



AM LANGUAGE TEENAGE RESIDENCE (SCA) GUIDELINES

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

We're excited to have your students stay with us! To ensure everyone has a comfortable and enjoyable time, here are some simple guidelines:

- 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.
- Only registered guests are allowed to visit. This helps us keep the residence secure for everyone.
- We appreciate you keeping your rooms clean and taking care not to damage the property.
- Please follow the scheduled garbage disposal times posted on the noticeboard to keep things running smoothly.
- Our team will do daily apartment checks, but don't worry – no advance notice is needed!
- If you spot any damage, let us know right away so we can fix it promptly.
- Be sure to check the noticeboard regularly for important updates, including any fines related to rule violations.

Rooms in the Apartments

- Apartments will have between 8-9 students.
- Same-gender students will be placed in the same rooms, but different genders may share the same apartment.
- Adults and Teenagers are never placed in the same room unless specifically requested.
- Rooms will have either two or three single beds.
- Each room has its own bathroom with a shower and toilet, air conditioning, a spacious cupboard for storage, lighting, and bed linen and towels for each bed.

Laundry & Cleaning

- Please keep the kitchen and living areas clean and tidy.
- The apartments (including bedrooms) will be cleaned once a week. Only the kitchen and living room are cleaned every Friday. Bed linen and towels are changed weekly.
- Each apartment is equipped with a washing machine and dryer for your convenience.

Security

- AM Language staff will help ensure everyone follows the guidelines to keep things running smoothly.

- While we work hard to keep everything safe, AM Language is not responsible for any thefts. We recommend that students take travel insurance to cover any potential losses during their stay. Any claims must be supported by a police report from local authorities.
- A €40 refundable deposit per student will be collected when checking in.

Damages

- AM Language will inspect the apartments on the first and last day of stay, as well as before departure.
- If any damage is found, the cost will be deducted from the deposit. If the damage exceeds the deposit, we will provide a written report and cost estimate to the agent, who will then be responsible for covering the additional costs.

Menus for Residence (SCA)

In the event that you have booked the Residence (SCA) including full board, meals will be served at a nearby restaurant as follows:

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.

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 _____

