



Atlas Language School, Malta

Terms and Conditions 2024

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. In both cases, 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, will be treated as an adult and that Atlas Language School is not legally responsible for the child.

Course Level

We offer classes from Elementary to Advanced level (CEFR). In exceptional circumstances, or by prior arrangement, we may be able to accommodate beginner-level students. Beginner-level students may be requested to attend extra classes at additional cost. Atlas reserve the right to refuse or cancel an enrolment if a student is at a beginner level of English.

Course

A course consists of 20 or 26 tuition lessons, 50 minutes each. During busy times, classes will run in both morning and afternoon and may be held in additional centres. Courses always start on a Monday and finish on a Friday. It is **not** possible to start a course during the week.

Course Fees

Adult course fees include tuition, placement test, student welcome pack, free access to study club options, wifi, and end-of-course certificate. A course registration fee of €70 is applicable to all courses. The cost for the course materials is €40, which needs to be paid in advance before arrival. If a student changes level during their course, new course materials must be purchased before changing level. 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 €70. All accommodation is based on a 7-night stay starting from Sunday. Check-out in residential accommodation is at 10.00 a.m. 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 the host family's 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. It is a mandatory tax and is not refundable.

For all accommodation options, a €100 refundable deposit is to be paid in cash or by card 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 23 December 2023 to 7 January 2024. 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.

Accommodation during the 2-week winter break is **not** included in the prices and will be charged at an additional cost if required.

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. Under 18-year old students must book arrival **and** departure (return) airport transfers.

Visa

Non-EU students should contact their local Maltese Embassy or Representation 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. Non-EU 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 may 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. Students can only start on Mondays (or Tuesday in case of a public holiday Monday).

Continuity of Enrolment

Enrolment of a current student will be terminated if:

- The student or their Educational Tour Operator (ETO) 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 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 subsequent changes.

3. Educational Tour Operator (ETO) Discount

Discount

Atlas grants discounts to ETOs for the relevant course fee of any student introduced to Atlas by that ETO. There are no discounts on summer supplements.

Referral Discounts

In certain circumstances a referral discount of 15% may apply if an ETO recommends Atlas Language School to a student but does not sell the course to the student. In such circumstances the ETO should notify Atlas Language School of the student's name before the student makes the booking with Atlas.

Re-Registration Discount

If a student re-registers for a new course within three months of the end of their previous course then a discount of 15% is granted to the ETO on the first re-registration.

Same student through multiple ETOs

In the event that Atlas Language School receives the same student from multiple ETOs, the decision lies with the student. Atlas Language School occupies a neutral position. The student will be contacted and asked to inform Atlas Language School of their independent decision in writing. Discounts are granted to the student's ETO of choice accordingly.

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 prices agreed by Atlas Language School and its partner ETO and on transparency of any discounts. Discounts made by the partner ETO must be clearly displayed as such.

ETOs and partners are obliged to sell our courses as per prices quoted on our price list.

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

Atlas Language School will advise the partner ETO of any misuse of our pricing policy as unfair competition in the market. This may also result in the reduction of the ETO discount 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. Please consider payment processing times for international payments. Atlas Language School has partnered with TransferMate to make international payments for ETOs safe and easy.

For non-EEA students who require a visa:

For visa required students, payment must be made at least 12 weeks before the course commences so we can prepare the student visa documents. 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 ETOs 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 TransferMate (www.atlaslanguageschool.transfermateeducation.com) to offer secure payment from any country and any bank, typically in your home currency.

By making your payment with TransferMate 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

TransferMate offers multiple payment options and excellent foreign exchange rates. TransferMate 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. ETO Discounts should be deducted before the payment is made.

Atlas can also process payments made by card via an online payment portal, which incurs an admin charge of 4%.

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 (€70). 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 €70, however accommodation fees will still apply.

There is a €15 charge on refunds by bank transfer to non-EU bank accounts.

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.

If a course with a past promotion is postponed in line with the postponement periods, and part(s) of the promotion are not available anymore, the student can make use of any promotion that may currently be on offer, or request a refund.

Accommodation Cancellation

Accommodation fees are non-refundable once a student has arrived at the accommodation.

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 less than 30 days but more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70).
- 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 (€70) 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.
- e) Homestay accommodation fees are non-refundable if booked for visa application purposes (visa-required Non-EU students).

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

Residence & Apartments

- a) If residential accommodation is cancelled or postponed more than 30 days before arrival, all accommodation fees will be refunded.
- b) If residential accommodation is cancelled or postponed less than 30 days but more than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70).
- c) If residential accommodation is cancelled or postponed less than 14 days before arrival, all accommodation fees will be refunded with the exception of the accommodation placement fee (€70) and one week's accommodation.
- d) No refund will be made if a student makes alternative arrangements during their stay and decide not to continue to remain in our accommodation.
- f) No allowance will be made for absence from accommodation during the time arranged or for late arrival or early departure (including postponement).
- g) 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.
- h) Residence accommodation fees are non-refundable if booked for visa application purposes (visa-required Non-EU students).

All 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 a 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. Covid-19 / Pandemics

In the event that the school needs to close due to Covid-19, other pandemics, or for an extended period for any other reason, course continuation will be provided online.

If a student decides to return to their home country and is unable to take online classes, we issue a credit note in the student's name, which is valid for 12 months from the date of departure. The student can return at any point before this date to complete their course. It will be required to inform Atlas in advance in order to check availability for the new study period. It will be the student's responsibility to comply with any immigration requirements of the new stay in the State.

In case of an infectious disease, students in Atlas accommodation may be asked to leave their host family or residence room. In these cases Atlas will try their best to assist and find alternative accommodation. Any incurred additional costs must be covered by the student and find alternative accommodation. Any incurred additional costs must be covered by the student.

9. 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 all 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 damage, 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 God.
- Atlas Malta reserves the right to hold classes in additional premises and at different times particularly during peak periods.
- Courses are always subject to availability.
- General English Fluency Plus (GE26): If there are only 2 students in a Fluency Plus class, the number of lessons is reduced to 4 lessons per week. If there is only 1 student in a Fluency Plus class, the number of lessons is reduced to 2 lessons per week.
- 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 nor credit given thereof.
- 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.
- For educational purposes only, Atlas Language School may record students in virtual classes. By booking a course students authorise and permit Atlas Language School to make recordings that include the student in the digital classroom and to use these recordings solely for educational purposes, such as the creation of a student or teacher portfolio, or for teacher self-reflection, without further consent from or payment to the student.

2024 Academic Calendar

Term	Start Date	End Date	Weeks
Term 1: Winter	Monday 8th January	Friday 29th March	12 weeks
Term 2: Spring	Monday 1st April	Friday 28th June	13 weeks
Term 3: Summer	Monday 1st July	Friday 20th September	12 weeks
Term 4: Autumn*	Monday 23rd September	Friday 20th December	13 weeks
Closed	Monday 23rd December	Friday 3rd January 2025	2 weeks
Winter 2025	Monday 6th January 2025		

**Students should not start their course in the last two weeks of a term but rather start with the new term.*

2024 Bank Holidays

Holiday	Day, Date
New Year's Day	Monday 1st January
Feast of St. Paul's Shipwreck	Saturday 10th February
Feast of St. Joseph	Tuesday 19th March
Good Friday	Friday 29th March
Freedom Day	Sunday 31st March
Workers' Day	Wednesday 1st May
Sette Giugno	Friday 7th June
Feast of St. Peter and St. Paul	Saturday 29th June
Feast of the Assumption	Thursday 15th August
Victory Day	Sunday 8th September
Independence Day	Saturday 21st September
Immaculate Conception Day	Sunday 8th December
Republic Day	Friday 13th December
Christmas Day	Wednesday 25th December

All information is correct at the time of update, September 2023.