

Dear Student,

IMPORTANT INFORMATION BEFORE YOUR ARRIVAL

Thank you for choosing to join a course at Clubclass Residential Language School. Hereunder please find some information which you might find useful prior to your arrival, and throughout your stay with us.

1. TRANSPORT FROM THE AIRPORT TO YOUR ACCOMMODATION

If you have pre-booked transport with us

A representative will be waiting for you with a Clubclass sign in the Arrivals Hall. Your transfer will be shared with other students and once all clients have arrived, you will be driven to your accommodation. To make the trip in the shortest possible time, the driver will follow the most convenient route, and you will be dropped off at the door of your accommodation. If you encounter any difficulties upon arrival (lost luggage, do not find the representative, etc.) you can contact the transport helpline on the following number - +356 9943 4170. If you decide to make your own way to the accommodation using alternative means of transportation, no money will be refunded.

If you would like to make your own way

If upon arrival you are going to take the bus, you will need to catch bus **X4** which will take you to the **main bus terminus in Valletta** and then catch bus **16 to Swieqi**. When you arrive in Swieqi you should get off at the bus stop in front of the Garden View Complex. The school and the apartments are situated inside the Garden View Complex, Triq is-Sidra, Swieqi; the Student Houses and Student Hostel are across the road from the Garden View Complex. Please note that buses do not run during the night. If you have any problems finding us, please phone +356 21370694 for assistance.

Alternatively, if you would like us to organise airport transfers for you, these can be arranged at a charge of € 30.00 for shared return transfers or € 50.00 for private return transfers. In this case we kindly ask you to send us your flight details at your earliest convenience (flight number and arrival time) so as to organise everything accordingly.

2. YOUR ACCOMMODATION

Check-in time on arrival

On arrival, you may check-in to your accommodation at any time after 14:00. If you are arriving earlier, you may be asked to store your bags and wait until your room becomes available. If your arrival is early in the day and you prefer immediate access to your room, we recommend reserving your accommodation from the night before to guarantee immediate access. However, if you decide not to do this, we will be very glad to store your bags and make our changing facilities available for you to freshen up. A Welcome Pack will also be given to you with additional information about your accommodation facilities and services which we recommend you read soon after your arrival to get the most out of your stay with us.

Environmental Contribution Fee

As from the 1st June 2016 accommodation providers (including host families) are obliged to collect an Environmental Contribution from guests aged 18 years and over. The fee amounts to **€0.50c per night** up to a **maximum of €5 per stay**. This fee is to be paid upon check in directly to the accommodation provider. You will find some detailed information on www.clubclass.com/downloads/en/malta/environmental-contribution.pdf.

MALTA SCHOOL

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email: malta@clubclass.com
web: www.clubclass.com/malta

Registered Address:
CLUBCLASS Limited
CTV House, La Pouquelaye
St Helier, Jersey, JE2 3TP
Company Registration No - 117329



Damage deposit

If you have booked accommodation in an apartment with one bedroom, a shared apartment, the student house or the student hostel, you will be charged a refundable damage deposit of € 50.00. This damage deposit will be held against any costs that may be incurred in respect of damages or excessive dirt that you may cause during your stay. This deposit will be refunded (in full or part thereof) provided that the accommodation is found to be in the same condition as it was when you arrived.

Shared accommodation

If you have booked shared accommodation in a shared apartment, the student house, the student hostel, or with a host family you may be sharing your bedroom with one or two other students. In the case of shared accommodation, Clubclass does not make a distinction between bedrooms with 2 beds and bedrooms with 3 beds and students are allocated in bedrooms according to availability on the day of arrival.

Towels

If you have booked accommodation in an apartment, the student house, the student hostel, or with a host family your room will be cleaned once a week; towels are changed every 3 to 4 days (once-a-week at host families). Kindly bring your own towels for the beach or to use by the pool, because accommodation towels are not to be removed from your room. Please note that for every towel found ruined or missing a charge of € 5.00 will apply.

Smoking

No smoking indoors; ONLY smoking outdoors is permitted by law.

3. YOUR FIRST DAY AT SCHOOL

Placement test and first day of school

Your first day at school will be Monday if you arrive at the weekend, and the next day after arrival if you arrive mid-week. You have to be at Clubclass reception by 08:45 because at 09:00 you will have to take a placement test to assess your level of English. At 11:00 you will then be allocated in a class with students of your same level, based on the results of your placement test. If you feel that you have been placed in a level which is not suitable for you, you should discuss this with the director of studies.

4. COURSE BOOK

A course book is included in the course resource fee and it will be given to you during your first week of course. If you move up to a higher level or change to a different course you will **have to** purchase additional course books at a charge of 30.00 EUR per book.

5. WHAT TO BRING

If you are visiting Malta during the winter months (November - April) it is advisable to pack some warm clothes including a thick jacket, as it gets quite cold, especially at night; during the summer months (May – October) you do not need any thick clothes, however it is advisable to bring a light jacket as it gets quite chilly in the evenings. If you plan to visit certain places of interest such as churches, do not forget to bring appropriate clothing. Kindly bring your gym-wear if you intend to use our fitness centre. **Please remember to bring your own stationery and dictionary to school!**

Please view the **school's dress code** on www.clubclass.com/downloads/en/malta/student-dress-code.pdf

We look forward to meeting you very shortly.

The Clubclass Team