



AM LANGUAGE TEENAGE GUIDELINES

AM Language is committed to giving students from all over the world a truly international experience when learning English in Malta. Staying in a Maltese Host Family or in Residence 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 hosting the students and the people sharing YOUR accommodation. For this reason AM Language binds students staying in a Host Family or in Residence 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 so as to avoid possible mis-understandings.**

Teenagers staying in Host Family Accommodation

- Host Family Accommodation is normally situated within a walking distance of about 20 minutes from the school (maximum 30mins), however this will always depend upon availability of Host Families. AM Language will try its utmost to allocate students between 12 – 14 as close to the school premises as possible and will confirm details prior to arrival by sending a host family profile prior to arrival. Please appreciate that this is subject to availability and early bookings will be given priority. Older students will be placed as close as possible but priority will be given to the younger ones.
- Students staying in a host family booked through AM Language for the duration of their stay must be a minimum of 12 years of age. Should any students be younger special arrangements must be made and confirmed by us beforehand.
- Students may book a shared room. Rooms are either single, twin, triple or quads. Students are placed by the school in sharing rooms. They can either share with other students of the same nationality or with students from other nationalities as well as with students from other agencies or other organisations. Students may also share their room with the children of the family. Any changes to these points must be discussed and negotiated with AM Language prior to arrival.
- No single nationality placements are accepted for bookings in July.
- A maximum of 4 students per Host Family is allowed. In the event that a family hosts more than 4 students AM Language will guarantee to change the family following notification and written request by agent.
- Students booking a shared room will be placed with a student of the same sex and any nationality.
- No students are allowed to share a room with students of the opposite sex.
- Adults and Teenagers are never placed in the same room unless specifically requested
- It is not guaranteed that there will be somebody at home at all times in the host family although this is usually the norm when hosting students.
- Students on Full Board Basis will be provided with breakfast, a packed lunch and an evening meal.
- Students on Half Board Basis will be provided with breakfast and evening meal.
- Beverages will only be provided by the Host Family during meal times.
- Living with a family means integrating with a family. This includes eating and drinking the same food as the family without any special requests. Any such requests need to be confirmed prior to arrival.
- Should a student have any particular dietary needs this should be communicated at the booking stage and this will need to be confirmed by AM Language.
- Breakfast provided by Host Families will include some of the following items such as fruit juice, cereal, fresh bread or toast, jam or marmalade and a hot drink such as coffee, tea, or hot chocolate.
- Packed lunches will include two bread rolls (or 1 large one), fruit or sweet and a cold beverage such as water or fruit juice.
- Dinner will be made up of a warm main course, a dessert such as ice-cream or fruit, and a beverage.
- Students must ask the family before using the kitchen and the fridge.
- Students should communicate their plans of the day especially when not coming home for dinner or coming home later than the stipulated curfew.
- Students under the age of 18 years will not be given a key to the host family's house.
- The curfew outside the organised programme for students **12-17 is 00.00**. By organised programme we refer to the 'amsp programme' or as signed by the group leader / representative prior to arrival. Host families are duty bound to inform us / group responsible when students break the curfew. It is not the responsibility of the families to control student's behaviour.
- Students who are not allowed out at night time will be placed, in agreement with the group in advance, in areas outside of the Sliema zone so as to ensure that students do not venture outside beyond their curfew time. Students placed in outside Sliema areas will be placed in residential areas in which there is limited to no access to night life spots.
- Students are expected to keep their rooms and the host family's home clean and tidy at all times and abide by the host family house rules.
- Furniture is to be respected and maintained and any damages will be borne by the student responsible.
- In the event that the room is not kept tidy, the host family will inform AM Language immediately, who in turn will either inform the group leader. Cleaning will be organised by AM Language and cleaning expenses will be charged to the students.
- Any damages due to negligence incurred by a student in the host family's home, such as stains, breakages and tears to soft furnishings must be replaced at the student's expense.
- Any valuables are the responsibility of the student and should be kept locked in the student's suitcase. AM Language will not take responsibility for any personal items said to have gone missing from a Host Family. Students are advised not to carry valuables into a host family's home and any loss of personal items including money is at the student's own risk. Travel insurance is strongly recommended although not a mandatory requirement.
- Under no circumstances may students invite people over to the Host Family's home without the prior consent of the host family.
- No works, alterations or maintenance are to be carried out by a student staying at a Host Family. In the case of any malfunction, the student is to report this to AM Language.
- Students who cause serious disturbances to the neighbours will be evicted and in these cases no refunds of their course or accommodation will be given.
- Students may not hang towels from balconies, may not play loud music, may not organise any parties at the host family.
- Students are not allowed to walk around the Host Family home indecently dressed.
- The Host Family and their home are to be respected at all times. Excessive noise or any other disturbances are strictly forbidden.
- AM Language is entitled to inspect the student's room at the Host Family whenever necessary.
- WIFI is not included as standard. Contact AM Language for more information should you require this service.
- All fees are to be fully paid in advance or as agreed to with the agency.
- Any special requests relating to accommodation must be included on the group enrolment form. Changes requested after the issuing of the rooming list will be at an administration charge of 10.00Euro per change.
- Laundry will be carried out once a week. Clean bed linen and hand/bath towels will be provided to the Student by the HF and these will be changed once a week.
- Students booking a Host Family are to ensure that they have a clear arrival transfer arrangement with AM Language. This will ensure that the student is met at the airport by our representative and taken directly to the HF, or the host family meeting point, where the student will be welcomed and presented to the host family.
- Families pick up students upon arrival from a meeting point if necessary; however students have to make their own way home after activities from the meeting point/s.
- Students will be shown the way to the school and the meeting point for excursions on the first day.
- Host families are only responsible for the safety of students for as long as students remain within the parameters of the programme. Should students break any of the rules the responsibility falls upon the accompanying group leader. AM will not accept any liability or responsibility for students who do not remain within the parameters of the programme. As always AM will assist the group leaders / teacher to deal with such situations in the most efficient way possible.

AM Language is committed to offering quality Host Families to students following a course at AM Language. Students will receive a Host Family Profile giving information about the family and distance to the school, when their application is confirmed together with our letter of acceptance. Should any student encounter any problems with their Host Family, AM Language will do all it can to resolve the problem within 48 hours of receipt of a written complaint. A written complaint form can be filled in at our Reception desk.

Teenage (13 – 17) Residential Guidelines

AM Language is committed to giving students from all over the world a truly international experience when learning English in Malta. Staying in a Residence 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.

AM Language
299 Manwel Dimech Street
Sliema SLM1054 Malta
Tel +356 21324242

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For this reason AM Language binds students staying in a Residence to clear guidelines which need to be respected by students choosing this accommodation option. **Please read the points listed below carefully and let us know 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.**

Parents / guardian are to read these guidelines prior to the confirmation of booking. We strongly suggest that these rules are explained to students prior to the confirmation of the booking or the start of the Language Stay. It is the responsibility of the parents / agent to ensure that students are aware of these policies prior to enrolment.

- Students of different gender will not be allowed to share the same rooms.
- Students are not permitted to purchase or drink any form of alcohol in the residence. Any alcohol found in rooms will be confiscated and not refunded.
- Smoking is not allowed in residence bedrooms at all times.
- Students may not stick anything to the walls of their rooms.
- Students will not be allowed to run around the residence in beach wear. Beach wear is restricted to the pools areas and the beach club.
- Students may not invite non-guests into the residence. A 50 Euro penalty will be applied if other students are found in the room.
- The curfew outside the organised programme for students **12-17 is 00.00**. By organised programme we refer to the 'amp programme' or as signed by the group leader / representative prior to arrival.
- Students are to keep their rooms tidy and to ensure that they do not damage their rooms. Any damage caused to a room will have to be paid for by the students prior to departure.

Rooms for residence/hostel

- All hostel rooms will accommodate *between 6 - 12 students*.
- Adults and Teenagers are never placed in the same room unless specifically requested.
- All rooms will be furnished with bunk beds.
- No rooms that are not licensed according to the number of beds will be offered to students.
- All hostel rooms include a bathroom with shower and toilet en-suite, a fully functional air-conditioner (which is switched on at certain hours during the day and night), a spacious cupboard for storage, adequate lighting, clean bed linen and towels in proportion to the number of beds.

Rooms for 3/4/5 star Hotel

- All hotel rooms will accommodate *not more than 4 students*, as the case may be, per room in single beds.
- Adults and Teenagers are never placed in the same room unless specifically requested.
- All rooms will be furnished with 1, 2, 3 or 4 single beds. No folding or double beds will be offered to students on this programme.
- No rooms that are not licensed according to the number of beds will be offered to students.
- All beds will be of the same size and quality with independent access from the front of each bed and at least one side. There must also be at least 40cms between each bed (Not touching).
- All hotel rooms include a bathroom with shower and toilet en-suite, a fully functional air-conditioner (which is switched on at certain hours during the day and night), a spacious cupboard for storage, a lampshade and adequate lighting, clean bed linen and towels in proportion to the number of beds, a television and a telephone.
- Overseas/Local telephone lines are to be disconnected during the students stay. Any phone calls made by any students are to be paid for directly by the students prior to departure.

Laundry & Cleaning

- All common areas of the hotel and hotel annex are maintained and kept clean at all times.
- In hotels bedrooms are cleaned minimum 3 times per week, all bathrooms (including en-suites) every day, social areas daily, bed linen changed once per week, towels supplied and changed every day. In hostels/residences bedrooms are cleaned minimum 3 times per week, all bathrooms every day, social areas daily, bed linen and towels are not changed and can be changed against a small fee.
- Students staying in residence will be offered a laundry facility through AM Language @ 7.00Euro per kilo.

Security

- AM Language staff (Group Leaders) will ensure that students behave according to the guidelines as indicate in this document.
- A Safety Deposit box is supplied by hotels against a deposit and a daily fee (To be confirmed prior to selecting residence).
- AM Language is not liable for any claims against theft from the hotel / residence. We recommend that students take out a travel insurance to protect themselves against any losses during their stay. Every claim must be backed up by a police report from the local police.

Menus for residence/hostel

Breakfast & Dinner Kindly refer to the residence/hostel profile provided.

Menus for 3/4/5 star Hotel

Continental breakfast is to include the following in Buffet style:

- Pot of tea or coffee -Variety of cereals -Fresh Bread / toast -Variety of Hams and Cheese - Milk - Butter and jam and other spreads – Juices - and Fruit – Reverse Osmosis Water
- Dinner will comprise a three course buffet style meal with a choice of starters, main course and dessert, 500 ml of mineral water. 1 pasta and 1 soup, three hot dishes of at least one meat, one fish and one vegetarian option, a variety of salads, a variety of vegetables, dessert.
- Plenty of bread, water, olive oil and the normal condiments will be supplied at both lunch and dinner.

Packed Lunch: Packed lunches will include two bread rolls (or 1 large one), fruit or sweet and a cold beverage such as water or fruit juice with e.g.: ham, cheese, tuna, etc; 500ml bottle of water; one fruit and one sweet snack.

A packed lunch request form will be filled in by every group on arrival and communicated through their group leader on their first day. Any changes to the choice of packed lunch will be communicated by the Head group leader by filling in another form. Students will be able to select from a choice of five different sandwiches and select as they wish.

Extras

- Any extras such as non-alcoholic drinks, postcards etc sold to the students at the residence are to be paid for by the students directly. AM Language will ensure that no alcohol will be sold to students staying at the residence.

Reception

- 24 Hour reception will be operated throughout their stay.

Damages

- AM Language will check all rooms on the first and last day of occupancy and prior to departure. In the event that damage is caused to the residence, AM agrees to supply the parents / guardian with a written description of the damage and an estimate of costs prior to the departure of the student concerned. AM Language will communicate the details of the damage with the agency/ parent and will expect the parent /guardian to take responsibility for damages caused by its students prior to their departure.

Apart from your host family / residence programme AM Language is also responsible for the organisation of your leisure and cultural programme. Please note a list of guidelines that will explain certain points relating to students leisure programme.

Insurance

- AM Language will ensure that the hotel have taken out adequate liability insurance to cover all risks within their property. A copy of such policies is available upon request.

Programme

- On signing these guidelines, it is understood that you have read and agreed to the activity programme provided.

Complaints

- Any complaints must be made in writing by filling in a complaint form and handed over to the GWO (Group Welfare Officer). Any complaints not handled within 24hours should be drawn to the attention of your contact person at AM Language via email. No complaints will be entertained if not brought to the attention of AM in writing during the stay. While we cannot guarantee that there will be not be any problems with this choice of accommodation, we do guarantee that every complaint will be tackled immediately and all the necessary action will be taken without delay.

Leisure Guidelines

- All cultural tours include guides. One guide is assigned to a maximum of 53 students unless otherwise agreed in writing beforehand.
- No changes are allowed in the way excursions and activities take place unless otherwise agreed to before confirmation of the programme.
- No changes are allowed in the programme unless also confirmed in writing by the booking agent 24hrs beforehand
- If the Leisure Department needs to change anything within the programme, groups will be informed a least 24hrs before. If an excursion/activity needs to be replaced by another excursion/activity, the new excursion/activity will be of equal value to the one it replaced. The Leisure Department reserves the right to move excursions/activities to alternate days should the need arise.
- All students/leaders should be at the designated meeting points at the correct times as shown on the programme.
- If students are going to be late for any excursion, they should inform their local group leader immediately.
- All Teenagers have to attend Full Activity Programme.
- Transport for excursions/activities will wait for late students/leaders for a maximum of 15 minutes.
- Students missing transport due to their fault will have to make their own way to destination. Should this not be possible, they will be charged for extra transfers organised by AM Language.
- Students are to follow instructions given during excursions by their group leaders / guides and should not leave the group at any time.
- Students should be responsible for their possessions while on excursions and AM Language will not be held responsible for damaged or lost goods.
- No lifeguards are included for swimming/beach activities unless otherwise agreed in writing beforehand
- No local group leaders will accompany groups on any excursions/activities unless otherwise agreed in writing beforehand
- Any activities cancelled will be refunded if cancelled at least 1 week prior to the event.

Tuition Guidelines

- The student will sit for the Placement Test on the first day of lessons. The student will be placed in a class according to the results of the Placement Test unless classes are pre set by booking agent prior to arrival as in the case of a closed group..
- In cases where the lesson is either too difficult or too easy, the student should approach the teacher who will discuss the matter with the Academic Manager. Change of class is facilitated in genuine cases. Under no circumstances may students change classrooms without consent from the Academic Manager.
- AM Language needs to be informed if the student has any special needs prior to arrival.
- The maximum no of students per group is 15 persons per class.
- Lesson material is provided by the school. Students must provide their own pens and paper.
- Lesson hours must be respected and lateness is not tolerated as it causes a disturbance to other classes. Students who are late will be given a warning at the risk of being turned away for lessons in future.
- In cases where a public holiday falls within the week, the school makes up for the lessons within the rest of the week so that total lesson time remains unchanged.
- Smoking is strictly prohibited in any part of the school.
- Eating or drinking in class is prohibited at all times.
- Students are asked not to litter, but to use the bins provided.
- The use of any electronic equipment, such as mobile phones, cameras, mp3 players, iPod is prohibited during lesson time and will be confiscated.
- Participation in class is expected from all students. Students who do not actively participate in lessons will be sent to the Academic Manager at the risk of not being admitted into class.
- Students who are absent for more than 2 days need to bring in a doctor's certificate.
- Any damages due to negligence incurred by a student on school premises must be replaced or repaired at the student's expense.
- Any valuables are the responsibility of the student. AM Language will not take responsibility for any personal items said to have gone missing from school premises. Students are advised not to bring valuables to school and any loss of personal items including money is at the student's own risk. Travel insurance is strongly recommended.
- No works, alterations or maintenance of school property are to be carried out by a student. In the case of any malfunction of school property, the student is to report this to AM Language immediately.
- Students are not allowed to walk around the school indecently dressed or barefoot.
- Students are not permitted to stay in class outside of lesson time and are asked to use the recreational areas, keeping the corridors free for passage.
- Members of staff, the premises and environment are to be respected at all times. Excessive noise or any other disturbances during school hours are strictly forbidden

Should leaders or any other appointed person make a report indicating that any of the guidelines are being ignored; AM Language will follow the following procedure:

- Ensure that the report is made in writing and that it is signed by both the management of the residence and the GI in charge of the group as well as the student.
- This report will be forwarded to the parents / agent.
- Should we find that the student is in breach of the above and is causing problems, the student will be asked to leave the immediately.
- AM Language will take responsibility to relocate the offending student to alternative accommodation at its own discretion pending the repatriation of the student.
- Students expelled from their programme for any of the above will not be refunded.
- Any additional expenses involved in the matter will be borne by the students and added to the final invoice before being sent to the agent / parent.

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

Signature of Parent / Guardian

Date