



## AM Language – Shared Apartments Guidelines 2020

AM Language is committed to giving students from all over the world a truly international experience when learning English in Malta. Staying in a shared apartment with other students from different parts of the world is an integral part of YOUR language stay. Yet living with other people can only work if there are standards and a level of behaviour that is sensitive to the environment and, more importantly, to the people sharing the accommodation. For this reason AM Language binds students staying in a shared apartment to clear guidelines which need to be respected by students choosing this accommodation option. **Please read the points listed below carefully and speak to a member of staff should you have any difficulty or questions regarding the rules and regulations. These guidelines must be signed and returned to us when making your booking.**

Students staying in shared accommodation must be a minimum 18 years of age. Students taking this accommodation option are required to leave a €150 Euro deposit in (cash) per person Deposits must be paid to the Accommodation Department as soon as possible after your arrival. The deposit is to be collected from the accommodation office on the last day of school providing there are no damages made to the apartment for which the deposit will be retained. It is the students' responsibility to collect this deposit by end of business that day as deposits that are not collected will not be able to be claimed after departure date. Your deposit will be given to you on the last day of school less 20 Euro. The remaining 20Euro will be given to you by the Accommodation Personnel on check-out once your apartment is checked for any damages.

- Students are expected to keep their rooms and the apartment clean and tidy at all times. Furniture is to be respected and maintained. If the apartment is not kept clean, AM Language will retain money due from the deposit.
- Only the bedroom is cleaned prior to your arrival. Remember that you are sharing with other people and that it is important that respect is shown to your flatmates. All apartments will be equipped with basic cleaning materials but students will need to purchase their own detergents & soaps. Any failure on the student's part in keeping the apartment clean will result and subject to a penalty of €10. In the eventuality that the apartment is found untidy the following day a cleaner will be sent and the costs of cleaning the apartment kept from your deposit. The cost would be 8 Euro per hour/per student.
- Check out time is at latest 12:00 and check in time is no earlier than 14.00 on the day of arrival. For any students arriving in Malta before 14:00 on the respective day of arrival, the apartment needs to be booked from the night before. Similarly for any persons departing after 12:00 on the day of departure, apartment needs to be booked for the following night.
- Students may book a shared room (maximum 3 persons) or a single room.
- AM Language apartments are non- smoking. Those persons caught smoking inside the apartment will be fined 50 EUR per person.
- All apartments booked by students are a combination of males and females.
- Students booking a shared room will be placed with a student of any nationality and of the same sex.
- Only students booking a shared room together will be allowed to share a room with a student of a different sex.
- Students will be allocated a specific bed and room. Should any students change bedroom without permission from the accommodation department a fine of 25 Euro per person will apply.
- An apartment may have 1, 2, or 3 bedrooms. Each bedroom will accommodate a maximum of 3 persons unless specifically indicated in the apartment profile.
- Upon confirmation the student will be notified in which apartment he/she will be booked. As much as possible the student will be staying in one apartment for the duration of the stay, however if it should not be possible due to high level of occupancy, student will be informed at booking stage that he/she will have to change the apartment. If the change of the apartment is at the request of the student there will be a charge of 20.00 Euro per person. The same charge applies for changes between apartments in the same block. Please note that the 20.00 Euro charge is solely for check in and check out, students will have to make their own arrangements should they require taxi service. The level of accommodation will be as indicated in the apartment profile sent to you upon confirmation.
- Each student will receive a key from a check-in person at the beginning of their stay and will be responsible for returning the key to a check-out person on their departure time. If a key is lost it must be replaced at the student's expense of 20 Euro. Should the key be found after the new copy has been produced, please note that the 20 Euro and the key will still be retained.
- Any valuables are the responsibility of the student. AM Language will not take responsibility for any personal items said to have gone missing from a shared apartment. Students are advised not to carry valuables into a shared apartment and any loss of personal items including money is at the student's own risk. Students are advised to take out appropriate insurance cover when travelling.
- Under no circumstances may students invite people into their bedroom/apartment who are not booked with AM Language. If this happens, a fine of 50 Euro per day will be charged to each student in the apartment.
- No works, alterations or maintenance are to be carried out by a student staying in a shared apartment. This includes moving of furniture and appliances etc.

- Breakages or broken equipment must be reported in writing to AM Language as soon as identified. Once damages are reported, AM Language will report the problem to our maintenance personnel however this could take some time to fix depending on the nature of the damaged item. However, we strive to fix the damaged/broken item as soon as possible.
- The entrance to the apartment and the common areas are to be respected at all times. Noise or any other disturbances are strictly forbidden. Any complaints from neighbours or other students will result in a fine of €50 per student.
- Upon check in students are to inspect the apartment. Should anything be broken they are to report the details to AM Language within 24 hours.
- AM Language is entitled to inspect the apartment whenever necessary. Visits are carried out on a daily basis to all apartments without prior notice.
- All fees are to be fully paid in advance.
- Students are directly responsible for the furniture in their room and jointly responsible for damages that take place in the apartment but outside the room.
- Water and electricity charges are not included in the cost of your accommodation. Bills are calculated according to the consumption and number of people residing in the apartment. Electricity and water meter readings will be taken every week and the cost will be divided between the number of students sharing the apartment. The tariff charged are in accordance with Arns Limited and the Regulator for Energy and Water services. Utility Bills are to be paid every Friday in cash, Student MUST settle all water and electricity bills by the last Friday of the month. Any outstanding balances will incur an administration fee of 50.00 Euros that will be deducted from your deposit. The deposit will then need to be topped up by the following Friday. Students are to pay attention to settle the utility bills on time so as to avoid having to pay these extra charges. Students going on holiday must pay their share of the utility bills anyway for the time they spend away; no manual adjustments are possible.
- Keys of bedrooms are not given to students unless specifically requested and if available. Keys
- A set of bed sheets and towels is given to the students on your arrival. The cleaning of sheets and towels is the responsibility of the student during their stay. Students wanting a change of sheets and towels are requested to contact the Accommodation Department to book the change for 5 Euro. If sheets and towels are not returned in good conditions, 15 Euro per set of sheets/towel will be retained from the deposit.
- Students who cause serious disturbances to the neighbours will be evicted and in these cases no refunds will be given.
- Any damage caused in the apartment must be paid for by the person who causes the damage. If that person is not identified the costs for the damage MUST be shared by the students sharing the apartment when the damage was caused.
- WIFI is included in every apartment, however not necessarily in every part of every apartment as this depends on the signal strength and the quality of your receiver.
- Students may not hang towels from balconies, may not play loud music, and may not have parties (refer to the rules and regulations for penalties). These rules must be observed or deposits will be retained
- Garbage must be taken out according to specific times stated on the notice in each apartment. Garbage must be left outside the main door at these times. A fine of €30 per student will apply if these times are not observed.
- Students booking a shared apartment **must** always book an arrival taxi transfer with AM Language. This will ensure that you are met at the airport/seaport, or previous place of accommodation on the island by our taxi driver and taken directly to your apartment where one of our representatives will welcome you, hand over the keys and show you the apartment.

AM Language is committed to offering quality Shared Apartments to students following a course at AM Language. Students will receive an Apartment Profile when their application is confirmed by our letter of acceptance. Should any student encounter any problems with their apartment AM Language will do all we can to solve the problem within 48 hours of receipt of a written complaint. Should we be unable to resolve any valid complaint within 48 hours AM Language will do everything possible to change the student's accommodation immediately.

I, \_\_\_\_\_ agree with the above mentioned terms & conditions.  
(Name + Surname)

Signature of Student \_\_\_\_\_ Date \_\_\_\_\_