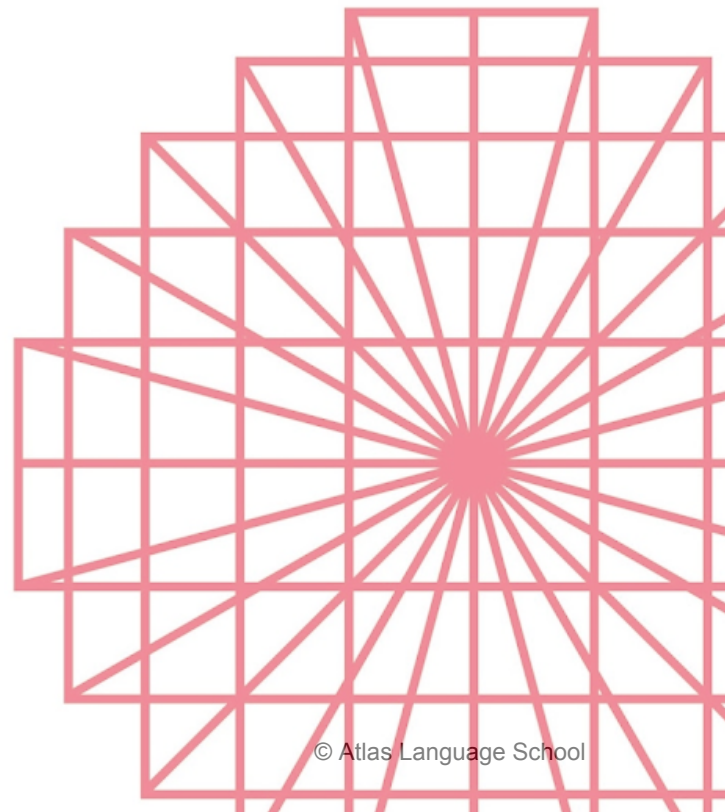




Atlas Language School, Malta

Terms and Conditions



1. Admission

Minimum age

The minimum age at our adult school is 17. In certain circumstances we may accept 16 year olds on our adult programmes. Such students will only be enrolled on a course if their parents/legal guardians have completed and signed a Parental Consent form. By signing this form parents acknowledge that their child will be studying in an adult centre and that Atlas Language School is not legally responsible for the child.

Course level

We offer classes from Elementary to Advanced level. In exceptional circumstances, or by prior arrangement, Beginner level students may join our Elementary Classes. Beginner level students may be requested to attend extra classes at additional cost.

Course

A course consists of 20 or 26 tuition lessons, 50 minutes each.

Course Fees

Adult course fees include tuition, placement test, student welcome pack, free access to elective classes, wifi, use of computers, end of course certificate. A course registration fee of €40 is applicable to all courses. The cost for the course book is €40 per term. All fees must be paid in full prior to the student's arrival.

Accommodation

All accommodation bookings with Atlas Language School are subject to an accommodation placement fee of €30. All accommodation is based on a 7-night stay starting from Saturday or Sunday. Check-out in residential accommodation is at 10.00 am. Atlas Language School cannot guarantee availability in the chosen accommodation if the student arrives on a different day.

A supplement of €50 per week will apply to students who are accommodated in a host family over the Christmas holidays (2 weeks). Accommodation availability during this period is very limited and cannot be guaranteed. Please contact the school directly for full details of host family availability over this period. In the event the school doesn't have any Host Family availability, students may be asked to move to a different kind of accommodation and a supplement may be applied.

Accommodation, both residential and homestay, is always subject to availability and cannot always be guaranteed. It is recommended to book accommodation well in advance, preferably at the time of booking. Once accommodation is confirmed we can only guarantee a place for the duration and the dates initially booked, i.e., Atlas Language School cannot guarantee accommodation if the student changes the dates of his/her course or if the student decides to extend the stay.

A €5 Eco Tax is chargeable on all accommodation bookings. This mandatory tax should be paid in cash on arrival. This tax is not refundable.

For all Accommodation a €100 refundable deposit is to be paid in cash upon a student's arrival. The deposit will be returned in full upon checkout, as long as there have been no damages/losses.

Homestay and residential accommodation require compliance with a set of guidelines set out by Atlas Language School, the host families and the residence management. For further details, please contact the school.

Winter holidays

The accommodation office is closed from 21 December 2020 and 1 January 2021. Atlas Language School cannot cater for arrivals and departures during the winter holidays. Luggage being stored in our accommodation cannot be collected during the winter holidays.

In case of a student requesting to add accommodation/storage services during winter holidays, the following fees will apply:

- Students leaving the accommodation and removing their belongings will be charged with a €100 fee for two weeks. This includes the extra check in and check out, as well as the arrival transfer when the students return.
- Students leaving the accommodation and storing their belongings on site will be charged with a €100 per week fee which includes storage, extra check in and check out, as well as the arrival transfer when the students return.

Belongings must be stored securely in a locked suitcase. Atlas Language School does not take responsibility for damaged or lost belongings.

Airport Transfer

It is compulsory to book Airport Transfer on arrival with Atlas Language School if the accommodation is booked through Atlas Language School.

Visa

Non-EU students should contact their local Maltese Embassy for visa requirements. Atlas Language School cannot give any guarantees for successful visa applications.

IMPORTANT: Students who need to apply for a visa before entering Malta should not start their course in the first week (January) or final two weeks (December) of our academic year. Please contact the school for the academic calendar and more information on the dates.

Insurance

All students are advised to take out private medical insurance. All students can purchase insurance through Atlas Language School. Students from the EU should travel to Malta with their European Health Insurance Card to cover public medical care.

Student ID cards

All students will be provided with an Atlas Student ID card upon their arrival. This document is important for proper identification should the student find himself/herself in need of assistance. Students must carry their ID card with them at all times.

In order to provide the student cards the students must provide the following information:

- Name & Surname
- Photo of the student (Photo might be taken on site on first day)
- Accommodation address in Malta
- Nationality
- Passport number
- Date of birth
- Dates of arrival and departure

2. Enrolment

Enrolment Dates

New students should refer to their enrolment confirmation for course and accommodation dates. Please note that the invoice does not reflect the course dates but the date of enrolment. This information, as well as the name of the course and its corresponding number of lessons per week, is included in the enrolment confirmation letter.

Continuity of Enrolment

Enrolment of a current student will be terminated if:

- The student or their agent notifies Atlas Language School of his/her wish to terminate their enrolment
- The student withdraws from their nominated course
- Atlas Language School terminates the student's enrolment or suspends or excludes the student in accordance with the provisions of our Policies and Procedures OR
- The student has completed all course requirements

Refusal and Cancellation of Enrolment

Atlas Language School may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/ student for the following reasons:

- Misconduct (refer to the section on Code of Behaviour)
- Failure to satisfy the minimum academic requirements for courses chosen
- Failure to arrive on the commencement date
- The student has gained admission by misrepresentation, falsification of documents or other fraudulent means
- Failure to fulfil the normal admission or enrolment requirements
- Non-payment of tuition and / or accommodation fees
- Refusal to grant a student's visa or cancellation thereof
- Non-attendance or consistently low attendance
- Other reasons as deemed by the school's management.

Medical & Special Educational Needs

It is the student's responsibility to notify Atlas Language School of any sickness, disability, allergy, mental health condition, special educational needs, or any other relevant medical information relating that might affect the student's stay at Atlas Language School. Students must provide an up to date medical form at the time of booking and inform the school of any changes.

3. Agent's Commission

Commission

Our agent's commission is taken from total course fees, or package prices where applicable. Commission is only paid if we receive the booking and payment of the fees from the agent.

Referral fee

In certain circumstances a referral fee of 15% (on course fees) or 10% (on package prices) may apply if an agent recommends Atlas Language School to a student, but does not send the booking or pay the fees. In such circumstances the agent should notify Atlas Language School of the student's name before the student makes the booking with the School.

Re-Registration Commission

If a student re-registers for a new course within three months of the end of their previous course then commission is paid at a re-registration rate of 15% (on course fees) or 10% (on package prices).

4. Pricing Policy

Atlas Language School is committed to a fair competition policy between partners representing Atlas Language School in the market. We insist on partners promoting and selling at the price agreed by Atlas Language School and its partner agency and on transparency of any discounts. Discounts made by the partner agency must be clearly displayed. Agents and partners are obliged to sell our courses as per prices quoted on our price list.

In the case where agents are offering discounts on accommodation, insurance, transfers or any additional services themselves, agents should make it clear that these discounts are not offered by Atlas Language School.

Atlas Language School will advise the partner agency of any misuse of our pricing policy as unfair competition in the market. This may also result in the reduction of the agent commission or the termination of the partnership agreement.

5. Payment

All course fees should be paid in full at least 30 days prior to the student commencing their course. Atlas Language School has partnered with Flywire to make international payments for agents safe and easy.

For non-EEA students who require a visa:

For visa required students, payment must be made at least 30 days before the course commences so we can prepare the student acceptance letter. Please note that some visa applications need to be made several months in advance, and the payment has to be made accordingly. Students or their agents are responsible for applying for a student visa well in advance in order to make sure the visa will be granted and received before the student's departure. Failure to comply may result in postponement or cancellation charges.

Acceptance letters are only issued after full payment is received by Atlas Language School.

We have partnered with Flywire (www.atlasmalta.flywire.com) to offer secure payment from any country and any bank, typically in your home currency.

By making your payment with Flywire you can:

- Track your payments from start to finish
- Save on bank fees and exchange rates
- Contact their multilingual customer support team with any questions, day or night

Flywire offers multiple payment options and excellent foreign exchange rates. Flywire ensures your payment arrives safely and accurately.

For EU students:

You may also pay by Bank Transfer. Please see bank transfer details below:

Bank: Allied Irish Banks, 40 Ranelagh Road, Ranelagh

Account Name: Atlas Language School

Account Number: 0193 1909

Sort Code: 93-12-92

BIC (Swift Number): AIBKIE2D

IBAN: IE75AIBK93129202031909

Important

Please use the student's name as the reference for the bank transfer. Agent commission should be deducted before the payment is made. In the event of a student paying the fees directly to the school, the agent must send an invoice and Atlas Language School will transfer the agent's commission once the student has started their course.

6. Cancellation Policy

Course Cancellation

Tuition fees are non-refundable once a student has commenced their course.

If a student cancels their course more than 30 days before the course commences, all fees will be refunded.

If a student cancels their course less than 30 days before the course commences, fees will be refunded with the exception of the registration fee (€40). In the event of a group booking cancellation less than 2 weeks before the course commences, fees will be refunded minus a 50% cancellation charge.

If a student cancels their course due to a visa refusal, fees will be refunded with the exception of registration fee and a cancellation charge of €65, however accommodation fees will still apply.

The mentioned penalties will be charged without exceptions, also in the case of visa refusals.

Putting a course on hold

In exceptional cases, a course can be put on hold for up to 12 months after the date the student was registered. The school must be notified in writing at least 30 days in advance of the course start.

If a course is postponed less than 30 days in advance of the course start date a postponement fee of €35 will be charged. The mentioned penalties will be charged without exceptions, also in the case of visa refusals. Please contact the school for further details.

Depending on the new course dates, please note that the Course and Accommodation Summer Supplement may apply.

If a course is postponed for more than 12 months from the date the student was registered, the regular cancellation fees apply and the booking will be treated as a new booking, i.e. new fees (course, accommodation, registration and placement fees, insurance and exam fee) will apply, if applicable.

Postponed courses cannot be rebooked in conjunction with any other offers.

Accommodation Cancellation

Homestay

- a) If homestay accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- b) If homestay accommodation is cancelled more than 14 days but more than 7 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement (€30).
- c) If homestay accommodation is cancelled less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€30) and one week's accommodation.
- d) If homestay accommodation is postponed less than 7 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise this penalty will be charged accordingly.

All the penalties mentioned above will be charged without exceptions, also in the case of visa refusal or delays.

Residence

- e) If residential accommodation is cancelled more than 30 days before arrival, all accommodation fees will be refunded.
- f) If residential accommodation is cancelled more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€30).
- g) If residential accommodation is cancelled less than 14 days before arrival, all accommodation fees

will be refunded with the exception of the accommodation placement fee (€30) and one week's accommodation.

- h) No refund will be made if a student makes alternative arrangements during their stay.
- i) No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure (including postponement)..
- j) If residential accommodation is postponed less than 14 days before arrival, the student will be charged for one week's accommodation. For students starting in the first week of January, all changes must be done at least 7 days before the winter holidays start, otherwise this penalty will be charged accordingly

All the penalties mentioned above will be charged without exceptions, also in the case of visa refusal or delays.

Airport / Pickup Cancellation

If a student does not arrive at the airport due to cancelled or missed flight, or at the agreed pick-up point, without notifying Atlas Language School, no refund of the pickup fees can be made.

7. Holiday Policy

Holidays can only be taken in one week blocks (Monday-Friday only). Students must notify the office in writing/ by email, and receive acknowledgement / approval, 1 full week (5 school days) in advance of their intended holiday. Please note that holidays will not be granted after the school week has already begun.

Holiday Policy for EU students

One week of holiday is allowed for every 12 weeks of course. To request a holiday, students must send an email to admissions@atlaslanguageschool.com at least 1 full week (5 school days) before they want to take the holiday. This request will be logged on the school online system.

Holiday Policy for non-EEA students

For non-EEA students courses between 13 and 23 weeks, 2 weeks of holidays can be requested. For courses of 24 weeks or more, 4 weeks of holidays can be requested.

To request holidays students must send an email to admissions@atlaslanguageschool.com at least 10 school days before they wish to take the holiday. Holidays can only be booked in full weeks, from Monday to Friday.

If the student is staying in our accommodation then students have to pay for any accommodation extensions if required. Accommodation extensions are subject to availability and cannot be guaranteed.

If students take a holiday break during the course, it cannot be guaranteed that they can join the same class when they return.

8. Further Conditions

- Bookings are not confirmed until official enrolment confirmation is provided by Atlas Language School
- Final registration and provision of pre-arrival information for each student are only confirmed upon receipt of full payment of fees.
- Atlas Language School does not accept responsibility for costs incurred due to flight delays or cancellations.
- Atlas Language School does not take responsibility for loss or theft of belongings.
- Refunds, partial refunds or compensation of any kind will not be given for Public Holidays, for days missed during the course, for late arrival or early departure, due to adverse weather conditions, acts of governments, interruption of electrical power, fire, floods, war, other natural disasters, disease outbreaks or other Acts of Gods.
- During peak times classes may be held at additional premises and may run at different times.
- If a student wishes to return to their home country or take holidays elsewhere during the term of their

English Language Programme they are free to do so, but no credit will be given for missed study time.

- In the event that students are unable to attend lessons due to illness, these sick days will not be added to the end of the course period.
- Promotional Photographs and Videos: Atlas Language School or its representatives may take photographs and videos of classes or other school activities during a student's time with us, which may be used for promotional purposes. If students do not wish to appear in any promotional materials, they must advise us at the time of booking.

2020 Academic Calendar

Term	Start Date	End Date	Weeks
Term 1: Winter	Monday 6th January	Friday 27th March	12 weeks
Term 2: Spring	Monday 30th March	Friday 19th June	12 weeks
Term 3: Summer	Monday 22nd June	Friday 18th September	13 weeks
Term 4: Autumn*	Monday 21st September	Friday 18th December	13 weeks
Closed	Monday 21st December	Friday 1st January 2021	2 weeks
Winter 2021	Monday 4th January 2021		

*For academic reasons, we recommend students do not start their course in the last two weeks of the autumn term but rather start with the new term in January.

2020 Bank Holidays

Holiday	Day, Date
New Year's Day	Wednesday, 1st January
Feast of St. Paul's Shipwreck	Monday, 10th February
Feast of St. Joseph	Thursday, 19th March
Freedom Day	Tuesday, 31st March
Good Friday	Friday, 10th April
Workers' Day	Friday, 1st May
Feast of St. Peter and St. Paul	Monday, 29th June
Feast of Our Lady of Victories	Tuesday, 8th Sep
Independence Day	Monday, 21st Sep
Immaculate Conception Day	Tuesday, 8th Dec
Christmas Day	Friday, 25th Dec

All information is correct at the time of update, January 2020.