

Terms and Conditions

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1. General information

These Terms and Conditions form the agreement between International House Malta (the "school") and the student booking a course, accommodation, or any other service (the "student" or "client"). By confirming a booking, whether directly or through an agent, the student accepts these Terms and Conditions.

International House Malta is operated by Business Language Connection Limited, a limited liability company registered in Malta (Registration No. C 27459, VAT No. MT1596-0831). The school is licensed by the ELT Council of Malta (Licence No. 242/MB 09). Registered address: Triq id-Dragunara, St Julian's, STJ 3141, Malta.

All services are provided under Maltese law, and any disputes will fall under the jurisdiction of the Maltese courts.

All deadlines for cancellations, postponements, or other time-limited conditions are calculated according to local Malta time.

2. Booking & Enrolment

Students enrol by completing the school's enrolment form, either directly or through an authorised agent. For under-18s, a signed parental or guardian consent form is required. The school may also request medical or special needs details to provide appropriate support.

After receiving the enrolment form, the school issues an invoice. A booking becomes valid only once the deposit is received, at which point a booking confirmation is sent. Accommodation and transfer details (if booked) are provided closer to arrival, normally about two weeks in advance. Students are advised not to make travel arrangements until they have received the official confirmation.

2.1 Prices and advance bookings

All fees are charged in Euros (€).

Prices are based on the school's current price list. The school normally honours the prices confirmed at the time of booking, even for bookings made well in advance. However, if government taxes or levies increase, or if supplier costs (for example, accommodation providers, transfer companies, exam boards) rise in a way that directly affects the booking, the school reserves the right to adjust the final invoice to reflect only the difference. Any change will be communicated promptly with a clear breakdown.

2.2 Last-minute bookings

Bookings made less than 2 weeks before the start date are accepted subject to availability. Students who have not completed the placement test before arrival must take it at the school. If a student tests late and no place is available in the correct level, they may be placed temporarily in the closest possible level until a suitable class becomes available. Full payment is required at the time of booking.

3. Payments

3.1 Payment terms

Deposit: 20% of the total fees, payable within 7 days of receiving the invoice to confirm the booking.

- Credited towards the final balance.
- If the booking is cancelled, the deposit is applied against the applicable cancellation fee

Balance: Remaining amount payable no later than 14 days before arrival.

3.2 Payment methods

Bank Transfer - Bank of Valletta

Account Name: Business Language Connection Limited (operators of International House

Malta)

Bank Address: Bank of Valletta PLC, Preluna Branch, Sliema, Malta

SWIFT: VALLMTMT

IBAN: MT23 VALL 2201 3000 0000 4001 0251 236

Bank Transfer - Revolut

Beneficiary: Business Language Connection Limited

Bank Address: Revolut Bank UAB, Konstitucijos ave. 21B, 08130, Vilnius, Lithuania

SWIFT: REVOLT21

IBAN: LT69 3250 0359 4824 3835

Revolut Tag: @ihmalta

Other Platforms

TransferMate: <u>ihmalta.transfermateeducation.com</u>

Flywire: <u>ihmalta.flywire.com</u>

When making a payment, please include the Enrolment ID of the student (the last 5 digits of your reference number, which can be found on the invoice, *e.g.* 100/15912/**15987**).

All bank charges must be covered by the sender.

Bookings that are not paid within the deadlines may be cancelled.

3.3 Price adjustments

For information on how prices are applied to advance bookings and may be revised in case of changes to taxes or supplier costs, please see Section 2.2.

4. Cancellations, Refunds, Termination & Postponements

All cancellations or changes must be made in writing (by email or letter). Verbal cancellations are not accepted.

4.1 Cancellation before arrival

- More than 28 days before start date €150 cancellation fee applies, balance refunded.
- 28–14 days before arrival 50% refund.
- Less than 14 days before arrival no refund.

4.2 Cancellation due to visa refusal

In case of visa refusal, students are entitled to a full refund, less a €150 cancellation fee, applicable bank charges, and any additional expenses incurred. The official visa refusal letter must be provided to process the refund.

Students from high-risk countries must book the **Guard.me Multirisk Plus Cancellation** insurance through the school. In such cases, refunds must be claimed directly from the insurer.

Insurance cover applies only if the visa refusal was genuine and outside the student's control. No cover applies where refusal results from missing documents, late application, prior refusals, criminal record, or other factors within the student's control. The school will provide supporting documents to assist with insurance claims, but cannot influence or guarantee the outcome.

4.3 Postponements

- Requests must be made in writing.
- One free change is allowed if requested before the start date.
- Postponed bookings must start within 12 months of the original start date. After that, all fees are lost.
- Once postponed, bookings cannot be refunded if later cancelled.
- A rebooking fee of €50 applies to each extra change after the first request
- The current price list will apply if the new start date is more than 12 months after the original booking date.
- Postponed bookings are also subject to the provisions on prices and advance bookings in Section 2.2.
- Postponements are subject to availability, and the same services may not always be guaranteed.
- Shortening after postponement: postponed bookings cannot be shortened. If a shorter course is requested, the cancelled portion will follow the normal cancellation rules, and no refund will be given for unused weeks.
- Seasonal supplements: if a booking is moved from low season to high season, the high season supplement applies. If moved from high season to low season, no refund of the supplement will be given, and it cannot be transferred or used as credit for other services.
- Special offers: If a booking is made under a specific promotional offer, the terms and conditions of that offer will apply in addition to these Terms and Conditions.

4.4 No-show

No refund

4.5 Termination of the course by the student

If a student decides to stop or shorten their course after it has started, no refunds will be given for tuition, accommodation, or other booked services. Course fees are also non-transferable to another person.

4.6 Termination of the course by the school

The school reserves the right to terminate a student's course or accommodation if the student seriously breaches school rules, visa conditions, or Maltese law. In such cases, no refund will be given, and any outstanding fees must still be paid.

4.7 Visa students

If a student is in Malta on a study visa issued with school documents and their course is terminated (whether by the student or the school), the school must inform the authorities. In such cases, the visa is normally revoked by the authorities, and the student will need to make the necessary travel or immigration arrangements.

4.8 Refund processing

Approved refunds will be issued within 12 weeks of receiving the completed refund request and all required documentation. Refunds are made using the same payment method as the original payment, and all bank or transfer charges are the responsibility of the student.

5. Visas

Students who require a visa to study in Malta are responsible for applying in a timely manner and providing all required documents.

The school will issue supporting documents (such as the letter of acceptance) once the deposit payment has been received. In some cases, full payment may be required before documents are released. All visa documents are issued electronically (signed and stamped PDF). Original hard copies can be provided on request, but courier costs must be covered by the student.

If a visa application is refused, the school's cancellation and refund policy will apply. Students must provide the official visa refusal letter to be eligible for any refund.

Visa students must respect all visa conditions, including the requirement to attend at least 85% of their lessons. Failure to do so may lead to loss of visa eligibility, in which case no refunds will be given. Students who obtained their visa using school documents must note that the primary purpose of their stay in Malta, and the condition of their visa, is to study English at IH Malta.

For students applying for visas, the school can assist with booking an appointment at VFS and checking that documents are in order, for an additional Visa Documents Check Fee. This service is limited to reviewing documents provided by the student against the official list and advising on any missing items. It does not guarantee visa approval. The decision lies entirely with the Maltese authorities. The school is not responsible if students fail to submit the correct documents, forget any paperwork, miss an appointment, or experience delays caused by VFS or other third parties.

We strongly recommend that students book Guard.me Multirisk Plus Cancellation insurance (can be booked through the school), as it includes cover for visa refusals and other unexpected situations. Cover applies only if the student was eligible to apply, submitted all required documents correctly, and the refusal was outside their control.

5.1 Visa compliance

Students who hold a study visa must attend and complete their course as planned. If studies stop for any reason, the school will notify the authorities, and the visa is normally revoked.

5.2 Student visas and work

Any work undertaken in Malta is subject to a valid employment licence/authorisation from the Maltese authorities. If permitted, work must not interfere with the required weekly contact hours or attendance. The school cannot adjust timetables to fit employment. Where work conflicts with studies, the student must prioritise study to remain compliant with visa rules.

5.3 Visa extensions

Students who wish to extend their course while in Malta and require a visa extension must pay the full course fees for the extension before the school issues supporting documents or submits any paperwork to the authorities. Students must allow sufficient time for processing and remain compliant with attendance and visa rules throughout the extension. Accommodation extensions are subject to availability and current prices.

5.4 Refund processing

Approved refunds will be issued within 12 weeks of receiving the completed refund request and all required documentation. Refunds are made using the same payment method as the original payment, and all bank or transfer charges are the responsibility of the student.

6. Course information

6.1 Course schedules and duration

Courses are organised in weekly blocks, with each week consisting of lessons from Monday to Friday. A standard study week includes either 10, 20 or 30 lessons, depending on the course type. The minimum booking is one week unless otherwise stated. Lessons are timetabled between 08:45 and 16:00, and exact schedules are confirmed upon arrival. Students may start on any Monday.

The school reserves the right to adjust lesson times or timetables when necessary to ensure smooth operation or to meet academic or logistical needs.

6.2 Lesson scheduling

Lessons take place from Monday to Friday and may be scheduled in the morning or afternoon. While we do our best to consider preferences, the final timetable depends on availability and cannot be guaranteed. The school cannot guarantee morning or afternoon lessons for any specific course or package.

6.3 Lesson length & sessions

One lesson equals 45 minutes. Group lessons are delivered in 90-minute sessions (two lessons back-to-back). Where reduced hours apply (see "Reduced hours policy"), two-thirds of a 90-minute session is 60 minutes.

6.4 Reduced hours policy

If a class has fewer than 3 students, lessons are adjusted to two-thirds (2/3) of the scheduled class hours, delivered as one-to-one or semi-private tuition.

6.5 Placement test & level requirements

All students must complete an online placement test minimum two weeks before their course start date. This allows the school to plan classes effectively. Students who do not complete the test in time may experience delays in joining their class or be placed provisionally until their level is confirmed. Any lessons missed due to late test completion are not replaced, credited, or refunded.

If the placement test is completed late and the correct level class is full, the student may be placed temporarily in the nearest suitable level until a place becomes available.

6.6 Minimum/maximum class size

Classes normally have a maximum of 15 students and require a minimum of 3 students to run as a group. In exceptional cases, the maximum number may be exceeded slightly for short periods, but the school will always aim to return to the stated maximum as soon as possible.

6.7 Attendance requirements and Certificate

Students must attend at least 85% of their lessons in order to receive a Certificate of Attendance. Students who do not meet this requirement will only receive a Student Report.

6.8 Punctuality

Students are expected to arrive on time for all lessons. Students who arrive more than 10 minutes late at the start of a lesson are not allowed into class and will be marked absent. The same applies after lesson breaks – students must return to class promptly so lessons can continue without disruption. Missed lessons due to lateness are not replaced, credited, or refunded.

6.9 Study comes first

Timetables may be in the morning or the afternoon. Personal commitments, including employment, do not entitle a student to a particular timetable. Refusing an allocated timetable will be treated as an absence.

6.10 Course materials

A class copy of the coursebook is provided for use during lessons and must be returned at the end of each lesson unless otherwise instructed. Students who wish to have their own copy may purchase the book at the reception. Owning a personal copy gives full access to the accompanying **digital materials and online practice resources**, allowing students to continue learning independently. Any other study materials provided by the school are photocopies or handouts, which students may keep. Lost or damaged books may incur a replacement charge.

6.11 Course delivery

As an international language school, classes are designed for students who arrive and leave at different times. Teachers may change during a student's stay, and lessons do not always begin from the start of the coursebook. Learning progress is continuously tracked and supported to ensure continuity through weekly and monthly assessments that all students are required to attend.

6.12 Lateness and early departures

Repeated lateness or leaving lessons early counts as missed time and will reduce a student's overall attendance percentage. Missed lessons are not replaced, credited, or refunded.

6.13 Level changes

Students who wish to change level must first speak to their teacher. The request will then be reviewed by the Director of Studies (or their delegate), who may ask the student to take a progress test. Level changes are only approved based on the academic team's careful assessment and evaluation of each student's overall performance.

If the placement test is completed late and the correct level class is full, the student may be placed temporarily in the nearest suitable level until a place becomes available.

6.14 Holidays for Long-Term Students

Students on long-term courses may request 2 weeks of holiday for every 12 weeks booked.

Holiday requests must be submitted in writing at reception using the Holiday Break Form, at least 2 weeks in advance. Only full weeks (from Monday to Friday) can be booked.

Holiday breaks cannot be booked at the end of the course.

Approved holidays normally extend the course end date. If the student chooses not to extend, the missed lessons are lost and not refunded or made up.

If an enrolment overlaps into the high season as a result of taking holiday weeks, the seasonal supplement applies, based on the actual dates of study.

If a student requests to change the dates of an already approved holiday, a \in 50 rebooking fee applies.

Visa students must ensure that any holiday requests comply with their visa end date.

When a holiday break is taken, both the course and the accommodation bookings are extended by the same number of weeks. This means additional accommodation fees are payable in advance for the extra weeks. The room will be kept for the student during the holiday period and until the new end date.

Unused holiday entitlement is forfeited and cannot be exchanged for refunds, credits, or services.

6.15 Public Holiday Policy

The school is open on most Maltese public holidays. The only days when no lessons take place are Christmas Day, New Year's Day, and Good Friday, when these fall on weekdays. Lessons that fall on these days are not replaced, credited, or refunded.

6.16 Academic integrity

Students are expected to complete assignments, tests, and projects honestly. Plagiarism, cheating, or misuse of translation or AI tools is not permitted. Such behaviour limits genuine learning and may affect the student's progress, assessment results, reports, and certificates. Teachers may refuse to accept or grade work that is not the student's own.

7. Accommodation

availability.

7.1 Villa Belview Residence 18+

Belview Residence is ideal for students who prefer independence and a social atmosphere. Located close to the school, it offers a comfortable self-catering environment with shared facilities and the chance to meet other international students. Belview Residence is available for students aged 18 and over only. Rooms are shared with students of the same gender. Single, twin and triple rooms are offered, subject to

Bathrooms are shared between residents. Booking a single room does not automatically include a private bathroom. Private bathrooms are only available on request, are subject to availability, and may be ensuite or located outside the bedroom but reserved for the student's exclusive use.

The residence is self-catering and operates on a self-check-in basis. Students receive detailed check-in instructions before arrival and must follow them carefully to access their room.

7.2 House rules - Residence

Students must follow residence rules, including:

- Noise: quiet hours after 23:00; no loud music, TV, or parties.
- Guests: No outside visitors or guests are permitted in rooms or common areas.
- Alcohol & drugs: possession or consumption of alcohol or drugs is strictly prohibited.
- Smoking: only allowed in designated outdoor areas (balconies, terraces, roof).
- Smoking inside rooms or tampering with smoke detectors is strictly prohibited.
- Hygiene: food must be stored and labelled properly; kitchens must be cleaned after use; drying clothes on balconies is not allowed.

7.3 Damage deposit & liability

A refundable €50 damage deposit is collected on the first day at school. It will be refunded at the end of the stay if no damage, loss, or excessive cleaning costs are incurred. Charges apply for lost keys (€10), damage to furniture or facilities, misuse of fire or safety equipment, or tampering with smoke detectors, or if the room is left in an unacceptable condition requiring deep cleaning. The school is not responsible for theft, loss, or damage to personal belongings; students should lock valuables in their rooms.

7.4 Facilities & services

The residence includes shared kitchens and dining areas, a lounge, a roof terrace, laundry facilities, Wi-Fi, and air conditioning. Linen and towels are provided and changed weekly. Toilet paper is provided on arrival only; students must replace it themselves.

7.5 Check-in & check-out

• Check-in: Sunday 15:00

• Check-out: Saturday 11:00

Extra nights may be arranged on request, subject to availability, and charged at the published nightly rate.

Students arriving during the night or early morning before the official check-in time need to book the previous night to ensure their room is available. Late check-out without prior agreement is charged as an extra night.

7.6 Utilities

Water, electricity, and Wi-Fi are included within reasonable use. Excessive consumption (e.g. leaving air conditioning on while not in the room) may be charged separately. Wi-Fi is provided, but speed and coverage cannot be guaranteed.

7.7 ECO Tax

Students aged 18 and over must pay the ECO Tax of €0.50 per night, up to a maximum of €5 per stay.

7.8 Cleaning

Bedrooms are cleaned weekly, and common areas are cleaned daily. Students are responsible for keeping their rooms tidy, cleaning up after themselves in shared spaces, and disposing of garbage in designated areas.

7.9 Complaints & changes

If a student is not satisfied with their accommodation, they must report the issue to the school immediately and allow a reasonable time for the complaint to be investigated and addressed. If the school provides a suitable solution but the student still chooses to leave, or if the student moves out without giving the school this opportunity, no refund will be given, and the booking will be treated as a cancellation.

7.10 Operational moves

In case of maintenance or other operational needs, the school may move a student to equivalent accommodation. We will inform the student and assist with the transfer.

7.11 Expulsion

The school reserves the right to remove a student from the residence for serious misconduct, repeated disturbance, or breach of rules. In such cases, no refund will be given, and the student must arrange and pay for alternative accommodation.

7.12 Host Families

Staying with a Maltese host family offers an authentic cultural and language immersion experience. Students can practise English in daily life, enjoy home-cooked meals, and experience local traditions in a warm, family setting.

7.13 Location & travel

Host families are based in different residential areas of Malta. In many cases, students will need to use public transport to travel to and from school. Travel costs are the student's responsibility.

7.14 Arrival & departure

Accommodation is normally booked from Sunday check-in to Saturday check-out. Extra nights may be arranged on request, subject to availability, and charged at the published nightly rate.

7.15 Room types & bathrooms

Host families offer single or shared rooms, shared with students of the same gender unless otherwise requested. Bathrooms are normally shared with the family and other students. Private bathrooms are available only on request at an extra charge, subject to availability, and may be ensuite or located outside the bedroom but reserved for the student's exclusive use.

7.16 Meal plans

Students staying with host families can book:

- *Half Board*: continental breakfast (tea/coffee/juice, toast with butter and a choice of spreads) and dinner (hot cooked meal, dessert or fruit, and drinking water).
- Full Board: continental breakfast, packed lunch (sandwiches, fruit, and mineral water), and dinner.

Meal times are set by the host family and must be respected. Students are expected to inform the family in advance if they will miss a meal. Meals are home-cooked, family-style, and should not be considered restaurant service.

Missed meals are not replaced, credited, or refunded.

Students are not permitted to cook their own meals in host families unless agreed with the family in advance.

7.17 Special diets & allergies

Families can provide vegetarian, vegan, gluten-free, lactose-free, or other special diets for an additional weekly fee of €70. Requests must be made at the time of booking. The school cannot guarantee special diets if not requested in advance.

Many Maltese families have pets. If a student has allergies or other medical concerns, this must be clearly stated at the booking stage so the school can make suitable arrangements.

If a student has not informed the school of dietary requirements or allergies before arrival and the assigned family cannot accommodate them, the school will do its best to arrange suitable alternative accommodation. However, this is subject to availability, and if no suitable alternative is found, no refund will be given.

7.18 Check-in & check-out

Check-in: Sunday from 15:00 Check-out: Saturday by 11:00

Extra nights may be arranged on request, subject to availability, and charged at the published nightly rate.

Students arriving during the night or early morning before the official check-in time need to book the previous night to ensure their room is available. Late check-out without prior agreement is charged as an extra night.

7.19 House rules - Host Families

Students must respect family life and follow household rules, including:

- Meal times and curfews (for students under 18 see section 10).
- Laundry is provided once per week.
- No overnight guests or visitors without permission.
- No smoking inside the house.
- Students must keep their rooms tidy and use shared areas respectfully.

7.20 Family changes

While every effort is made to place students with a suitable host family, circumstances may arise which require a change of family. This may occur before arrival or, in rare cases, during the stay (for example, due to illness or an emergency). In such cases, the school will arrange alternative accommodation of the same standard. If the student refuses a reasonable alternative offered, no refund will be given, and the move will be treated as a cancellation.

7.21 Cleaning & utilities

Families clean the student's room weekly and provide clean bed linen and towels once a week. Laundry is provided once per week only. Extra laundry may be charged separately. Utilities (water, electricity, Wi-Fi) are included within reasonable use. Excessive consumption may be charged separately.

7.22 Wi-Fi

Most host families provide Wi-Fi, but speed and coverage may vary. The school cannot guarantee the quality of the internet connection in host families.

7.23 Air conditioning

Not all host families provide air conditioning. Where available, its use may be subject to an additional supplement, payable directly to the family.

7.24 Expulsion

The school reserves the right to remove a student from a host family in cases of serious misconduct, repeated disturbance, or disrespect of household rules. In such cases, no refund will be given for unused accommodation, and the student must arrange and pay for alternative accommodation.

8. Airport Transfers

8.1 Booking requirements

Airport transfers can be booked through the school at the published rates. Full flight details (airline, flight number, date, time of arrival/departure) must be provided at least 7 days before arrival. Transfer bookings cannot be confirmed without complete flight details.

The school cannot be held responsible if incorrect or incomplete flight details are provided.

Transfers are mandatory for all students booking IH Malta accommodation (Belview Residence or Host Family), as well as for all students under 18, regardless of accommodation type.

Published transfer rates apply to accommodation booked through the school, or to private accommodation in St Julian's and neighbouring areas. Transfers to other locations may incur additional charges.

8.2 Waiting time included

The transfer service includes up to 60 minutes of waiting time from the scheduled flight arrival. Students must contact the transfer emergency number if they cannot locate the driver. Transfers may be shared with other students, and some additional waiting time may be required.

8.3 Delays, missed flights, and refunds

If a flight is delayed, the driver will wait up to 60 minutes. After this, additional waiting time may be charged at the driver's standard hourly rate. For significant delays, missed flights, or changes in arrival details, students must inform the school immediately.

Refunds are only possible if the school is informed in advance and the transfer is cancelled at least 48 hours before the scheduled arrival. The school is not responsible for delays caused by traffic, weather, or other circumstances beyond its control.

8.4 Departure transfers

Students must confirm their departure flight details with Reception no later than Wednesday of the same week. For departure transfers, students must also be ready at the agreed time and place. Drivers will wait a maximum of 15 minutes. If the student is not present, the driver will leave and no refund will be given. The student will then need to arrange and pay for their own transport to the airport.

9. Health, Safety & Insurance

9.1 Insurance requirement

All students must have valid travel and health insurance for the full duration of their stay in Malta. The school strongly recommends Guard.me Multirisk Plus Cancellation insurance (can be booked through the school), which covers medical emergencies, accidents, and visa refusals. Proof of insurance may be requested at any time.

9.2 Liability

The school is not liable for theft, loss, illness, accident, or injury. This applies both inside and outside the school premises, including classrooms, common areas, and reception. Students are responsible for their own personal belongings at all times, even if items are left with school staff or at reception. The school is not responsible for services provided by third-party operators (e.g. excursions, sports activities).

9.3 Emergency procedures & first aid

The school has trained first-aid staff on site and follows emergency procedures in line with Maltese regulations. In the event of illness or accident, students will be assisted to access medical services. Costs of medical treatment are the student's responsibility and should be claimed through their insurance. Medical treatment is provided by licensed practitioners; the school cannot be held responsible for outcomes of medical treatment.

9.4 Illness & attendance

Students who come to school while visibly unwell (e.g. with flu, fever, or other contagious conditions) may be denied entry to lessons to protect the health of staff and other students. Any missed lessons in such cases are not replaced, credited, or refunded.

9.5 Medical conditions

All students (adults and minors) must inform the school at the time of booking of any preexisting medical conditions, ongoing treatment, or allergies. This ensures appropriate support can be provided. The school cannot be held responsible for complications arising from undeclared conditions. The school reserves the right to terminate a booking without refund if undeclared conditions pose a risk to the student or others.

9.6 Accident & incident reporting

All accidents, illnesses, or safety incidents must be reported immediately to a member of staff. Reports are documented and reviewed to ensure appropriate follow-up. The school will take reasonable measures in response but cannot guarantee outcomes beyond what is practicable.

10. Safeguarding Minors (Under 18s)

The school values its younger students and takes their safety and well-being very seriously. We are committed to providing a secure, supportive, and respectful environment for all under-18s. Appropriate supervision is in place during lessons, activities, and transfers organised by the school, and all staff working with minors are vetted in line with Maltese safeguarding regulations. While every reasonable measure is taken to protect our students, parents and guardians remain legally responsible for their children at all times.

10.1 Duty of care & supervision

The school has a duty of care to ensure the safety and well-being of all students under 18. Supervision is provided during lessons, activities, and transfers arranged by the school. Outside these times, students are expected to follow school rules and host family or residence rules. Parents/guardians remain legally responsible for their children at all times.

10.2 Parental consent (minors)

Parents/guardians of students under 18 must provide written consent for emergency medical treatment before arrival. In serious cases, the school will make every effort to contact parents/guardians, but treatment will not be delayed if urgent medical intervention is required. Parents/guardians should also state in writing if they do not consent to staff administering standard non-prescription medicines (e.g. paracetamol, antihistamines) for minor illnesses.

10.3 Restrictions

Students under 18 are not permitted to purchase or consume alcohol or tobacco, or to engage in inappropriate behaviour (including drug use, sexual activity, harassment, or bullying). These rules apply under Maltese law, regardless of the student's home country regulations. Breaches may result in disciplinary action, up to and including expulsion, with parents/guardians informed immediately.

10.4 Accommodation

Students under 18 are housed separately from adult students, either with carefully selected host families or in designated residence areas. Accommodation is chosen to ensure an age-appropriate environment, with placement alongside peers of similar age where possible.

10.5 Curfew & behaviour rules

Curfews for under 18 students are as follows:

- 16-year-olds: Sunday-Thursday 23:00; Friday & Saturday 00:00 (midnight).
- 17-year-olds: Sunday-Thursday 00:00 (midnight); Friday & Saturday 01:00.

Breaches of curfew or other school rules will be reported to parents/guardians. Serious or repeated breaches may result in the student being sent home at the parent/guardian's expense, with no refund for unused tuition, accommodation, or services.

Students are expected to behave responsibly, show respect to staff, other students, and host families, and follow all school and accommodation rules.

10.6 Staff checks

All staff working with minors are required to have Police of Malta (POMA) clearance and safeguarding training in line with Maltese legislation and international standards. The school ensures these requirements are met, but clearance documents cannot be shared for confidentiality reasons.

11. Student Behaviour & Discipline

11.1 Expected standards

Students are expected to behave responsibly and respectfully at all times, including at school, in accommodation, during activities and excursions, and in the wider community while representing the school. This includes:

- treating fellow students, staff, host families, and the local community with respect;
- being punctual for lessons, activities, and transfers;
- speaking English in class and during school activities;
- taking an active part in lessons and activities to support their own progress and the progress of others;
- using phones and other devices in class only when approved by the teacher, to ensure they support learning and do not distract from progress;
- following the school's dress code: neat, casual clothing appropriate for an academic environment, free from offensive images or language.

11.2 Prohibited behaviours

The following are strictly prohibited:

- bullying, harassment, intimidation, or cyberbullying;
- discrimination based on gender, age, race, religion, disability, or sexual orientation;
- vandalism, theft, or misuse of school property or facilities;
- possession or use of drugs, alcohol, or other banned substances;
- plagiarism, cheating, or other dishonest academic behaviour;
- misuse of technology, including inappropriate use of school Wi-Fi, devices, or social media.

11.3 Sanctions

Breaches of the school's behaviour policy may result in disciplinary action, including:

- verbal or written warnings;
- temporary suspension from lessons, activities, or accommodation;
- expulsion from the school and accommodation without refund in cases of serious or repeated misconduct.

Serious misconduct (including drug use, theft, assault, or harassment) will also be reported to the police where required by law.

Plagiarism or cheating may result in academic penalties, including certificates not being issued, and can also lead to disciplinary action.

Disciplinary decisions are made by school management. No refunds are given in the case of suspension or expulsion.

12. Complaints & Feedback

12.1 How to raise a complaint

Students who wish to raise a complaint should first speak to the relevant person (e.g. teacher, activity leader, accommodation provider). If the issue is not resolved, it must be reported to the Director of Studies (for academic matters) or the Accommodation/Student Welfare Officer (for accommodation and welfare matters). Serious complaints may also be escalated to the Head of School. Complaints that reach this stage must be made in writing (by email or official complaint form).

12.2 Resolution process & timelines

Complaints will be acknowledged within 2 working days and investigated promptly. The school will aim to resolve complaints within 10 working days wherever possible. Where more time is needed, the student will be kept informed of progress.

For accommodation complaints, students must allow the school a reasonable time to resolve the issue. If a suitable solution is provided but the student still chooses to leave, or if they leave before the school has had the chance to act, this will be treated as a cancellation and no refund will apply.

12.3 Timing of complaints

Complaints must be raised during the student's stay so that the school has the opportunity to resolve the issue. Complaints raised only after departure cannot be considered for compensation or refunds. Compensation, if applicable, is at the school's sole discretion and only where justified.

12.4 Feedback opportunities

Students are invited to provide feedback during their stay through first-week, mid-course feedback forms and at the end of their stay through final feedback questionnaires. Feedback forms are not treated as formal complaints unless the student clearly indicates otherwise.

12.5 External escalation

If a complaint cannot be resolved internally, students may contact the relevant accrediting body (such as the ELT Council Malta or Eaquals).

13. Certificates

13.1 Certificate of Attendance

A Certificate of Attendance is issued at the end of the course, provided the student has met the school's attendance requirements (minimum 85% attendance) and all course fees have been paid in full.

Attendance is based on the number of lessons actually attended, not simply on the length of enrolment. Students who do not meet the attendance requirement will receive a Student Report only.

13.2 Replacement certificates

Replacement certificates can be issued free of charge on request.

14. Data Protection & Media Consent

14.1 Data protection (GDPR compliance)

The school processes personal data in accordance with the EU General Data Protection Regulation (GDPR). Student data is collected for the purposes of enrolment, course administration, accommodation arrangements, and legal compliance. Data is stored securely and only shared with third parties (e.g. accommodation providers, insurers, authorities) where necessary for the provision of services or to meet legal requirements.

14.2 Use of student data

Student information is retained only for as long as necessary for operational or legal purposes. Students have the right to access, correct, or request deletion of their personal data in line with GDPR. Data may also be shared with relevant authorities (e.g. visa and immigration services, safeguarding bodies) where required by law.

14.3 Photo/video consent

The school may take photos or videos during lessons and activities for marketing and promotional purposes (e.g. website, brochures, social media). Students are asked to indicate their consent on the school's consent form on their first day. For students under 18, written consent from a parent or guardian is required before photos or videos may be used.

Students who have previously given consent may withdraw it later in writing. In such cases, the school will make reasonable efforts to stop future use of the student's image in marketing materials.

15. Force Majeure

The school is not responsible for any failure to provide services, or for services that are disrupted, reduced, or adapted, due to circumstances beyond its reasonable control. These include (but are not limited to): war, terrorism, strikes, natural or man-made disasters, government restrictions, pandemics or public health emergencies, and unusually severe weather.

In such cases, no refunds or compensation will be due. Where possible, the school may provide online alternatives, and this will be considered fulfilment of services.

16. Liability & Legal

16.1 Limitation of liability

The school takes all reasonable steps to provide a safe and high-quality service. However, liability for loss, damage, illness, accident, or injury is limited to the extent permitted by law. The school is not responsible for loss or damage to personal property at any time, including on school premises (such as classrooms, common areas, or reception), nor for services provided by third parties (for example, transport, excursions, or accommodation not arranged directly by the school). Where third-party services are arranged by the school, liability is limited to taking reasonable care in the selection of providers.

The school's total liability is limited to the total fees paid by the student to the school. This clause does not reduce or remove any liability that cannot legally be excluded under Maltese law.

16.2 Governing law & jurisdiction

These Terms and Conditions are governed by Maltese law. Any disputes arising from them will be subject to the exclusive jurisdiction of the Maltese courts.

17. Sustainability & Environmental Responsibility

17.1 School commitment

The school is committed to reducing its environmental impact and promoting sustainable practices across its operations. Wherever possible, we work with suppliers and partners who share our commitment to sustainability and to supporting the local community.

17.2 Student responsibility

Students are encouraged to support sustainability during their stay by:

- recycling and disposing of waste correctly;
- saving energy and water (e.g. switching off lights and air conditioning when not in use);
- reducing single-use plastics and unnecessary waste;
- using refillable bottles drinking water is provided at the school, but students should bring their own reusable bottles.

17.3 Community & culture

The school promotes local culture and businesses, encouraging students to experience Malta in ways that support the local economy and respect the environment.

18. Final Provisions

18.1 Entire agreement

These Terms and Conditions, together with the enrolment form and any specific offer conditions, form the entire agreement between the student and the school.

18.2 Updates

The school may make reasonable changes to these Terms and Conditions from time to time. Updated versions will be published on the school's website and will apply to all future bookings.

18.3 Severability

If any part of these Terms and Conditions is found to be invalid or unenforceable under Maltese law, the remaining provisions will continue in full force.

19. Useful Information



112 Emergency Services



+356 9979 0890 School Emergency Number



Triq id-Dragunara, St Julian's, STJ 3141 School Address



info@ihmalta.com

General Information

Email Contact



Supermarkets Nearby:

- SPAR Express St Julian's Open 24/7
- Miracle Foods 08:00 to 21:00 Monday to Saturday; 09:00 to 19:00 Sunday
- The Convenience Shop (Swieqi) 07:00 to 21:00 Monday to Sunday
- The Convenience Shop (Paceville) 07:00 to 12:00 Monday to Sunday
- Dave's 07:30 to 21:30 Monday to Sunday
- Welbees Supermarket 08:30 to 22:00 Monday to Saturday; 09:00 to 21:00 Sunday
- Wenzhou Asian Supermarket 09:00 to 22:00 Monday to Sunday



Shopping Centre Nearby:

- Baystreet Shopping Complex St George's Bay, St Julian's Opening Hours: 10:00 to 22:00 (Monday to Sunday)
- Mercury Shopping Centre St George's Street, St Julian's Opening Hours: 10:00 to 22:00 (Monday to Sunday)



Pharmacy:

• JV's Pharmacy (Swiegi)

Tel: +356 2137 1062

Opening Hours: 08:30-20:30 Monday to Thursday

08:30-19:00 Friday

Closed on Sundays and Public Holidays

Doctor: Dr Mark Schembri Wismayer (GP)

Potter's Pharmacy (Paceville)

Tel: +356 2136 3244

Opening Hours: 08:30-20:00 Monday to Saturday

Closed on Sundays and Public Holidays

Applications:









Food & Grocery Delivery Services:







Contact Us:

- +356 2138 4139
- © +356 9930 0009
- bookings@ihmalta.com
- ihmalta.com



















