

## **STUDENT HANDBOOK**

Dear Student,

We at ACE English Malta wish you a warm welcome to the Maltese islands and our language school. Our friendly and helpful staff will welcome you on your arrival and will support you throughout your stay.

This handbook has been designed to help you with any questions you may have about Malta, your transfers, accommodation and English course. Please read it carefully and keep it with you at all times.

It is our aim to make your stay unforgettable by giving you an exceptional educational experience. Therefore, should you have any queries that are not included in this handbook please do not hesitate to contact us before your arrival or during your stay.

Thank you for choosing ACE English Malta for your learning experience. We genuinely hope that you have a pleasant and memorable stay with us.

***The ACE English Malta Team***

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### **PRACTICAL INFORMATION ABOUT MALTA**

The Maltese Islands are at the centre of the Mediterranean Sea and include the main island of Malta, the sister island of Gozo and the tiny island of Comino. The Islands have a total area of 325 km<sup>2</sup> and lie 93kms south of Sicily and 288kms north of Africa. [Malta](#) is the largest island and the cultural, commercial and administrative centre. [Gozo](#) is the second largest island and is more rural, characterised by fishing, tourism, crafts and agriculture. [Comino](#), the smallest of the trio, has one hotel and is largely uninhabited and is world famous for the beautiful 'Blue Lagoon'. The Islands have a population of 423,000 inhabitants but host 1.8 million visiting tourists per year!

#### **Climate**

Malta's climate is typical of the Mediterranean and is strongly influenced by the sea. The Maltese Islands have a pleasantly sunny climate with a daily average of around 12 hours sunshine in summer going down to 5 to 6 hours in mid-winter. Summers are hot, dry and very sunny. Day-time temperatures in summer are high but are often kept lower by cooling sea breezes. Spring and autumn are cooler except when the occasional *scirocco* wind from North Africa brings unseasonal high temperatures and humidity.

Winters are mild with the occasional short cold spells brought about by the northerly winds from central Europe.

Annual rainfall is low, averaging 568 millimetres per year. Bathing in the sea is quite possible well into the 'winter' months and the peak beach season can last until mid to late October.

#### **Currency**

Malta's currency is the Euro. Students who need to change money or cash traveller's cheques may do so at the local banks or at one of the many exchange bureaus around the island. Exchange bureaus have longer opening hours and are open 24 hours a day at Malta International Airport. Exchange rates offered by hotels, restaurants, shops, et cetera may not be as competitive as those available at banks and exchange bureaus.

#### **Smoking & Drinking**

At the time of publication of this document, the laws of Malta regarding minimum legal ages for smoking and consumption of alcohol are as follows: "It is illegal to buy cigarettes if you are under 18 years of age and illegal to drink alcohol if you are under 17 years of age". Malta also has a zero tolerance policy on drug abuse.

#### **Driving**

Driving in Malta and Gozo is on the left. Speed limits range from 30 km/h in built-up areas to 80 km/h on the open road unless otherwise indicated on relevant road signs.

If you intend to rent a car or drive in Malta it is advisable to take out a Fully Comprehensive Insurance policy. Most national or international driving licences are accepted.

#### **Health**

Malta has an excellent health service. Hospitals are modern and supported by a regional network of health centres. Travellers do not normally require certificates of vaccination or immunisation to enter the Maltese Islands. Visitors from EU member states should make sure that they have a European Health Insurance card. It is advisable that all visitors, irrespective of their nationality, take out a personal medical insurance policy.

#### **Language**

The official languages in Malta are English and Maltese.

Maltese, a language of Semitic origin written in the Latin script, incorporates many words and expressions derived from Italian, French and English.

English is spoken by nearly all Maltese people. Italian is also widely-spoken.

## **Public Holidays**

There are 14 annual Public Holidays. All are celebrated on a fixed day of the year with the exception of Good Friday which varies from year to year.

1 <sup>st</sup> January	- New Year's Day	29 <sup>th</sup> June	- Feast of St. Peter and St. Paul (L-Imnarja)
10 <sup>th</sup> February	- Feast of St. Paul's Shipwreck	15 <sup>th</sup> August	- Feast of Our Lady (Santa Marija)
19 <sup>th</sup> March	- Feast of St. Joseph	8 <sup>th</sup> September	- Feast of Our Lady of Victories
31 <sup>st</sup> March	- Freedom Day	21 <sup>st</sup> September	- Independence Day
March / April	- Good Friday	8 <sup>th</sup> December	- Feast of the Immaculate Conception
1 <sup>st</sup> May	- Labour Day	13 <sup>th</sup> December	- Republic Day
7 <sup>th</sup> June	- 'Sette Giugno'	25 <sup>th</sup> December	- Christmas Day

## **Religion**

The majority of the Maltese are Roman Catholics but many other religious denominations are also represented on the islands with small but well-established and active communities. Churches are places of worship. When visiting, please show respect and dress accordingly.

## **Swimming & Sunbathing**

The Maltese coastal waters are generally clean and safe for swimming as there are no tides. Some bays are exposed to north and north-easterly winds which do produce some strong undercurrents at times. If you are new to the Maltese Islands, swim where the locals do.

It is advisable to take precautions to ensure that you avoid over-exposure to the sun. Even in winter it is recommended you wear sunscreen with a suitable factor for your skin type. This is important if you are out walking or taking part in water sports. A sun hat is a must. Children and infants need extra protection from the sun. When sunbathing it is advisable to avoid the strongest sunlight between the hours of 11:00 and 15:00 in peak summer months.

Please note that topless sunbathing is not allowed in Malta.

## **Useful Numbers**

- Malta Country Code 00 356
- Emergency (Police, Fire & Ambulance) 112
- ACE Emergency Number 77 135 135
- ACE School Number 27 135 135
- Mater Dei General Hospital 2545 0000
- St. James Private Hospital 2329 1000
- Med Assist Clinic 2136 3244 / 9949 4115
- Potters Pharmacy 2136 3244
- Melita Pharmacy 2137 8657
- School Doctor 9949 4115
- School Dentist 2138 8952 / 9942 1974
- Central Taxis 7937 8286
- eCabs Taxis 2138 3838
- Wembley Taxis 2137 4141 / 7937 4141
- Yellow Cabs Taxis 2298 2298
- Malta International Airport 2124 9600
- Flight Enquiries 5230 2000 / 2299 9884
- Directory Enquiries 1182 / 1187 / 1189

## **ACADEMIC INFORMATION AND POLICIES**

### **Placement Test**

When a booking has been confirmed with the school we will send you a link with a password for our on-line placement test. Once this has been completed and submitted it is received directly by the Director of Studies who will then assign you a class at your correct level thereby saving you time on your first day of school. It is highly recommended that you take this test prior to your arrival so that you can go directly to your class without any waste of time on your first day.

### **First Day at School**

ACE English Malta is open from 08:30 to 17:30, Monday to Friday.

If you have not completed the on-line test prior to your arrival you will have to do so on your first day at school. ACE English Malta offers both a paper-based placement test and an on-line placement test. This test, together with an assessment of your spoken level of English, will allow you to be placed in a class at the correct level. It is suggested that students come to school on their first day no later than 08:30 in order to take their placement test. Our General English courses are offered at all levels. Should a student feel that they have been assigned to the wrong class, they should see the Director of Studies as soon as possible for a re-assessment. This is possible only within the first week of the course.

Those students who have taken the test prior to their arrival will have their spoken English assessed and, together with their test result, will be placed in a class according to their correct level of English.

### **Student Absence**

Students who do not attend lessons will not have their classes made up or be entitled to any refund. May we remind you that it is mandatory that students attend a minimum 80% of their course. Failure to do so will result in a student not receiving a certificate.

## **Student Lateness**

Please be on time for ALL your lessons. It is the policy of ACE English Malta that no student will be allowed into the classroom after 09:00. Our lessons at 09:00 and 11:00 are integrated and form one coherent lesson. This means that you will not be permitted to join the 11:00 class either. The reason for this policy is due to complaints of disruption by other students. Lessons missed due to lateness are not replaced or refunded.

Students that are not permitted to enter the 09:00 or 11:00 lesson due to lateness may join the 13:00 lesson if they are booked on an ACE Group 30 course.

## **Level of English**

The Placement Test is available online through the ACE English Malta website. If a student does not have the minimum level of English required to follow a specific course as determined by the test then the school reserves the right to move the student to an appropriate course. If students make no request to change level within their first week, they have to then wait for the next monthly progress test to change level. Students who would like to change level during their stay are to approach their class teacher. If the request is approved, the student will be asked to take a written progress test and a short spoken interview before being moved to the next level. 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. This test is held on the last Wednesday of every month. Our courses are levelled in accordance with CEFR guidelines:

- Beginners = A1
- Elementary = A1+
- Pre-Intermediate = A2
- Intermediate = B1
- Upper-Intermediate = B2
- Advanced = C1
- Proficiency = C2

## **Certificates**

These are given out on Fridays for those students who are leaving that week. Certificates state the duration, type of course and approved level. These will be given to the students by their teachers during the 11:00 lesson. An 'End-of-Stay' questionnaire will also be given out and must be completed and handed in at ACE Reception before departure.

## **Course Changes**

Should you wish to change your course at any time please see the Director of Studies or the Reservations Department. You will be informed as to whether the change you wish for is possible and of any extra costs involved.

## **Course Times & Location**

Generally, courses are held in the morning. However, the school reserves the right to change course times if and when necessary. On occasion the school may have to use classrooms at alternative premises. These will be of a similar standard.

## **Reduction of Lessons**

If fewer than three students are participating at a particular level then the lessons will be reduced as follows. As soon as there are additional students in class, the normal lesson times will be resumed.

The lessons may be reduced as follows:

- ACE Group 20 / ACE Mini 20 / ACE Business 20 – Reduced to 15 lessons per week.
- ACE Group 30 / ACE Business 30 / Exam Preparation Courses 30 – Reduced to 20 lessons per week.
- ACE Business 40 – Reduced to 30 lessons per week.

## **Holiday Breaks**

Long stay students are entitled to a holiday break whilst studying at ACE English Malta. 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

The School will extend the student's tuition course (if requested) free of charge.

The School will NOT extend the student's accommodation. 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 ACE English Malta), the School 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 the 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 the 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 Holiday Closures**

ACE English Malta will be closed for some Public Holidays in 2018. Lessons will be made up as much as possible 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 2018 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.

Monday, 1 <sup>st</sup> January	- New Year's Day	Friday, 21 <sup>st</sup> September	- Independence Day
Monday, 19 <sup>th</sup> March	- Feast of St. Joseph	Thursday, 13 <sup>th</sup> December	- Republic Day
Friday, 30 <sup>th</sup> March	- Good Friday	Monday, 24 <sup>th</sup> December	- Christmas Eve
Tuesday, 1 <sup>st</sup> May	- Labour Day	Tuesday, 25 <sup>th</sup> December	- Christmas Day
Thursday, 7 <sup>th</sup> June	- 'Sette Giugno'		

## **Visas**

Regular attendance at school is required.

Those students who are here on a student visa risk losing their visa privileges should they not attend school.

## **Curriculum**

We at ACE English Malta are making a huge effort to build our own unique ACE Interactive White Board (IWB) Resources in order to provide you with the best multi-sensory teaching environment possible. All ACE English Malta's IWB lessons have been vetted for suitability in age, content and topic.

We consider ourselves to be a beacon school on the island and are endeavouring to give you a learning experience that will satisfy all your needs so that you will return and recommend our school to friends and colleagues.

We do not provide course books to our students. The school curriculum is organised through the use of the digital form of the 'New Inside Out' course book series for adults and the 'New Inspiration' course book series for teens. These books follow a syllabus which falls within the 'can-do' principles of the CEFR system and allow our lessons to be both communicative and educational.

## **Assessment for Learning (AfL)**

This consists of the assessments we conduct in the classroom, both formally and informally, to give feedback and CEFR grades to students about their learning. The purpose of AfL is to help students improve their learning and give constructive assessment. It is conducted throughout the school as part of our Assessment for Learning Policy.

## **Long Stay Students (8 Weeks +)**

It is part of our school policy and important for the Long Stay Student (LSS) to be assessed for progress by their teachers.

Part of the ACE English Malta Student Assessment Policy is to complete a monthly teacher assessment of all Long Stay Students.

Any student who books lessons for a continued period of two months (8 weeks) or more is considered Long Term.

The class teacher completes the LSS Assessment Profile on the last Friday of each month, using an 'Equals Bank of Descriptors-as Levels' grid which is based on a 'can do' policy. The student will have a new LSS Assessment Profile created for each month of their stay to indicate their continuing overall progress. This enables the teacher to plan the lessons with a view to the needs of the students.

The AfL principle: *The Checklist Outcome will not be filled just because it has been taught, but because it has been learnt by the student.*

## **Exam Courses**

While ACE English Malta will help with the exam application, it is the student's responsibility to book their exams either on-line or in person. Exam course fees do not include exam fees as these are to be paid directly to the Exam Centre. Students are to find their own way to and from the testing centre.

## **Classroom Regulations**

No food and drink (except for bottled water) is permitted in the classrooms.

Mobile phones are to be switched off during lessons. ACE English Malta's teachers reserve the right to confiscate mobiles if used during a lesson.

English is to be used at all times. It is extremely impolite and disrupting for both teachers and other students when same nationality students speak in their own language.

Students are expected to be punctual for lessons. The teacher has the right to exclude any students who arrive late.

Students should dress appropriately for lessons

Please do not leave valuables in the classroom. The school is not responsible for any loss or theft.

## **Library**

We have a small 'lending library' for graded books. Please ask the Director of Studies should you want to borrow a book. We have a one week borrowing policy. A small deposit is required.

## **Bookshop**

There is a small selection of books for sale.

## **General**

- Private tuition arrangements between students and ACE English Malta teachers are not permitted unless booked through the school. Any enquires are to be referred to the Director of Studies or the Marketing Department.
- It is ACE English Malta's suggestion that students try to use English as much as possible while at school and also out of school by mixing with people from different countries.
- Always check the notice boards near the internet café and the Director of Studies office for any academic up-dates.
- The Director of Studies runs an 'open-door' policy. Any student can speak to the DOS at any time they so require. The DOS is there to help with any problem or emergency related to academics or anything that falls within the DOS responsibilities.
- The kitchen and its contents are for the sole use of ACE English Malta staff.

## ACCOMMODATION INFORMATION & POLICIES

### SHARED APARTMENTS

#### Self-Catering Shared Apartment Accommodation – House Rules

- Smoking is not allowed in the apartment, common areas, elevators and stairwells.
- No noise or disturbance is allowed, especially after 23:00.
- Guests are not allowed in the apartment at any time.
- Parties in the apartment are **STRICTLY FORBIDDEN**.
- The kitchen and bathroom must be cleared up and cleaned after use.
- The apartment must be kept clean and tidy at all times.
- The apartment is cleaned once a week when towels and bed linen are also changed. On the day of cleaning, the student's room should be clear so the cleaning staff can do their work. The room must be left unlocked otherwise it will not be cleaned.
- Lights, fans, A/C's, heaters 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 €40.00 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.

#### Accommodation Deposit

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

#### Check-In & Check-Out

Check-in to your room is 13:00. Check-out of your room on your day of departure is 09:00. However, you may stay in your apartment until your taxi transfer pick-up time if you have a late flight.

#### Heating

Apartments are heated either by electric heaters or via the A/C units.

#### Water & Electricity

Water and electricity is included in your accommodation fee. Costs are extremely high so every effort must be made to avoid waste. **Any abuse of electricity will incur extra charges for the students.**

#### Change of Accommodation

Students could be requested to change accommodation to a similar or better type at any time during their stay if required. Students who wish to change their accommodation can do so subject to availability. An administration fee may apply.

### HOST FAMILIES

#### Host Family Accommodation on Half Board – House Rules

Staying with a host family is a very rewarding experience as you have the opportunity to practise your English and learn more about local culture and traditions through interaction with family members. Always keep in mind that you are not staying in a hotel so you should be considerate towards the family's wishes and policies and respect their privacy at all times.

- Smoking is not allowed unless you have express permission from your host family.
- Do not make any disturbance, especially after 23:00.
- Always keep your host family informed of your general movements and advise them daily as to what time you expect to be home.
- Make sure you advise your host family if you will not be having dinner on any day.
- Clear up and clean the kitchen and the bathroom after you use them.
- Leave your room clean and tidy at all times.
- On the day the host family cleans your room, it should be left clear so they can do their work. Your room must be left unlocked otherwise it will not be cleaned.
- Always switch off lights, fans, A/C's and other electrical equipment when not in use and especially before you leave your room.
- Guests are not allowed in your host family accommodation at any time.
- If you are in a sharing room do not leave your things on the other bed even if it is not being used.
- It is up to the individual host family to decide whether they let you have a key or not. Students are responsible for their keys. Lost keys will be replaced at a charge.
- Any damages must be replaced or paid for immediately.
- School management and the host family reserve the right to enter your room at any time if necessary.
- The host family is also allowed to enter your room for weekly cleaning and in preparation for new student arrivals.

## **Cleaning & Change of Linen**

Your room is cleaned once a week when towels and bed linen are also changed.

## **Heating**

Rooms are heated either by electric heaters or via an A/C unit.

## **Water & Electricity**

Water and electricity is included in your accommodation fee. Costs are extremely high so every effort must be made to avoid waste

## **Keys**

Keys are your responsibility. If you lose your keys you must pay your host family for replacements.

## **WiFi**

Most host families provide WiFi in their homes and may charge a small fee. This is entirely up to the student and the host family and ACE English Malta has no influence or responsibility regarding their decision.

## **Parties**

Parties in your accommodation are **STRICTLY** forbidden!

## **Change of Accommodation**

Students could be requested to change accommodation to a similar or better type at any time during their stay if required. Students who wish to change their accommodation can do so subject to availability. An administration fee may apply.

## **Laundry**

Your host family will advise you of the arrangements and facilities available to do your laundry.

## **Breakfast & Dinner**

Meals are provided by your host family. They will advise you of the times of breakfast and dinner. Always inform your host family if you are going to be late or not going to be present for your meals.

## **MALTA ECO ENVIRONMENTAL 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 of Malta. Students must pay the ECO Environmental 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.

## **DO'S & DON'TS**

### **Before Travelling**

- Take some time to check that you have prepared all necessary documents.
- A valid I.D. (for EU nationals from the Schengen area) or passport and entry visa is required for the duration of your visit.
- Travel insurance to cover the duration of your trip.
- A photocopy of the data page of your passport which should be kept separate to the original document. This could be helpful in case you lose your passport.
- A valid European Health Insurance Card (EHIC) if you are entitled to one. This will allow you to access state-provided health care should the need arise.
- An acceptance / confirmation letter from the school with their contact details.

If you suffer from any chronic medical condition or allergy or if you have any special requirements it is advisable to notify the school before you arrive in Malta so that any necessary arrangements may be made in advance.

It is also useful to leave contact details of the school and your accommodation in Malta with family members or friends in your home country in case they need to contact you in an emergency.

### **During Your Stay in Malta**

During your stay in Malta you should carry certain information with you at all times:

- The student card provided by the school as a form of identification.
- The contact details of the school and accommodation in case you get lost.
- A list of important emergency telephone numbers.

### **Health & Personal Safety**

- Malta is generally a very safe country. However we would like to make the following recommendations:
- Use transport provided by your school, public transport or licensed taxis to travel around the islands.
- Avoid walking around unaccompanied in unfamiliar areas at night.
- Avoid being alone on beaches at night.
- When you are at the beach do not take unnecessary risks and avoid diving from high places as this could be very dangerous.
- Remember that in Malta vehicles drive on the left side of the road. For your personal safety please observe the same road safety rules you would at home:
  - Always cross roads at zebra-crossings or pedestrian traffic lights. Make sure that traffic has stopped before crossing the road.
  - Always walk on the pavement and not in the middle of the road. Walking in the middle of the road may obstruct the flow of traffic and put your personal safety at risk.
  - When waiting do not block access for other road users or pedestrians.

## **Local Laws, People & Customs**

Arriving in Malta can be the beginning of an exciting new experience and an opportunity to discover more about the way of life, culture, customs and traditions of this small independent island. Malta is a typical southern Mediterranean Catholic country where people are warm, friendly and helpful to visitors.

Visitors should:

- Respect local customs and traditions.
- Wear appropriate clothing in churches and other holy places.
- Respect public and private property.
- Put on a top or t-shirt when you leave the beach. Swimwear should not be worn in the street.
- If you are female do not bathe topless anywhere.
- Please throw rubbish in the bins provided in various places and help us keep Malta as clean and tidy as possible.

Once your classes have finished for the day, take advantage of the activities your school organises for you. These have been carefully planned to provide you with a broad experience of what Malta has to offer. When you go out with other students remember that you may be part of a group and lack of attention can cause disruption and disturbance to others.

Please note the following guidelines:

- Do not make noise in the streets or any public place at any time.
- Do not play music excessively loud in the afternoon (13:00 to 16:00) as many people like to have a siesta after lunch or after 23:00 when families might want to settle down for the night.
- Do not trespass on residential property or lean against cars parked in the street as this causes offence.
- It is quite easy to relax in our warm climate and to feel safe but, as in other tourist destinations, you need to look after your personal belongings.
- Do not leave your valuables (wallets, purses, mobile phones, MP3 players, etc) unattended at any time.
- Avoid carrying large amounts of money on your person.

## **How to Avoid Getting into Trouble with the Police**

- Smoking is not allowed in enclosed public places.
- Possession of any illegal drugs or substances (e.g. cannabis, ecstasy, LSD, amphetamines, etc) will result in legal action and possible fine, imprisonment and/or deportation.
- You may not buy or consume alcohol if you are younger than 17 years of age.
- If you are over 17 years, drink alcohol in moderation or not at all. Bars and restaurants offer a variety of non-alcoholic options.
- Do not drink alcohol in the streets.
- Do not drink and drive.
- It is illegal to carry any sort of weapon, including knives.

## **LEISURE & ACTIVITIES**

At ACE English Malta we organise weekly social activities for both our adult and junior students. These are a very important part of learning English as students will practise what they have learnt in class in the real world. Our staff will help students integrate with each other, make new friends and learn about Maltese culture and local traditions.

The Maltese islands have something to offer every visitor; churches and temples, beach and water sports, museums and baroque cities, and golf and trekking. A typical weekly programme would include visits to Valletta and Mdina, a beach trip and a boat party in summer, or a jeep safari and a walk in Malta's countryside in Winter. Evening activities such as the theatre, a traditional village festa, a typical Maltese meal or a visit to a popular nightclub could also be on the cards.

Apart from regular outdoor activities like golf, tennis and horse riding, there are plenty of indoor options such as pampering oneself in a deluxe health spa, getting fit at the gym, catching the latest blockbuster release at the cinema or challenging friends to an evening of bowling.

By participating in the school's social programme, a student will:

- Hear and speak more English.
- Meet other students and locals and make new friends.
- Learn from new experiences.
- Laugh and have fun.
- And, most importantly, relax!

## **Gym**

ACE English Malta works in partnership with Cynergi which is right on our doorstep! Cynergi is Malta's best and largest health & fitness club, boasting over 100 individual cardio, resistance and plate-loaded machines, functional training zones with TRX® Suspension Training, indoor pool, Turkish bath, steam room, sauna and two WSF-approved squash courts. We can arrange special rates for our students wishing to keep fit while studying English with us.

## **Diving**

Malta is famous for its history and natural landscapes but no other activity is quite like scuba diving. This amazing experience allows you to explore fascinating historic sites and wrecks and observe the diverse marine life Malta has to offer. Scuba diving opens up a whole new world for you to explore. You will get to meet interesting new people and discover a huge variety of underwater species.

We use an excellent diving centre just up the road from the school that offers discounted student rates for a wide range of dives and courses that suit beginners and advanced divers

## **Car & Bicycle Hire**

ACE English Malta will help any student wishing to hire a car or bicycle while in Malta. However, we do not recommend the hiring of motorcycles.

## **FURTHER GENERAL INFORMATION**

### **E-Residence Permit / Visa**

Students from certain countries may require an entry visa for the duration of their stay in Malta. We at ACE English Malta can provide advice and assistance with processing an application or documents required. An administration fee may apply.

### **Insurance**

All international students who study with ACE English Malta are strongly encouraged to take out adequate health and travel insurance before they leave their country. Should your travel insurance expire while you are here then we can arrange comprehensive insurance on your behalf. Should a student require medical assistance the school will do its utmost to help and will put the student in contact with a qualified doctor. The doctor can be seen at a local pharmacy or clinic or will make a school or home visit if necessary. Charge are approximately €10.00 at the clinic or €25.00 for a home visit. The student will be expected to pay the doctor directly in cash.

It is strongly suggested that EU citizens get a European Health Insurance Card before travelling.

## **SCHOOL STAFF**

If you have any enquiries or need any assistance while at school please contact the following departments:

- |                                |                        |
|--------------------------------|------------------------|
| • General Enquiries:           | Front Office Reception |
| • Social Welfare:              | Front Office Reception |
| • Academic & Tuition:          | Director of Studies    |
| • Bookings & Reservations:     | Administration         |
| • Accommodation:               | Administration         |
| • Payments:                    | Administration         |
| • Leisure & Social Activities: | Leisure                |

## **SETTLEMENT OF FEES**

### **Payment Types Accepted**

Payment can be made in cash, by major credit/debit cards or by bank transfer (SWIFT) or through PayPal. Our bank details are provided on the School's 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/agent. Students/Agents must advise the School by email when any payments are made and clearly state the student's full name and invoice number.

### **Deposit**

In the case of direct bookings, duly completed enrolment forms must be accompanied by a non-refundable deposit equivalent to €100.00 or 25% of the total package price (whichever is higher).

### **Payment**

Students must pay in full for tuition before they can start a course at the school. If an accommodation option is also booked then please refer to the terms and conditions pertaining to the accommodation chosen at the time of booking. However, the full payment for any course and / or accommodation chosen needs to be received by the school at least 2 weeks prior to arrival in Malta. The school must have the total payment before allocating student's accommodation. Students should e-mail or fax a copy of the bank payment.

For those students who require visas we strongly advise that the school fees are paid in full at the time of booking so as to facilitate the visa application process. The acceptance letter for a visa application can only be issued once complete payment has been received by the School. ACE English Malta may refuse a student whose fees are not received by the school within the stipulated time. Payment may be made in Euros or the equivalent amount in any currency, which will be converted to Euros at the rate of exchange on the date received. The student is responsible for all foreign and Maltese bank charges. Please note that bank transfers may take 5 to 6 working days to reach our account. It is essential that the student's full name and invoice number is clearly stated on the bank transfer documentation.

### **Refunds & Postponement & Cancellation Fees**

Students may postpone their booking start date by giving the School a minimum of 14 days' notice.

The School will not give refunds once a student has started their course. In certain cases, the School may consider offering credit for future courses.

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 + €45.00 Registration Fee + Visa Administration Fee (where applicable).
- Less than 14 days before the start of the course: 1 week's course + 1 week's accommodation (where applicable) + Registration Fee + Accommodation Service Fee + Visa Administration Fee (where applicable).

Any bank charges incurred in any refund transaction will be paid by the student/agent.

If a student has booked School accommodation and postpones their arrival they must notify the School at least one week before their booked arrival date. If they notify the School less than one week before their booked arrival date they will be charged a €100.00 Accommodation Postponement Fee.

Students who are absent for lessons will not get a refund for any missed lessons. No refund will be given if the student decides to terminate the course earlier than booked. If a student cancels and leaves during the week, they will lose the remainder of their course for that particular week. Under no circumstances can a student transfer unused lessons or accommodation to other students.

The School will not give a refund on cancelled accommodation once a 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).