if queries, problems or issues are brought to the School's attention after 24 hours of occurrence or after the enrolment end date.

### **Insurance & Liability**

All international students who study abroad 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, however caused.

Should a student be ill and require medical assistance Prime Language Courses and the chosen School will do its utmost to help and will put the student in contact with a qualified medical general practitioner at a local pharmacy. The doctor will charge the student directly in cash. Prices for a home consultation visit are in the region of €15.00 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 abroad this can be arranged by Prime Language Courses

**Force Majeure**

In the event that the chosen school is unable to fulfill any of its obligations as a result of an event or events beyond its reasonable control, Prime Language Courses 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, failure of suppliers or sub-contractors, labour disputes, natural or man-made disasters, unusually adverse weather conditions or any other event or events that may classify the chosen destination as an “at risk destination” by the Ministry of Foreign Affairs.

**Safety & Security**

Although a number of security measures are in place to ensure that the Chosen School and the Chosen accommodation are safe, all personal possessions are the individual'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 safe-keeping.

**Damages**

The full cost must be paid by students causing any damage to the School or place of accommodation, or during any service provided by the School or its sub-contractors. In the case of damages caused in shared accommodation, all students in the respective accommodation will be held equally responsible if no single student accepts responsibility. Breakages and damages will be charged as they arise. Prime Language Courses the chosen 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 the information by Prime Language Courses. All information collected will not be passed on to any other organization or third party and will be stored and processed in accordance with the Data Protection Act of the country. 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**

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 Prime Language Courses brochures or other printed or online promotional materials unless the student objects at the time the photograph is taken. All images are without charge to the School and without obligation to credit the owner of the image. Should students wish to refrain from being photographed or filmed, kindly let us know and we will ensure that no student is used for promotional purposes against their will.

**Agents**

These terms and conditions are applicable to direct students and agents unless variations are expressly agreed between the agent and Prime Language Courses in writing.

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