



AM LANGUAGE TEENAGE HOST FAMILY 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 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 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 misunderstandings.**

Parents / guardian / leader 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.

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 student will be allowed to share a room with a student of the opposite sex.
- 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 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.
- Young students will be placed in residential areas outside of Sliema which offer limited to no access to nightlife zones. This will make controlling of their curfew times much easier.
- 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.

Tuition Guidelines

- Each student will receive a link to complete the online placement test. To ensure this process runs smoothly, we require the student's email address at the time of booking. Students will be placed in a class based on their test results unless the booking agent has pre-assigned classes prior to arrival, as is the case with closed groups.
- If a student feels their class level is too challenging or too easy, they should speak to their teacher, who will discuss the matter with the Academic Manager. Class changes can be made in genuine cases, but students cannot switch classes without the Academic Manager's consent.
- Please let us know if the student has any special needs before their arrival, so we can accommodate them effectively.
- Classes are kept small, with a maximum of 15 students per group, ensuring a better learning experience.
- Lesson materials are provided by the school, but students should bring their own pens and paper.
- Punctuality is important. Late arrivals disrupt lessons and other students, so students are expected to respect lesson times. Repeated lateness may result in a warning and, in extreme cases, students being asked to sit out of lessons.
- If a public holiday falls during the week, the school ensures the total lesson time remains unchanged by adjusting the schedule.
- Smoking is not permitted anywhere on the school premises.
- Eating and drinking in class is not allowed; students are welcome to use designated areas for this.
- Please help us keep the school clean by using the bins provided.
- The use of mobile phones, cameras, MP3 players, iPods, or similar devices during lessons is not allowed and such items may be temporarily confiscated if used inappropriately.
- Active participation in lessons is encouraged. Students who do not engage in class activities may be referred to the Academic Manager and risk not being admitted back to lessons.
- Students who are absent for more than two days should provide a doctor's certificate.
- Students are expected to respect the school property. Any damage caused due to negligence must be repaired or replaced at the student's expense.
- Students are responsible for their valuables. AM Language is not liable for any loss or theft of personal belongings on the premises. We strongly advise against bringing valuables to school and recommend travel insurance for additional security.
- Students are not allowed to perform any maintenance or alterations to school property. Any issues should be reported immediately to AM Language for proper resolution.
- Students should maintain appropriate attire while on school grounds; indecent clothing or walking barefoot is not allowed.
- Classrooms are reserved for lessons only. Outside of class time, students are encouraged to use recreational areas and keep corridors clear for easy movement.
- Students are expected to respect staff, the premises, and their environment at all times. Excessive noise or disturbances during school hours are not permitted.
- If a student violates these guidelines, the following steps will be taken:
 - A written report will be completed, signed by both the management of the residence and the group leader, as well as the student.
 - The report will be shared with the student's parents or booking agent.
 - In cases of severe misconduct, the student may be asked to leave immediately. AM Language will arrange alternative accommodation for the student at its discretion while awaiting repatriation.
 - Students expelled for misconduct will not receive a refund for their program.
 - Any additional costs arising from the situation will be the responsibility of the student and added to the final invoice sent to the agent or parents.
 - We want every student's time with us to be enjoyable and productive, and these guidelines are in place to ensure a safe and respectful environment for everyone. Thank you for your cooperation!

Apart from your 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.

Leisure Guidelines

- All cultural tours include knowledgeable guides, with one guide assigned to every 53 students, unless otherwise agreed in writing beforehand.
- During activities, we maintain a ratio of 1 adult per 15 students to ensure safety and a smooth experience.
- Changes to excursions or activities can only be made with prior agreement and confirmation at least 24 hours before the start of the program.
- If the Leisure Department needs to make any adjustments to the program, we'll inform the group at least 24 hours in advance. If an excursion or activity needs to be replaced, the substitute will be of equal value. In some cases, excursions/activities may be moved to alternate days to accommodate unforeseen circumstances.
- We kindly ask all students and leaders to arrive promptly at the designated meeting points as shown on the program schedule.
- If students are running late for an excursion, they should notify their local group leader immediately.
- All teenagers are expected to participate in the full activity program, ensuring everyone enjoys the complete experience.
- Transport for excursions/activities will wait for a maximum of 15 minutes for late arrivals. If a student or leader misses the transport, they'll need to make their own way to the destination. If this isn't possible, additional transfers organized by AM Language will incur a charge.
- Students should follow the instructions provided by their group leaders or guides during excursions and remain with the group at all times.
- We encourage students to take responsibility for their belongings during excursions, as AM Language cannot be held responsible for lost or damaged items.
- Please note, lifeguards are not provided for swimming or beach activities unless specifically agreed in writing beforehand.
- Local group leaders will not accompany students on excursions/activities unless previously agreed in writing.
- Activities cancelled at least one week before the event will be refunded in full.

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.

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

Signature of Parent / Guardian

Date _____