



AM LANGUAGE TEENAGE RESIDENCE (HOTEL) 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 in Residence (Hotel) 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 Residence (Hotel) 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.

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 Residence (hotel)

- Please remember that alcohol isn't allowed in the residence. If any is found, we'll need to remove it. Thanks for understanding!
- For everyone's comfort, smoking inside the building, terraces, or balconies isn't allowed. Feel free to use the designated smoking area at the entrance.
- To help keep rooms in great shape, please avoid sticking anything on the walls.
- To keep everyone comfortable, please wear beachwear only in the pool areas or at the beach club.
- For everyone's safety, only registered guests are allowed in the residence.
- If you're between 12 and 17, the curfew is midnight (00:00), unless you're taking part in an organized programme like the 'amsp programme' or one arranged by your group leader before arrival.
- We appreciate your help in keeping your rooms tidy and treating the property with care.

Rooms in Hotel:

- Hotel rooms will accommodate up to 4 students per room, each with their own comfortable single bed.
- Adults and teenagers will not be placed in the same room unless specifically requested, ensuring everyone's comfort and preferences.
- Rooms are furnished with 1 to 4 single beds—no folding or double beds are used in this program, guaranteeing a consistent experience for all students.
- All rooms meet licensing standards based on the number of beds offered, so you can rest assured everything is up to standard.
- Each bed is of the same size and quality, with easy access from the front and at least one side. To ensure personal space, there is a minimum of 40 cm between beds.
- Hotel rooms feature an en-suite bathroom with a shower and toilet, a fully functional air conditioner (operating at scheduled hours), a spacious cupboard for storage, lampshades, and adequate lighting. Additionally, rooms are equipped with clean bed linen and towels proportional to the number of beds, a television, and a telephone.
- Please note that overseas and local telephone lines will be disconnected during the students' stay. Any phone calls made by students must be paid for directly before 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.
- Students staying in residence will be offered a laundry facility through AM Language at a charge.

Security:

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299 Manwel Dimech Street
Sliema SLM1054 Malta
Tel +356 21324242

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- 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 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, desert.

Plenty of bread, water, olive oil and the normal condiments will be supplied at both lunch and dinner.

Packed Lunch: 1 bread roll minimum (crispy roll/baguette, sandwich or ftira) 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.

Menu for hotels which provide dinner at an external restaurant:

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: Choice of one dish consisting of healthy options (Greek Salad, Chicken Caesar Salad, Quinoa Bowl, Chicken Breast + Potatoes) or Pizza (Margherita, American, Funghi, Four Cheeses, Vegetarian, Calzone, Mexican Vegan) or Pasta (Pomodoro, Carbonara, Pesto, Cajun Chicken, Bolognese) or Snack (chicken nuggets, Chicken burger, Cajun Chicken Wrap, Hot Dog) and water

Packed Lunch: 1 bread roll minimum (crispy roll/baguette, sandwich or ftira) 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.

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.

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 _____