AM LANGUAGE POLICIES 2027

In order to ensure that your booking process runs smoothly, kindly read the following procedures and keep to these guidelines when placing your booking with AM Language.

Booking Enquiries and Enrolment Procedure

AM Language sends availability confirmation, within 1 working day of receipt of the complete booking enquiry and all the required details.
Once a quotation is issued, the service requested and the corresponding price is valid for a period of 48 hours , during which time it must be confirmed by the student. If the booking is not confirmed with FULL information, including flight details and all other information as requested on our enrolment form, the booking will automatically fall. Students suffering from any illness, disability or special needs are obliged to inform AM Language upon registration. Confirmation is then only issued upon receipt of the 25% deposit based on the total value of the booking. The 75% remaining balance has to then be settled a minimum of 2 weeks prior to your arrival.

Payments to AM Language can be made via the following options:
Payment Gateway: the student/payee can pay directly with their credit card online through the following link: www.amlanguage.com/book-online/make-payment/
Bank Transfer: **TORO Company Limited**, **IBAN: MT75MMEB44392000000039069976001 - Swift Code: MMEB MTMT,** Address: HSBC (Malta) Limited, 196 The Strand, Gzira GZR 1023, MALTA G.C.
All invoices issued exclude any bank charges incurred when making the transfer. These are to be paid by the client when making the transfer. It is important that you check these with your bank when making a payment. Payees must clearly state their full name and surname as well as student number when making any payments.
Currencies: When paying for your booking please be advised that the amount charged will be in Euro (EUR).

Cancellation Policy
In the event that you cancel your booking prior to arrival, the following charges will apply:

- More than 28 days' notice: 25% of your total cost as a cancellation fee.
- 28 to 13 days notice: 50% of your total cost as a cancellation fee.
- Less than 13 days notice: the full price will be charged.
- No refunds are given after commencement of the respective English course, accommodation or any other service. No changes will be allowed to make up for refunds in the case of any cancellations.
- In case of a student visa refusal, AM Language will charge 120.00 Euro cancellation fee. This will cover registration, placement and other administration charges. In case of cancellation due to Visas refusal for less than 7 days notice, the normal cancellation policy above applies. It is important to note that visa extensions are only granted subject to good performance, satisfactory attendance 85% and have fulfilled all the requirements of the Central Visa Unit in Malta. If an applicant regularly fails to show up for lessons or have failed to present all documents as requested he would lose his student visa eligibility, which will result in VISA refusal. For such applicants normal cancellation policy will be applied.
- Any changes to confirmed bookings will be considered as cancellations, therefore cancellation policies will apply. Where possible AM Language will try to be flexible subject to availability and any such changes will incur a cost of 50.00Euro administration expenses.
- Postponement of any bookings is subject to reconfirmation based on availability.

Visas: AM Language offers students support in the application for visas. Through an agreement made with the Maltese government, students coming to Malta on an English language programme may apply for a visa provided that all the supporting documentation is presented. Please see our Visa Application Guidelines for more details. Visa Application Guidelines

Placement Test: After booking confirmation you will be sent a link for an Online Placement Test to complete in order to determine your level of English. Failure to complete the test will mean completing the test on your first day at school resulting in the possible loss of the first day at your own expense. No refund will be offered by AM Language.

Lesson Times: Lessons are held in the morning, afternoon and evening between 0830 & 2030 Hrs. AM Language reserves the right to change lessons times when absolutely necessary.

Accommodation: AM Language offers students various accommodation options which include Home Stay, Shared Self-catering Apartments, Hostels and 3, 4, 5 star hotels. Meal plans will vary depending on the type of accommodation chosen. Please refer to your individual Accommodation Profiles and guidelines for more details. AM Language reserves the right to offer alternative accommodation as long as the level of accommodation is of an equal or higher standard.

Taxi transfer: Please ensure that you are waiting for your taxi at the prearranged time as indicated in your acceptance letter. In case of problems, we will try to contact you on the mobile phone number you provide on your enrolment form. If we do not manage to get through to you, the taxi will wait for a maximum of 60 minutes from landing time and will then leave. . At this point, it will be your responsibility to get to your destination and AM Language will not refund you for your booked transfer nor any expenses incurred.

Work placements: Work placements are subject to an admin fee of €50 when Accommodation or Tuition is not booked.

Complaints Procedure: At AM Language, we take students' complaints very seriously. If at any time during their stay students are not happy with any area of service, they are requested to fill in a complaint form, which can be obtained from our customer care representative at reception desk. No complaints are accepted by AM Language if not brought to our attention in writing through the complaint form during the stay. While we cannot guarantee that there will not be any problems, we do guarantee that every complaint will be tackled immediately and all the necessary action will be taken to resolve the issues within a maximum of 48hours.
Throughout their stay, all students will also be required to fill in various questionnaires: First Impressions Questionnaire, weekly In-Process Questionnaire, and an End of Stay Questionnaire. We use these questionnaires to evaluate all our students' levels of satisfaction in all areas and we encourage every student to use these Questionnaires to bring to our attention any areas for improvement.

Attendance Policy and Discipline:
Punctuality: Students are requested to attend lessons on time. Students who are more than 10 minutes late will not be permitted to enter the classroom as this will disturb the other students and will be asked to wait until the next lesson. The tuition department reserves the right to refuse entry to class to students who are regularly late without a valid reason.
Attendance Policy: Students should attend all lessons according to their scheduled timetables. Attendance is recorded for all lessons. Students who are on a visa and whose attendance falls below 85% are breaking the conditions of their permitted visa. AM Language is required to report any students on a visa who miss classes to the immigration authorities which could result in their visa being revoked. Visa students who are sick should not attend class, but should obtain a medical certificate from a registered doctor and present a copy of it to the tuition office for their records.
Holidays: Time away from the course must be authorised by the sales office. Students who wish to suspend their lessons in order to go on holiday should advise the sales office a minimum of two weeks prior to the start of their holiday. Once holidays are set only one change will be provided without an extra charge. Subsequent changes will incur in €50 per change.
Student's tuition course will be extended (if requested) free of charge. The school will not extend the student's accommodation. Students wishing to extend their accommodation will have to pay the brochure price. The school does not guarantee that any students returning from their holiday break will have same class, teacher or accommodation.
Students who are on a student visa will only be authorised to take a holiday if their attendance is over 85%. Therefore students are advised not to book flights until their holiday has been approved and booked with the sales office. AM Language cannot be held responsible if flights have already been booked and the holiday is unauthorised.
Certificate: AM Language will issue a certificate of attendance to every student on departure, provided they have attended a minimum 75% of their lessons. Any student who has attended less than 75% will not receive a certificate. The percentage of attendance is printed on the certificate along with the number of booked hours and the final level of English attained on departure.
Mobile phones: The use of mobile phones for personal calls and messaging is not permitted in the classroom. Furthermore, unless direction is given by the teacher, the use of mobile phones or electronic translators is not normally permitted during lessons as they may inhibit learning.
Classrooms: Classrooms are air-conditioned for students' comfort and well-being. Students are advised that they should bring a sweater or cardigan to class in the event that they feel cold.
Sickness: In order to prevent the spread of germs to classmates and teachers, we ask that students who are sick, feverish, coughing or sneezing do not attend class. Any students who arrive in class displaying obvious symptoms of illness will be asked to leave immediately and seek medical assistance. In serious cases this may result in being repatriated to their country at their own expense. Any missed lessons due to sickness will not be replaced.
Change of level: General English students will be tested every 4/5 weeks on the four main skills – speaking, listening, reading and writing. Tests will be given during one classroom session and results given individually to students at the end of the week. Students who meet the required pass mark will be invited to move up to the next level the following week, subject to availability. Students may need to purchase additional course books when changing level.
Expulsion: AM Language expects all students to be well-motivated, polite and considerate towards members of staff, host families and fellow students at all times. All students are bound to abide by the school policies and rules as well as the laws governing Malta. AM Language reserves the right to expel any student who does not comply with any of the above from the programme. 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.

Loss of Property/Insurance: AM Language will **not** be held responsible for loss or theft of any students' property from the school or accommodation or from any other location. Students' property is the sole responsibility of the student at all times. AM language strongly advises students to take out a travel insurance policy, which would cover them adequately throughout their stay in Malta. Contact us for Insurance related assistance.

Guard.me Insurance: Guard.me insurance policy applies once full payment is received.

Force Majeure: In the event that AM Language is unable to fulfil any of its obligations as a result of an event/events beyond AM Language's reasonable control, AM Language will not accept responsibility or liability. Such events will include (however will not be limited to); terrorist attacks, war or the threat of war, riots, industrial action, natural or manmade disasters, pandemic and unusually adverse weather conditions or any other event/events that may classify Malta as an "at risk destination" by the Ministry of Foreign Affairs or any other designated Government Authority.

Reduced Hours: In the event that only one student applies for a particular course, AM Language will apply reduced hours of the particular course by 1 day. Alternatively, the full number of sessions can be taken for a supplement of 1 day pro rata. As soon as additional students join the course, normal lesson times will apply.

Public Holidays :
1st January, 10th February, 19th March, 26th March, 31st March, 1st May, 7th June, 29th June, 15th August, 8th September, 21st September, 8th December, 13th December, 25th December.
AM Language will be closed on every public holiday. When lessons fall on a public holiday, any lost lesson will not be made up for any lost hours and no discounts on the weekly tuition fee will be provided.
AM Language will also be closed over this period, both days inclusive:
20th December 2027 up to the 31st December 2027

Agents: AM Language Policies are applicable to all students and agents representing students.

Security & Privacy Policy & Data protection
AM language is committed to protecting your data. We understand and respect the need to keep your information private and have implemented a number of best practices to ensure we maintain full compliance with the provisions of the EU General Data Protection Regulations (GDPR) and the Maltese Data Protection Act at all times. For this reason, a privacy policy which documents our internal procedures when processing your data with respect to your participation at AM Language has been prepared. A Data Protection Officer has also been appointed to maintain these internal data processing procedures. The school may take photos of its students 16+ years of age, and may post these to its social media pages, as this data processing activity is in the legitimate interest of the school and does not, prima facie, appear to prejudice the rights of the students. A student shall be entitled to object to his photo/video being taken, and may also ask for a post including his image to be taken down.

Requesting information: When requesting more information about a particular service or product AM Language simply collects personal information that you voluntarily provide to us (name, address, phone number, email address and any additional information you opt to include in your request) to allow us and our partners to deliver a better and more efficient service. All information collected is used solely for this purpose and solely by AM Language.

Online purchases: We understand that making purchases online involves a great deal of trust on your part. We take this trust very seriously and make it our highest priority to ensure the security and confidentiality of your information. To do this, AM Language makes use of SSL technology when effecting your transaction. SSL technology is designed so that the information you enter on your browser is encrypted before being transmitted. Put simply, all the information you enter when purchasing a service or product online at www.amlanguage.com can only be read by us, thus it is protected and secure. Such information will be processed by AM Language for billing purposes and to help us deliver our services as efficiently as possible. In addition to using SSL, all credit card numbers are used solely for the processing of payments and are not stored by amlanguage.com.

Teenage Packages: Teenage programmes in Host Family accommodation do not include 24 hours, supervision however, Welfare staff as well as designated Group Leaders are accessible to all students on a 24 hours basis. Teenage programmes in Residence accommodation include 24 hours supervision throughout the programme.

Liability: AM Language is not liable for personal accident or bodily injury. Whilst we endeavour to provide assistance to clients at all times, AM Language is not liable for decisions taken by the local authorities including health, immigration and police.

Jurisdiction: If for any reason any dispute arises between the student and AM, resolution of such a dispute is subject to the laws of the Republic of Malta and the jurisdiction of the Maltese Courts.

Please contact AM Language on info@amlanguage.com should you require any additional information or clarification.