



Agent Manual 2024
Crossing Language Barriers

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ABOUT US

For four decades, inlingua Malta has dedicated itself to providing unparalleled language learning experiences to students worldwide. As a proud member of inlingua international, a network comprising 250 language centers across 30 diverse countries, we adhere to a unified learning method and materials. This consistency empowers learners to seamlessly continue their educational journey at any inlingua center of their choice.

At inlingua Malta, we hold a prestigious license from the ELT Council of Malta and proudly boast accreditation from FELTOM, ensuring our commitment to top-notch education. Furthermore, we serve as a Cambridge Authorized Assessment Exam Centre and have achieved ISO certification for both our Administrative and Educational Management Systems (ISO21001). As the second language school established in Malta and the first with its own premises, we take immense pride in our wealth of experience, unwavering reliability, and pioneering role in shaping Malta's English Language Teaching Industry.

Vision Statement

Experience, Knowledge, Reputation and Quality. At inlingua Malta, we proudly contribute to the global vision of the inlingua Global Franchise. Our mission is to shatter language and cultural barriers by upholding the impeccable pedagogic and service standards synonymous with inlingua. We aspire to create an environment where diversity thrives, fostering mutual understanding and respect worldwide.

Mission Statement

Driven by our commitment to excellence, inlingua Malta employs a meticulous PLAN-DO-CHECK-ACT model. This framework ensures continuous and consistent improvement in our services. Upholding the requirements of ISO21001:2018, we have established a robust quality management system. Our dedicated team undergoes extensive training, ensuring they are equipped to provide outstanding service and unwavering customer support.

Quality Policy

We pledge to meet and surpass customer expectations, reflecting our dedication to delivering exceptional language education and a memorable experience for every student. All stakeholders at inlingua Malta are wholeheartedly devoted to this Quality Policy, aligning our efforts with our business strategy and objectives. Periodic reviews by Top Management ensure this policy evolves in harmony with our organization's needs, a commitment we communicate transparently to all employees and associates.

At inlingua Malta, we don't just teach languages; we build bridges, fostering connections that transcend borders and cultures, creating a world where communication knows no barriers.

ABOUT US

Location

Nestled in the vibrant heart of Sliema, inlingua Malta offers the perfect blend of learning and leisure. Located in a bustling tourist area, our school is surrounded by shopping spots, restaurants, cosy cafés, and banks – all just a short stroll away.

Explore Malta effortlessly with our convenient pick-up and drop-off points for exciting excursions, all within walking distance. The picturesque Sliema promenade is right around the corner, offering a relaxing spot by the sea. For a deeper dive into history and culture, Valletta, our capital city and a UNESCO World Heritage Site, is a quick 7-minute ferry ride away.

Our Facilities

- 20 air-conditioned classrooms
- Interactive Flat Panels
- Study areas
- Wireless internet access
- ISO Certified - Quality Assured
- FELTOM Accredited
- Authorized Cambridge Exam Centre
- Fully Accessible



CONTACT DETAILS

Communication is key, and at inlingua Malta, we're here for you. Whether you have questions, feedback, or just want to say hello, reaching us is simple. You can use any of the following channels to get in touch:

Telephone Number: + 356 2010 2000

Emergency Number: +356 9949 1882

E-Mail: info@inlinguamalta.com

Website: www.inlinguamalta.com

Instagram: [inlingua_malta](#)

Facebook: [Inlingua Malta](#)

Opening Hours

Monday: 8:00 - 17:00

Tuesday - Friday: 8:30 - 17:00

Saturday - Sunday: Closed

inlingua Team

MANAGEMENT	
School Director	maryse@inlinguamalta.com
Operations Manager	philippa@inlinguamalta.com
Financial Controller	luisa@inlinguamalta.com
Head of School	dos@inlinguamalta.com
SALES & MARKETING	
Sales & Marketing Manager	marketing@inlinguamalta.com
Sales & Marketing Executive	sales2@inlinguamalta.com
Sales & Bookings Executive	bookings@inlinguamalta.com
Sales & Bookings Executive	sales@inlinguamalta.com
ACCOUNTS	
Accountant Manager	accounts@inlinguamalta.com
Accountant 's Clerk	accounts2@inlinguamalta.com
ACADEMIC	
Director of Studies Cambridge Centre Manager	dos@inlinguamalta.com
Academic Coordinator Cambridge Examination Secretary	academic@inlinguamalta.com
RECEPTION	
Receptionist	enquiries2@inlinguamalta.com



OUR COURSES

General English

Our General English program is designed to facilitate language acquisition and its practical application in students' daily routines. Our curriculum encourages the gradual improvement of language skills. While priority is given to oral proficiency to improve fluency, our course covers comprehensive aspects including English usage, reading, listening, writing and speaking.

Delivered over five days a week, from Monday to Friday, the course comprises a total of 20 lessons per week. Each lesson is thoughtfully designed to span 45 minutes, collectively totaling three hours of engaging instruction per day.

- 20 Lessons per week - 15 hours per week - 3 hours per day
- Maximum 12 students per class
- Students 13+
- Beginner to Advanced Level (A1-C2)

General English Intensive

Unlock the power of language with Intensive General English! Students elevate their language level with our dynamic General English Intensive program. Designed to accelerate their language acquisition, this course leverages the proven techniques of our General English curriculum, but in a turbo format. They dive deep into language mastery as they perfect fluency, proficiency and control in all facets of English communication.

Delivered over five days a week, from Monday to Friday, the course comprises a total of 30 lessons per week. Each lesson is thoughtfully designed to span 45 minutes, collectively totaling four and a half hours of engaging instruction per day.

- 30 Lessons per week - 22.5 hours per week - 4.5 hours per day
- Maximum 12 students per class
- Students 13+
- Beginner to Advanced Level (A1-C1)

Business English

Our course is meticulously designed to equip students with the art of seamless communication within a professional setting. Students immerse themselves in a comprehensive exploration of business-oriented topics, including meetings, email etiquette, negotiations and executive presentations. These are rigorous yet rewarding sessions that test and hone all aspects of English proficiency, strategically aligned with the demands of the business world.

Delivered over five days a week, from Monday to Friday, the course comprises a total of 20 lessons per week. Each lesson is thoughtfully designed to span 45 minutes, collectively totaling three hours of engaging instruction per day.



OUR COURSES

- 20 Lessons per week - 15 hours per week - 3 hours per day
- Maximum 6 students per class
- Students 18+
- Beginner to Advanced Level (A1-C2)

Junior English

This course ingeniously combines education and fun. Taking advantage of inlingua's abundant resources and our qualified and experienced educators, our young learners engage in age-appropriate, interactive learning. This dynamic approach covers a spectrum of skills, all taught through exciting games and activities.

Delivered over five days a week, from Monday to Friday, the course comprises a total of 20 lessons per week. Each lesson is thoughtfully designed to span 45 minutes, collectively totaling three hours of engaging instruction per day.

- 20 Lessons per week - 15 hours per week - 3 hours per day
- Maximum 10 students per class
- Students from 5 to 12
- Beginner to Intermediate Level (A1 - B2)

English Mini Group

English Mini Group courses are structured General English and General English Intensive classes designed to provide participants with a more personalized learning experience. The group size is reduced to 6 people in the classroom, allowing the teacher to offer more individualized attention.

- 20 Lessons per week - 15 hours per week - 3 hours per day
- 30 Lessons per week - 22.5 hours per week - 4.5 hours per day
- Students +13
- Beginner to Intermediate Level

English Combined

If students aim to maximize their learning experience at inlingua, this course is the perfect choice. By combining group lessons with personalized one-on-one tuition in the afternoon, they can tailor their learning journey to their specific needs. This approach is ideal for those looking to enhance their overall English proficiency while honing specific areas or skills during their private sessions. With a blend of 20 group lessons in the morning and 10 one-to-one lessons in the afternoon, both students and their trainers can address targeted language goals effectively. This proven combination has consistently yielded outstanding results among our students



OUR COURSES

- 30 Lessons per week - 22.5 hours per week - 4.5 hours per day
- Maximum 12 students per class
- Students 5+
- Beginner to Advanced Level (A1-C2)

Crash Intensity Programme CIP® – One-to-One Lessons

Inlingua has developed the 'Crash Intensity Programmes' specifically for individuals seeking a rapid and substantial improvement in their language proficiency within a limited timeframe. This unique course provides students with a full day of personalized instruction, with trainers tailoring lessons to meet individual needs and interests. Active participation is encouraged, ensuring the course aligns precisely with students' expectations.

Our intensive programme boasts a remarkable success rate, with participants acquiring significantly enhanced language skills in a short span. The 'Crash Intensity Programmes' are available in two options: General English and Business English, offering tailored solutions to meet diverse language learning goals.

- 10, 20, 30 or 40 Lessons a week.
- Maximum 1 student per class
- Students from +5
- Beginner to Intermediate Level (A1-C2)

Active Teens Package

The Active Teens Package is perfect for teenagers traveling with family who also wish to socialize with peers in an enriching and fun-filled learning environment. This package includes 20 group lessons per week in General English, combined with afternoon and evening teen activity programs. Led by experienced activity group guides, this package provides an excellent opportunity for teenagers to forge new friendships while engaging in a variety of tailor-made, exciting activities designed specifically for teens and tweens!

- General English
- Welcome and Information Pack
- inlingua Course Book
- Certificate upon course completion
- Daily Lunch Pack
- Student Travel Insurance
- Activity Programme (2 per day)
- Group Guides and Leaders
- Airport Transfers



OUR COURSES

Totally Teens Package

The Totally Teens Package is crafted for young learners seeking to enhance their English skills while indulging in a delightful holiday experience. This package includes 20 engaging group lessons per week, paired with accommodation in an English-speaking host family, providing a cosy home away from home. Accommodation options feature a half board basis in single-sharing rooms, and a full board basis is available upon request. Additionally, we curate an exciting leisure programme, guaranteeing that students relish the best of Malta's offerings while socializing with peers from around the globe and forming lasting friendships.

- General English
- Welcome and Information Pack
- inlingua Course Book
- Certificate upon course completion
- Daily Lunch Pack
- Student Travel Insurance
- Activity Programme (2 per day)
- Group Guides and Leaders
- Airport Transfers
- Accommodation

SMART Study Programmes

These programs allow students to develop their English skills in a unique way. They combine most of the courses we offer, providing students with a diverse learning experience. General English, Intensive General English, and Exam preparation are included in these long-stay programs. Students will need to have a certain level corresponding to the number of weeks they book.

- General English / General English Intensive / Exam Preparation Course
- Welcome and Information Pack
- inlingua Course Book
- Certificate upon course completion
- Airport Transfers
- Accommodation can be included.



EDUCATIONAL GRANTS

Bildungsurlaub (Germany)

"Bildungsurlaub" in Germany refers to educational leave, which allows employees to take paid time off work for educational purposes. Each federal state in Germany has its own regulations regarding Bildungsurlaub, so the specifics can vary. Employees can attend educational courses during this leave period to enhance their skills or knowledge.

Erasmus+ Programmes

The Erasmus+ program is a European Union initiative that provides funding opportunities for education, training, youth, and sports activities. It aims to enhance skills, employability, and personal development, while also promoting cooperation and mobility among organizations and individuals in different European countries.

Erasmus+ provides funding for various projects, and the application process and eligibility criteria can vary based on the specific type of project. It's advisable to refer to the official Erasmus+ website or contact the National Agency in your country for detailed and up-to-date information on the available opportunities and application procedures.

ACCOMMODATION

Host Family Accommodation

Inlingua takes great care in selecting host families, meticulously inspecting each one. Our staff adheres to a comprehensive checklist of amenities and conditions set forth by the Malta Tourism Authority, ensuring families meet our rigorous standards. We guarantee that all host families are conveniently located, within walking distance or a short bus ride from the school. The island-wide public bus service is efficient, making transportation seamless. Students can purchase Weekly Travel Cards from our reception or bus ticketing machines across the island.

Host Family Room and Board Options:

- Single Room (limited availability during peak season)
- Shared Room
- Half-board: includes breakfast and dinner
- Full-board: includes breakfast, packed lunch, and dinner

Students Receive:

- Continental Breakfast: tea, coffee, juices, milk, bread, toast, rolls, ham, cheese, cereals, and jam.
- Packed Lunch: sandwiches, fruit, and water or juice. Freshly made sandwiches with varied fillings.

- Dinner: starter, main course, dessert, and mineral water, all shared with the host family.
- All rooms are equipped with beds, wardrobes, desks, chairs, and mirrors.
- Regular cleaning of rooms, with bed linen and towels changed periodically.
- Host families provide washing detergents for students' light washing or offer the use of their washing machines for students staying more than one week.
- Students may be required to handle their own washing in some cases.
- Host families are not responsible for ironing students' clothes.
- While internet access is not guaranteed, families offering this service may charge a recommended fee of no more than €5 per week.
- Students must obtain permission from the host family to use the kitchen. Families are not obligated to provide kitchen access.

Sliema Shared Self-Catering Apartment:


Situated just a few minutes away from the school, the Sliema Shared Apartment option is ideal for adult students (18+) planning to stay for 4 weeks or longer. These accommodation options offer everything necessary for a comfortable and extended stay. Students can experience communal living in triple rooms with shared bathrooms (used by a limited number of students to comply with legal regulations), a fully-equipped kitchen, and washing machines.

Facilities Include:

- **Double and Triple Bedrooms:** Some with en-suite bathrooms.
- **Bed Type:** Single beds for each student.
- **Check-in/Check-out Service:** Hassle-free arrival and departure process.
- **Cleaning:** Rooms are cleaned before student arrival, and a deep clean is conducted several times per week. Common areas and living spaces are also regularly cleaned.
- **Bed Linen:** Provided and changed weekly.
- **Towels:** 2 towels are provided for each student.
- **Washing Machine:** Available for Students' Use at an Additional Cost
- **Utilities:** Water and electricity bills are included in the price.
- **Communal Kitchen:** Fully equipped for students' cooking needs.
- **Free WIFI:** Stay connected during your stay.

Campus Hub

inlingua Malta proudly collaborates with Campus Hub to offer students an unforgettable experience. Upholding our commitment to quality, our accommodation services redefine the student living experience, ensuring that learning is not just memorable but also comfortable, safe, and enjoyable. It's the best long-term students can ask for!



Located in the nearby town of Msida, just a 25-minute bus ride away with excellent public transport connections, Campus Hub offers an ideal proximity for students. Moreover, students can effortlessly walk, bike, or scoot to school through safe bike lanes and walking paths.

Bus Route Numbers: 13, 13A, 14, 16, 25, 31, 233, 238

Emergency Phone: +356 79058834

Website: www.campushubmalta.com

Student Accommodations: Hostels, Guesthouses, and Apartments

Discover a range of student-friendly accommodations conveniently situated within walking distance of the school. Choose from our carefully curated selection:

- PreLuna Hotel
- Hotel 1926
- The Palace
- The Victoria
- Kennedy Nova
- Plaza Regency
- Corner Hostel
- Blue Bay Apartments
- Ta'Tereza Hotel Boutique



LEISURE PROGRAMME

At inlingua Malta, we pride ourselves on offering a diverse range of excursions and activities suitable for all age groups. Our programme includes morning, afternoon, and evening options, ensuring there's something for everyone. Additionally, students can avail special rates on tickets for various attractions across the island.

Pre-booking activities prior to arrival grants students the flexibility to plan their lessons and leisure time effectively.

Adult Activities:

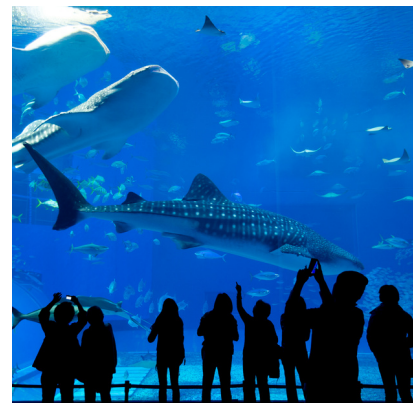
Dive into Maltese culture with visits to iconic locations like Valletta, the capital city, and the enchanting Mdina, often referred to as The Silent City. Explore historical marvels such as The 3 Cities & The Neolithic Temples, The Malta Experience, and The Hypogeum. Delight in the scenic beauty of Gozo on our Gozo Scenic Tour and immerse yourself in immersive adventures with Malta 5D. Cruise the picturesque harbors, hop on our Hop On & Hop Off Bus Tour, or uncover the charm of Malta by Night. For an unforgettable experience, embark on a full-day excursion to Sicily, among other thrilling activities.

Other Activities:

Engage in an array of exciting activities, including horse riding, a visit to Popeye's Village, exploring the wonders of the National Aquarium, kayaking, scuba diving, sailing, archery, golf, tennis, squash, and laser tag games. Unwind with movie nights, beach barbecues, virtual 3D games, boat parties, and wine tasting events, among many others.

Junior Activities:

Designed for our young adventurers, our junior activities feature thrilling visits to Splash and Fun Water Slide Park, Mediterraneo Marine Park, and Popeye's Village Theme Park. Engage in exciting treasure hunts, enjoy bowling, and experience the excitement of paintball matches.





AGENT INFORMATION

Agents engage in a contractual agreement with Kudos Ltd., the operators of Inlingua Malta. The agent's contract and commission rates should be understood in conjunction with the following guidelines and the specified Terms and Conditions.

Booking Procedure:

1) The agent will contact a member of the booking and reservation team. It is crucial that the agent maintains communication with one designated person to avoid misunderstandings. The agent can inquire about the following:

- Prices
- Course availability
- Accommodation availability
- Packages
- Extra services such as insurance, airport transfers, leisure programs, etc.
- Making a booking.

2) The booking and reservation team will respond to the agent within a maximum of 1 working day. The assigned team member will provide all the requested information and continue the communication if necessary.

3) Depending on the requirement, the agent needs to provide specific documents:

- For quotations: The agent must specify the type of services, dates, and duration of stay. This information helps the team provide accurate details.
- For bookings: The agent must specify the type of services, dates, and duration of stay. Additionally, documents from the student, such as a copy of ID/Passport, email address, and any extra required documents, must be submitted.


4) Upon confirmation of the booking, the booking and reservations team will send three documents to the agent:

- NET Invoice
- GROSS Invoice
- Student Confirmation Voucher
- Additional documents, such as insurance details and transportation confirmation vouchers, will be sent based on specific requests.

The booking and reservation team does not assist with flight tickets. The agent must bear in mind that traveling to Malta is the responsibility of the student.

Payment and Invoicing:

- Upon enrolling a student, the Agent is responsible for collecting the necessary payment from the client, unless otherwise agreed with the school.
- The Agent must inform the School in writing via email.

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- The School will confirm the receipt of the booking and ask any relevant questions within 2 working days.
 - An invoice for pre-payment of the requested services will be issued by the School within 2 working days of finalizing the booking.
 - inlingua will send an invoice together with accommodation details upon placing a finalized booking. Invoices are NET to inlingua; GROSS invoices are issued only upon request.
 - The Agent should provide full payment details to the School via email.
 - Complete arrival and departure details of the client must be sent at least 10 days prior to the client's arrival.
 - All invoices must be settled 30 days before the start of the client's course or services booked.
 - A 25% deposit is to be settled on bookings within 5 days of booking.

Fees:

- Agents must familiarize themselves with the current fee structure of the School as indicated in the inlingua Malta Price list.

Advertising and Promotions:

- The Agent must obtain prior approval from the School before publishing any advertisement. Corporate design photos and advertising material can be provided upon request through our Marketing Dept.
- Published fees by the Agent should align with the fees published on our website, unless agreed upon in writing by the School.

Promotional Materials and Training:

- Promotional materials in English, such as brochures, posters, and agent manuals, will be provided free of charge to the Representative to assist in counselling and recruiting efforts.
- On attending a promotional event or a familiarization trip at our School, our Sales representatives will make every effort to schedule a training session via Google Meet or on-site to present an informative presentation and address any questions or concerns.

School Obligations:

- The School guarantees to run all courses or provide services published and advertised in its printed or virtual media. If there are not enough students enrolled, the course automatically runs as a private course with reduced lessons.
- The School ensures the delivery of a quality service in line with the confirmed application of each visiting client.

- The School agrees to pay the Agent the Commission according to the Commission Structure issued in conjunction with the Agent's Contract and Manual. Commission is NOT payable on Enrolment fees, Airport Transfers, Books, and Accommodation in hotels or apartments; and is payable once the student leaves.

ACCOMPANYING DOCUMENTS

All necessary documents are available in our agents' area on Google Drive. Kindly share the following documents with all students who book a course and accommodation through your agency:

Website Link: [Agent Info Media Pack](#)

Upon confirmation of booking, please ensure your clients receive the following documents:

- Student Information Pack
- Before You Arrive Letter
- Registration link and Online Test Procedure (www.inlinguamalta.com/registration-form)
- Terms & Conditions
- For students under the age of 18, a consent form must be signed

In the case of minors (all students under the age of 18 years), parents must sign and return the "Under 18 Parent / Guardian Consent Form" (Kindly forward this to our inlingua sales personnel handling your students' bookings).

For accommodation booked with a Host Family or in Residence, we have provided guidelines for students. These details contain essential information about living conditions and regulations. Guidelines are provided to the students via the Student Confirmation Voucher issued by the sales department.



TERMS & CONDITIONS

Payment Terms

Upon confirmation of booking and receipt of invoice, a 25 % deposit must be made by Bank Transfer, Credit Card or Secure Online Payment via Flywire as follows:

Balance to be settled 3 months prior to arrival date. From 3 months prior to arrival date:

Full payment within seven (7) days of confirmation of booking

Payment by Bank Transfer:

Bank Address: Kudos Limited,

HSBC p.l.c. (Malta)

High Street, Sliema, SLM 1632, Malta.

Account Number: 006256218001

Swift Code: MMEBMTMT

Sort Code: 44060

IBAN No: MT08MMEB44060000000006256218001

Payment by Payment Link:

All credit card payments will be processed securely through our online payment portal – Flywire. To make a payment, visit inlinguamalta.flywire.com and follow the steps 1-6.

Payment by Cheque (Euro) - For Local Agents Only:

Cheques should be made payable to Kudos Limited and sent to:

92, inlingua School of Languages, Tigne Towers, Tigne Street, Sliema SLM 3172.

Failure to comply with the payment terms described on the application form and enrolment procedures will result in the cancellation of the application.

Cancellation Fees / Refund Policy:

- 30 days prior to arrival date: Full refund (excluding non-refundable charges/
*cancellation fees for accommodation)
- 14 days prior to arrival date: 75% of the invoice (excluding non-refundable charges/
*cancellation fees for accommodation)
- 7 days prior to arrival date: 50% of the invoice (excluding non-refundable charges/
*cancellation fees for accommodation)
- 3 days prior to arrival date: 25% of the invoice (excluding non-refundable charges/
*cancellation fees for accommodation)
- Cancellation 2 days prior to arrival: No refund
- "No shows": No refund

*Hotel Accommodation - cancellation 1 month prior to arrival - no refund

Upon quote, Host Family Accommodation

will only be made available for the first 48 hours following a request.

In cases of illness or holidays planned through the duration of the course, the

head of school needs to be informed. Lessons missed for this reason will not be replaced or refunded.



Visas

Students travelling on a VISA must plan ahead and check with their local Maltese representation regarding VISA application timings. Inlingua Malta will issue a Confirmation letter, a Proforma Invoice, and a Letter of Acceptance for Visa application upon full payment of the invoice. A €45 charge applies for Visa assistance, and any additional costs will be incurred by the student. Student documents should be sent by courier.

Cancellations after VISA Refusal

In the event of a VISA refusal, cancellations must be made in writing within three (3) days of receiving the refusal document sent by the issuing Embassy/Authority. Refund policies apply as follows:

- 7 days prior to arrival: 3 days host family/ Residence accommodation/ full stay hotel accommodation + *non-refundable charges
- Less than 7 days prior to arrival: 1-week tuition + 1-week host family/Residence accommodation/ full stay hotel accommodation + non-refundable charges

(*Non-refundable charges include registration/Visa Assistance/Courier/Admin fees).

Cancellations or Shortening of Courses after Visa Issuance

No refunds are granted to students who fail to arrive or who are absent during their course. Periods of absence are not compensated with free extensions at the end of the course. In the case of students being granted a visa, non-arrivals, late arrivals, and periods of absence will be reported to the immigration authorities. For all other reasons, cancellations must be made in writing, and the following cancellation charges apply:


- Between 1 - 21 days prior to arrival date: 4 Weeks tuition and Accommodation fees, Registration fee, and Administration charges will be retained.
- Cancellation of courses after arrival date: No refund will be given.
- Shortening of courses after arrival date: No refund will be given.
- "No-shows": No refund will be given.

Postponement of Courses

Between 14-21 days prior to the course start date, if the entry visa application approval is still pending, students can opt to postpone their course to a later starting date within the current year against a fee of €145. On confirmation of Visa approval, the cancellation policies above apply.

Online Placement Test

- **Adult Students:** It is mandatory for adult students to complete the online placement test before their arrival at Inlingua Malta. Access the test at [Online Placement Test](#). Failure to do so will necessitate taking the test on the first day of school, possibly resulting in the loss of the first two lessons. No refunds will be issued for missed lessons.

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- **Junior Students (5-12 years old):** Junior students will receive a digital test. Alternatively, they may be assessed on their first day of school.

Airport Transfers

- To ensure efficient airport transfer service, complete flight details are required at least 7 days before arrival. Details should include the flight number, arrival and departure times, airline, and point of origin. Failure to provide this information within the specified timeframe will render students ineligible for refunds in case of missed transfers.
- Airport transfer fees include a maximum of 1 hour waiting time. In the event of a flight delay exceeding 1 hour, students will incur an additional charge of €15 per hour, pro-rated for their first day at school.

Child Supervision and Unaccompanied Minors

- The Child Supervision Supplement is obligatory for students under 12 years of age residing with host families. Junior Packages include 24-hour supervision, while students travelling with accompanying adults are supervised during school hours.
- Unaccompanied minors aged 7-14 travelling alone must coordinate with their airline regarding applicable unaccompanied minor fees during flight bookings. Failure to fill in the “Unaccompanied Minor Form” and pay the necessary charges will result in travel restrictions. Proof of payment must be provided upon booking confirmation.
- An airport supervision charge of €40 per way applies to unaccompanied minors. An inlingua representative will meet the minor student upon arrival, accompany them, and wait with them during departure check-in before handing them over to an airline representative.

Host Families Arrivals/Departures and Curfew

- Students lodged with host families should arrive between 11:00 and 23:00 and depart before 15:00. Rooms must be vacated if departure occurs after 15:00. Arrivals and departures outside these times should be arranged upon confirming flight details, and extra nights will be charged accordingly.
- Curfew times: Students aged 13-15 should be home by 22:00, while those aged 16-17 should return before 00:00.

Parent/Guardian Consent Form for Students Under 18

- The “Parent/Guardian Consent Form,” provided by our Sales Department during the application process, must be completed and signed by a parent or guardian. inlingua Malta cannot assume responsibility for unaccompanied students under 18 without the relevant form.



Local Government Taxes, Customer Care, and Assistance

- Any additional taxes introduced by the Maltese Government in 2024, if applicable, are the responsibility of the student.
- The inlingua Malta team is readily available to assist students and address any concerns during their stay.
- Feedback forms are accessible at the reception. Students dissatisfied with any aspect of their course, accommodation, or leisure activities can report their concerns verbally or in writing. inlingua Malta will not entertain complaints after a student's departure unless previously communicated as specified above.

Environment Contribution Tax, Attendance, and Code of Conduct

- Guests above 18 years, including foreign visitors, must pay an environmental contribution of €0.50 per night (up to a maximum of €5) for continuous stays in the Maltese Islands, including Gozo. This contribution applies to various accommodations, including hotels, guesthouses, self-catering apartments, B&Bs, and host families.
- To receive a certificate of attendance, students must attend a minimum of 80% of scheduled lessons. Falling below this attendance threshold may result in dismissal from the program. Visa students failing to meet the required attendance level will be reported to immigration authorities.
- Dismissal Policy: inlingua reserves the right to expel students for misconduct within the school, accommodation premises, or elsewhere. Students living with host families must adhere to curfew times. Failure to comply with local laws and regulations may lead to expulsion. No refunds will be provided in cases of expulsion. Any additional travel costs due to expulsion are the responsibility of the student.

Courses, Books, Reduced Lessons

- Course fees are non-transferable to third parties. Credit towards courses must be utilized within a calendar year. Business English students requesting an APP book + kit must cover the price difference locally. Prepaid courses are calculated based on the lowest book price.
- In instances where only 1 or 2 students enroll in an exam preparation course, inlingua will reduce the number of lessons from 30 to 20.

Force Majeure:

- inlingua Malta is not liable for failure to fulfil obligations due to causes beyond its reasonable control. Such causes may include but are not limited to war, civil strife, industrial disputes, terrorist activities, natural or nuclear disasters, unusually adverse weather conditions, and other events stipulated by the legal framework.



Insurance/Liability and Data Protection:

- Students must possess adequate health, accident, and travel insurance. It is recommended to insure personal belongings like cameras, iPads, and laptops before arrival. This insurance should be obtained in the student's home country.
- inlingua Malta is not responsible for loss, damage, or injury to persons or property. Student travel insurance is available for purchase from inlingua Malta. Minors under 18 must acquire student travel insurance from inlingua Malta or provide a copy of an Insurance Certificate to the reservations team before arrival.
- Students are required to provide passport/ID card copies and visa information. They must also update contact details and next of kin information promptly. Students can request the deletion of personal data from our administrative systems upon completing their course.

Public Holidays

Public holidays observed by inlingua Malta include: 1st January, 10th February, 19th March, 29th March, 31st March, 15th April, 1st May, 7th June, 29th June, 15th August, 8th September, 21st September, 8th December, 13th December, and 25th December. While most lessons falling on public holidays during weekdays will be rescheduled throughout the rest of the week, the school is not obligated to do so.

Leisure Programme

inlingua Malta reserves the right to modify the leisure programme due to weather conditions or unforeseen circumstances beyond our control. No refunds or changes can be accommodated for prepaid activities included in our programmes.

Photography, Filming & Sound Recording

During a student's stay, the school may capture photos, videos, or audio recordings for promotional purposes, both in print and online. Any student unwilling to participate in such activities should express their preference at the time of recording, photographing, or video shooting. If a student wishes to abstain from being recorded or photographed or requests the removal of such material, inlingua Malta will make efforts to permanently delete the content.

Data Protection

Student details will be stored on computer-based administrative systems in compliance with data protection laws. inlingua Malta is registered with the data protection authorities. Provided information may be shared with government agencies for fraud detection or immigration purposes. It is imperative for students to provide their passport/ID card copies and visa information. Any changes to contact details or next of kin must be promptly communicated to us. Students can request the deletion of their personal data from our administrative systems upon completing their course.

FEEDBACK

Feedback is a crucial component of learning and growth, whether in personal or professional settings. Feedback allows individuals to receive constructive criticism, identify areas of improvement, and understand what they are doing well. It also helps to promote communication, collaboration, and accountability.

That is why it is very important that you give us your point of view and you can do so in different ways:

- Feedback forms
- Email us
- Direct communication with the team
- Social media
- Instant messaging
- **You can also leave us a review on Google**

Social Media

Stay connected and never miss an update! Follow our social media pages today and be the first to know about our latest news, events, promotions, and exclusive content. Our social media channels are the perfect way to stay engaged and informed about everything related to our brand, products, and services. We share exciting photos, videos, and posts that you won't find anywhere else, so don't miss out! Join our community of followers and experience the best of what we have to offer. Follow us now. We can't wait to connect with you!



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