

General

All bookings are subject to availability. No booking has been accepted until Elanguest has issued an invoice to the student or agent.

Each member of a group, booked by a third party is bound by these conditions. The third party is responsible for informing the students about these terms and conditions.

In case of a complaint or difficulty - it is essential that the student immediately makes his/her complaint or problem known to the Elanguest school office during their time spent in Malta. The student cannot claim for compensation after leaving Malta if he/she had not made the problem or complaint known and given the school the opportunity to offer a satisfactory solution.

Elanguest must be advised of any health problems which may affect the student's course attendance or accommodation.

Payments

A non-refundable 20% deposit of the total amount is required for registration. Bookings made through an authorized agent of Elanguest will be subject to the deposit required by that agent. Elanguest is under no obligation to confirm registration until the school has received evidence of this payment. A faxed or e-mailed copy of the bank transfer documents will be acceptable. All bank transfer fees must be paid by the student.

Extra deposits for the booking of certain hotels may be required in high season. The conditions which are stated in the hotel's pricelist will apply.

All fees are payable at least 14 days in advance of the course's starting date.

Refunds and Cancellations

Should a refund be given for any reason after full payment has been received, Elanguest will charge an administration fee of €20.00 and deduct relevant bank charges from payment. Bookings made through an authorized agent of Elanguest will be subject to the cancellation fees required by that agent.

Hotel cancellations are subject to the cancellation fees which are stated in the hotels price-list.

A two week notice is required for the cancellation of accommodation in host families or self-catering apartments. A full week's accommodation fee will be charged in the case of late cancellations or change of accommodation without due

notice after students arrival. If a cancellation is made prior to students' arrival then cancellation fees will apply as per terms and conditions.

Elanguest is not obliged to give lessons during Public Holidays. Tuition time during the remaining days may be increased to make up for most of the lost time.

Elanguest accepts no obligation to return fees to no-shows or to any student who is unable to complete his/her course.

Transfers

Full flight details must be received by the school no later than 7 days before the arrival.

Students, who are booked into one of Elanguest's self-catering apartments, must use the school's transport for collection at the airport. An Elanguest driver will then be able to hand over the apartment keys and make sure that they arrive safely to the correct room.

New arrivals

On the first day of their course, new students should arrive at the school between 07:30 and 08:00 to take an assessment test. If any changes are made to this arrangement, the students will be notified in advance.

Students may be asked to wait for the following class session if they arrive late for the start of any lesson.

Accommodation

For apartments and families, Elanguest reserves the right to charge for extra, unused, days for mid-week arrivals and departures especially during the high period (04/07/10 – 02/10/10).

If any damage is incurred by the student to property of the school or belongings to third parties contracted by the school, the cost of these damages must be settled immediately and payable to the school.

Elanguest expects all students to respect the right of fellow students to a safe and orderly environment within the school's self-catering apartments and host families.

Students are responsible for the day to day cleaning of their apartments. Elanguest will prepare bedrooms for new arrivals, clean the common parts and change bed linen once per week.

Check in time - 14:00 hrs
Check out time - 11:00 hrs

Students may remain in the apartment till their flight departure time but they must have checked out of their room.

Liability

It is the student's responsibility to ensure that they obtain all documentation (passport visa etc) required for entry into the country, and to make themselves aware of any legal requirement or restriction that would hinder or prevent them travelling. Elanguest will not be held liable if a student is refused entry into any country for any reason. The student is solely responsible for complying with formalities required by police, customs or health authorities at the point of departure or arrival, at a particular destination, or whilst in transit.

Should the school accept a student under the age of 18 years, Elanguest is not responsible for the supervision of these minors after lesson time. This remains the responsibility of the parents or legal guardians.

The student is responsible for obtaining adequate travel insurance, including coverage for cancellations, health insurance, loss and theft of baggage, emergency evacuation, and for any other eventuality that may occur before, after or during the language journey. Elanguest shall in no way be deemed responsible for any costs incurred as a result of the student/client having no or insufficient insurance cover.

The school reserves the right to exclude a student from the school or accommodation if they are acting in a way which is detrimental to the school or other students. In such cases, the school is under no obligation to make any refund or cover any expense brought about by this action. Elanguest is not to be held liable for loss, theft, damage or injury to persons or personal property.

Courses & Essential levels

Course fees include tuition and course material used during the tuition period. This does not include extra reference books, workbooks or dictionaries which are available at the school for personal study.

General English Courses – all levels
Business English – Intermediate
Medical English – pre-Intermediate
Aviation English – pre-Intermediate

Elanguest reserves the right to place a student into a class according to the results of an assessment test, which will be administered by the school at the start of their course.

Contact Details

School – Head Office Address

Elanguest Ltd.
Keating House
St. Julians, STJ10, Malta

Telephone Numbers

School Office +356 2137 4777
Weekend Helpline +356 2137 4778
School Fax +356 2137 5372
School Transport +356 2133 0995
School Transport (mobile) +356 9947 6695
+356 9947 6696

Email Contacts

Head of school dwest@elanguest.com
Study Co-ordinator tutor@elanguest.com
General enquiries info@elanguest.com
Direct bookings info@elanguest.com
Agency bookings bookings@elanguest.com
Payments accounts@elanguest.com

Accommodation admin@elanguest.com
Tours tours@elanguest.com

Emergency Numbers (Public)

Mater Dei Hospital +356 2545 0000
School Doctor +356 9949 0648
St. Julian's Police +356 2133 2196
Emergency 112

Bank details

Bank Name: HSBC BANK MALTA
Address: St. George's Road
Post Code: STJ 10
Town / City: St. Julians
Country: Malta
Sort Code: 44 026
SWIFT Number/BIC: MMEBMTMT XXX
Account Number: 002-006633-002
IBAN Number: MT34MMEB44026000000002006633002

Dates and Time

School opens: 11th January 2010

School closes: 16th December 2010

Opening hours

The school is open 08.00 - 16.00 hrs
Monday to Friday.

Public Holidays 2010

(week days only)

The school is closed during the following public holidays:

10th February, 19th March, 2nd April, 7th and 29th June, 8th and 21st September, 8th and 13th December.

On the 31st March, the school is open even though it is a public holiday.

Course timetables

name of course and maximum (#) students	daily timetable
General English (12)	09:00 - 12:30
General Intensive (12-8)	09:00 - 14:30
Intensive Mini-Group (6)	09:00 - 14:30
Business English (6)	09:00 - 12:30
Business Intensive (6)	09:00 - 14:30
Private - 20 lessons	09:00 - 12:30
Private - 30 lessons	09:00 - 14:30
Medical English (10)	13:00 - 15:00
Aviation English(10)	13:00 - 15:00

Cambridge Exams
FCE, CAE, CPE (12) 09:00 – 14:30

IELTS Exam (12-8) 09:00 - 14:30
Private 5 Afternoons only
Private 10 Afternoons only

Reduction of lessons

When only two students are present for General English the tuition time will be given as 2½ hours per day. If only 1 student is present it will be given as 2 hours private lessons per day.

When only one student is present for the following courses, private tuition will be given as follows:

General Intensive	3 hours per day
Intensive Mini-Group	
Medical English	3 hours per day
Aviation English	1½ hours per day
Business English	1½ hours per day
Intensive Business	2½ hours per day
IELTS (pm last 4 wks)	3½ hours per day 1 hour for pm session

Seasonal dates - 2010

Low: 11 January - 03 July
High: 04 July – 02 October
Low: 03 October – 17 December

Course Starting Dates

The following courses start every Monday throughout the academic year:

General English General Intensive
Intensive Mini-Group & Private lessons
Business & Business Intensive English
IELTS Exam Course

Business and Business Intensive may be subject to occasional date restrictions.

Private lessons are not normally available in the mornings during high season.

Medical English Courses start on the first Monday of every month. This is a two week course but clients may ask to stay for one week only or extend the course for an extra week or two.

Aviation English Courses start on the third Monday of every month. This is a two week course but clients may ask to stay for one week only or extend the course for an extra week or two.

An admin fee of approx. €50 may be charged in some cases when there is a change of course whilst a student is at the school.

Cambridge ESOL Courses 2010

Course Dates

Winter 11 January – 12 March
Spring 21 March - 18 June
Autumn 12 September - 10 December

Cambridge ESOL Exam Dates

Winter			
	Exam Date	Closing Date	Fee
FCE:	13/03/10	21/01/10	€ 135
CAE	06/03/10	21/01/10	€ 140
CPE	None		

Spring			
	Exam Date	Closing Date	Fee
FCE:	12/06/10	26/03/10	€ 135
CAE	16/06/10	26/03/10	€ 140
CPE	17/06/10	26/03/10	€ 145

Autumn			
	Exam Date	Closing Date	Fee
FCE:	11/12/10	14/10/10	€ 135
CAE	08/12/10	14/10/10	€ 140
CPE	09/12/10	14/10/10	€ 145

It is possible to submit late entries for these Cambridge exams but a set charge will be imposed by the exam centre.

Charges for late entries made after the official closing dates are as follows:

Up to 2 weeks extra charge of € 30
Up to 4 weeks extra charge of € 55

Cambridge I.E.L.T.S. Exam Dates 2010

Exam Date	Closing Date
06 th March 2010	29 th January 2010
27 th March 2010****	19 th February 2010
17 th April 2010	12 th March 2010
20 th May 2010	14 th April 2010
05 th June 2010	30 th April 2010
26 th June 2010	21 st May 2010
17 th July 2010	11 th June 2010
05 th August 2010	30 th June 2010
21 st August 2010	16 th July 2010
11 th September 2010	06 th August 2010
09 th October 2010	03 rd September 2010
04 th November 2010	29 th September 2010
04 th December 2010	29 th October 2010

Only the Academic module will be available on dates marked with ****

IELTS test fee is €160.00 per candidate. It is not possible to submit late entries for the IELTS exam.