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A CLASS
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Booking

All bookings can be sent to our main office by email, fax or to the main address shown on our website. When completing the Student Registration Form , please make sure that the information you send us is clear and that it includes: the student's name and surname in full, approximate English level, e-mail, course type requested, accommodation required and dates of arrival/departure.

Once we have this information we will be able to check for availability. Once this is confirmed, AClass Academy of English will e-mail a confirmation of availability with a corresponding quotation. This will be valid for a period of 48 hours, during which time it must be confirmed by you.

In order to confirm your booking you can choose to pay either the full amount or a deposit on application. The final amount of the balance is **to be paid on the first day of school**.

If this is not confirmed with all the required information, **including flight details** and all other information as requested, the provisional booking will be cancelled with no charge.

We will also need you to confirm your flight details and arrival dates, your approximate level of English and any special requirements you may need. At times, we may also require copies of your passport to be sent to us prior to arrival.

If it is not confirmed with all the required information, **including flight details** and all other information as requested, the provisional booking will automatically fall and will be cancelled with no charge.

When the quote is confirmed within 48 hours

AClass Academy of English will book your place on the course and the necessary accommodation and send all course and accommodation details to you by e-mail.

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Transfers

All flight details must be provided at least 14 days before you start the course, unless you are booking late in which case you are to contact us directly as soon as possible. Airport transfers cost €17 each way. See also DEPARTURES

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Cancellation Policy

All cancellations/changes effected after a confirmation will be charged as follows:

Cancellation prior to arrival

Cancellation
No deposit refund once course has been booked. After you have accepted a place on a course, we cannot repay your deposit. In the event that you cancel, this deposit will be used to pay cancellation fees to hotels/ host families, teachers as well as cover any administrative charges.

We cannot give you a refund if you arrive late or leave early or miss part of the course. Please arrange cancellation insurance before you leave home.

Termination of Accommodation or Course after arrival:

After Arrival for bookings of 4 weeks or less: No accommodation or course refund.
After arrival for bookings of 5 weeks and over: students must give notice in writing 1 week prior to termination. The management will have to work out what the cancellation fees will amount to in each case, depending on each individual booking.

Rebooking Course or Changing Accommodation

A minimum rebooking fee of €25 euro is applied if you wish to change your course or accommodation after having paid your deposit and received our booking confirmation.

No rebooking fee will be charged in the case that you are upgrading your course.

Visas: A deposit must be paid before we can send any visa related documents. The deposit will be clearly indicated on the invoice we send you and is based on the number of weeks and accommodation booked.

This **deposit is non-refundable if a visa application is rejected**. AClass Academy of English cannot be held responsible for any decision taken by the Embassy of Malta or by the Immigration Police in respect of visas or visa extensions.

For more information on visa applications please seen the other PDF's in Terms and Conditions.

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Payment Procedures:

For the deposit required prior to arrival:

By Bank Transfer
Phone : (+356) 25 581200
Fax: (+356) 25 581250

Bank Address
Lombard Bank PLC,
67, Republic street,
Valletta

Bic code:	LBMAMTMT
Bank information:	IBAN: MT85 LBMA 0500 0000 0001 1741 0790 200 St Catherine's High School - AClass account: 0117410790200

For payment of the rest of the bill payable on the first day of school:

By Credit Card: On the first day of school, the student can pay for the rest of their course. This will incur a **3%** processing fee.

Or Cash

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Additional Private One-to-One Lessons Booked AFTER Arrival

Booked After Student Has Arrived in Malta or for Students Residing in Malta:

- Any private lessons booked must be paid for in full before the lessons commence
- Should the student not turn up for a private one-to-one lesson and not give prior notice, the lesson is forfeited
- If the student gives a minimum notice of **2 days**, the lesson will be rescheduled at **no extra charge**
- No refunds are given for cancellations

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Online lessons via SKYPE

AClass with be the link between you and your teacher. Before you start your lessons you need to have a SKYPE account and a user name. Go here to Install the software if you do not use it already: http://www.skype.com/intl/en-us/get-skype/

You will also need a headphone set with a microphone and a good broadband internet connection. A webcam is optional.

Once you have set up your SKYPE account please add AClass to your contact list. Our username is : aclassenglish

The Director of Studies will then contact your teacher and give her your email and SKYPE username so you can set up a schedule for your lessons together.

All paid lessons are to be taken not later than 3 months from start date. Lessons not taken after 3 months from start date will be forfeited.

Please be on time for your lesson/s. If you are late, you will not be able to get this time back.

You may postpone a lesson by sending an email a **minimum** of 24 hours before the scheduled lesson time to the school
(info@aclassenglish.com or liz.camilleri@aclassenglish.com.)

Failure to give notice in time will result in the paid lesson being counted as taken. (Without advance notice, AClass Academy of English will be unable to accept another booking for the time that you had booked.)

In the unlikely eventuality that the teacher will have to postpone a lesson, He or she will do their best to inform you via email beforehand and you can rebook the lesson at a future date.

Please make sure you have all of the equipment you will need to have your lesson/s. The school and teacher cannot be held responsible if you do not have the correct equipment or if your internet connection is not stable or fast enough although we will make allowances for the first lesson.

If, after the first lesson, the subsequent lessons cannot be held because you have faulty equipment or an inadequate internet connection, the subsequent lessons can be postponed for up to 3 months. After this, should the equipment or internet connection on your part still not be working correctly, the lessons will be counted as taken.

AClass Academy of English have tried to prepare for any possible problems with regards to the equipment and internet connections to ensure that lessons are always possible. However, if a situation does arise that a lesson has to be postponed, we will make every effort to inform you in advance so that the lesson can be rebooked at your earliest convenience. If an emergency arises, and we are unable to notify you in advance of your lesson, then the lesson will not be counted as taken and you will be given the option of rescheduling.

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Other Booking Conditions that you should inform know about:

Placement Test:

Once the student has booked and paid a deposit they must request a Placement Test. This will be sent via e-mail to assess their level of English. This test result must be returned to us **before** the student's arrival. Choosing not to complete the test is an option, especially if the booking is last minute but will mean completing the test on their first day of school. This may result in a possible loss of the student's first 4 lessons at their own expense. In these cases no refund will be offered by AClass Academy of English.

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Students booking an Exam Course such as PET, FCE etc

Please check the dates for the required exam before booking your course.

AClass does not guarantee you will be placed on the exam course you book until you have been tested at school under the appropriate test conditions.

Students will be tested extensively on the first three days of the course to place the student in the correct examination class for them.

They will be given separate reading, writing, listening and speaking tests. This is to identify their strengths and weaknesses and to help give students an indication of their level before the course.

The students will also be tested mid-course and at the end of their course to assess their progress.

If there are not enough students for an exam course, the student will follow a General English Course in the mornings with Special Exam Focus in the afternoons for 1 hour per day at no extra charge to the student.

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Lesson Timetable

1st day: All students who have not taken the placement test need to be at school by 9 sharp to take the placement test. They will then join their class in time for the second lesson at 11:00.

If adult or teen students have taken their placement test, the students go to reception for their timetable and start lessons at 9.

Adult and Teen lessons start at 9 am. At 10.30 there is a welcome meeting explaining cultural do's and don'ts and introducing the teens to their Teen group supervisors.

Lesson times are normally as follows:

Mornings
9:00am - 10.30am - General English Lessons
10.30 am – 11:00am - Break (Welcome Meeting for new students on Mon)
11:00am - 12.30 am - General English Lessons
General Courses Finish

Afternoons
13:00 pm - 16:00 pm
Intensive lessons (usually from 13:00 pm - 14:30pm)
Specialised courses (usually from 13:00 pm – 14:30 pm, 15:00 pm – 16:30 pm for Business, Aviation, Medicine etc)

AClass Academy of English reserves the right to change these times without prior notification. One-to-One lessons can be held in the mornings or afternoons, depending on availability.

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Complaints

If, at any time throughout their course, students are not happy with any aspect of their stay, they are to speak to Liz about anything course-related or Nicole and Juanita regarding accommodation, transfers or tours.
An End-of-Stay Evaluation Form will also be given to students to evaluate the level of satisfaction of our customers at the end of their programme.
No complaint can be accepted by AClass Academy of English **after the end of the relevant course** if it has not been brought to our attention as explained above.

Changing level or teacher

If students have any problems with their teacher or course they are first required to discuss this with their teacher. If this matter is still not resolved they are to speak to the Director of Studies who will do her best to remedy the situation. Students can only change their level on Mondays or Tuesdays. Any other changes will be at the discretion of the Director of Studies

Expulsion

AClass Academy of English expects all its students to act in a considerate manner and respectful manner towards members of staff, host families and fellow students at all times. Please remember to observe the rules and regulations of your host country.
The school reserves the right to ask any student who does not comply with the rules above and below to leave the course. In this case, no refund of fees will be made and any extra costs incurred by the school on the behalf of the student will be charged to the student.

AClass may also expel any student from any course at anytime for breaking any of the laws of Malta, being in possession of drugs or abusing alcohol, malicious damage to the school, host family property or rented apartments, or any dangerous behaviour that may put the student or other people at risk.

Loss of Property Insurance

AClass Academy of English will not be held responsible for loss or theft of any property belonging to any of its students from the school, accommodation or from any other location.

Force Majeure
In the event that AClass Academy of English is unable to fulfil any of its obligations as a result of an event/events beyond AClass Academy of English's reasonable control, AClass Academy of English will not accept responsibility or liability. Such events will include but will not be limited to : terrorist attacks, war or the threat of war, riots, industrial action, natural or man-made disasters, unusually adverse weather conditions or any other event/events that may classify Malta as an "at risk destination" by the Ministry of Foreign Affairs.

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Reduced Hours

Reduced Hours

A minimum of 3 students are required to offer all our courses except 121 lessons.

If the school is unable to create a group course due to not having enough students at the same time/level, a smaller group course or single lessons for a reduced amount of time will be provided instead at no extra cost:

If two students are present

- 20 lessons will be reduced to 15 lessons and 30 lessons will be reduced to 24 lessons

If only one student is present

- 20 lessons will be reduced to 10 individual lessons and 30 lessons to 17 lessons at no extra expense to the student

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Public Holidays

Tuesday 3rd January	School re-opens after Christmas
Friday 10th February	Feast of St. Paul's Shipwreck
Monday 19th March	Feast of St. Joseph
Saturday 31st March*	Freedom Day
Friday 6th April	Good Friday
Sunday 8th April	Easter Sunday
Tuesday 1st May	Workers' Day
Thursday 7th June*	**Sette Giugno**
Friday 29th June	Feast of St. Peter and St. Paul
Wednesday 15th August	Feast of the Assumption
Saturday 8th September*	**Feast of Our Lady of Victories**
Friday 21st September*	**Independence Day**
Saturday 8th December	Feast of the Immaculate Conception
Thursday 13th December*	**Republic Day**
Friday 21st December	School closes for shutdown
Tuesday 25th December	Christmas Day
Tuesday 1st January	New Year's Day

National Holidays

AClass Academy of English will be closed between the 24th December 2012 – 6th January 2012 for the Christmas and New Year holidays. The school will re-open on the 7th January 2013.

Making up time lost due to holiday

AClass Academy of English will be closed on every public holiday. If any lessons fall on a public holiday there will be an extra half an hour added to **Morning lessons only** on the remaining days during the rest of the week.

Only One to One individual lessons and ESP lessons will be made up in full.

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Courses and Programmes

Courses

Courses are given at 5 levels; Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate, and Advanced. **Beginner** level students **must book between 1 or 2 weeks of one-to-one** lessons depending on the individual's progress before being placed in an Elementary group. **Students should contact AClass directly to arrange this option.**

Courses start every Monday and lessons are offered both in the mornings as well as in the afternoons. During peak season (June, July and August) AClass reserves the right to place students in morning or afternoon classes depending on availability.

Getting to School on the First Day

Host families will either drop the students off at the school (in the case of Junior and Teenage students), or will show the students (Adults) how to get to the school on foot. Our host families are all located a short walk from the school. Students booking hotel or other accommodation are expected to find their own way to school either on foot or by bus.

All students will receive a programme indicating the time they start school if it is different from the timetable indicated in this document. A map of the area is available on our website through a link with Google maps. Students are asked to call our offices using the numbers in their welcome pack should they need any further assistance. Pembroke is a quiet, residential area close to the main shopping and entertainment areas in St. Julian's.

Visit: http:www.arriva.com.mt for bus schedules and routes. AClass is located a 5 minute walk from the Pembroke Park and Ride.

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Activities

All excursions are organized from a central pick up point near the school. The excursion activity will start once all the group has arrived and the bus is ready to go. Students who have difficulty in finding the central meeting point are to contact the school on the numbers indicated in their welcome pack or to ask for more information at reception. Students who are late will miss the excursion and no refunds will be given.

After the activity students will be taken back to the pick up point. At times, students will not have time to go back to their place of residence between classes and the afternoon activities therefore they need to bring anything they might need with them to school.

All their belongings like (swimwear, towels, creams, cameras etc) must be taken to school with the students before they start classes in the morning.

AClass will not take responsibility or offer any refunds to students who choose not to attend any afternoon activities they have booked.

Activities can be booked before arrival or once at school.

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Teen Bookings (11 - 17 years of age)

Group Programme

Please contact us for Teenage Easter and Summer Programs. The Easter package will contain some small variations due to seasonal differences. Some excursions will require parental consent release forms to be signed prior to the arrival of the students.

NB: While AClass Academy of English offers a range of excursions we pride ourselves on being able to be flexible and able to change, combine or include excursions which are not specifically designed by us but are organized around the wishes of the group. For further information contact AClass Academy of English.

Transport is organised for all events as two-way unless otherwise stated. Program is subject to change without prior notice at the discretion of AClass Academy of English leisure department.

Please note that the correct times are those set on the program that each teen will be provided with upon arrival. Should there be any changes in the program all students will be notified.

See TeenArrivals for more information on Teen Packages.

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ARRIVALS AND DEPARTURES

Individual Arrivals (adult arrivals)

Individual arrivals who book a taxi transfer through AClass Academy of English will be picked up at the Malta International Airport by the school taxi driver. Every individual arrival will have his/her name printed on an arrival card that will be held by our driver at the arrivals lounge. They will be provided with a welcome pack which contains a welcome letter with contact numbers and an emergency number, a map and lots of useful information about Malta. The students will be then taken to their accommodation.

Students should ideally plan their flights to be here on the weekend prior to the commencement of their course or program.

On the first day of school, morning lessons start at nine and it is advisable to arrive early. If the student has not taken the placement test online then they will be tested before being allocated a class.

Teen Arrivals

An AClass representative will welcome new students **under the age of 16** at the airport, give them their welcome pack and take them to their host families. **Students under the age of 18 are automatically booked with host families unless coming on a family package course**.

The first appointment with the teen students is at 9.00 am on the first day of school. Lessons follow the same hours as adult courses. Student attendance to class and afternoon activities will be checked daily.

Curfew times

Students between the ages of 10 and 13 should be home by 21.00 while students between the ages of 14 and 17 should be home by 23.00, when not on a supervised school activity.

Should students want to stay out later they would need to get written authorisation from their parents / legal guardian as well as a phone call to verify the sender and confirm that they have indeed sent the email to AClass.

Supervision

Our Teenage package does not include 24 hr supervision. AClass staff is available for all activities listed on the program. Emergency Support is offered 24/7 however students are not supervised outside the programme as indicated.

Unaccompanied Minors

Students travelling to Malta as minors will not be accompanied by staff before pick up or drop off from airport. Should you require any assistance this is available for an extra charge of €15 per hour. Babysitting can also be organised but please contact us to confirm availability.

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Departures

Students who have booked a departure transfer are given a departure transfer voucher when it is time for them to return home. On this voucher they will have their departure flight details that were provided to AClass on the student registration form. The voucher

will also have the time that they will be picked up to be taken to the airport. Normally this is 2 hours 30 minutes before the flight time.

Vouchers will be distributed by no later than Wednesday of their last week at AClass. All students have to confirm that the flight details are correct. If the date, flight time or flight number are incorrect then the AClass staff must be notified immediately so that they can correct the error. If the flight details are not checked or the AClass staff are not informed about the incorrect flight details then AClass cannot be held responsible for students missing their flights.

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Medical Insurance

Should a student be ill and require medical assistance the school will do its utmost to help and will put the student in contact with a number of qualified medical general practitioners (GP or Doctor). The doctor will charge the student directly. Prices for a GP visit vary but are in the region of 15-20 euro per visit.

All individuals are recommended to take out medical insurance before travelling to Malta. Please notify us should the student have an existing medical condition, allergy etc. It is strongly suggested that EU citizens get a European Health Insurance Card.

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Linked Sites

This site contains links to other sites on the Internet. Although we screen all sites before linking to them, web sites and addresses change regularly. The linked sites are for your convenience accessing them is at your own risk. AClass Academy of English is not responsible for the content of any linked site.

We welcome links to this site. You may establish a link to this site, provided that the link does not state or imply any sponsorship or endorsement of your site by AClass Academy of English, its affiliates, or any group or individual affiliated with AClass Academy of English.

Marketing

From time to time, staff at the school will take photographs/videos of students on activities for promotional purposes which may be used on our social networking pages. Should you 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.

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