



## ***Gateway School of English GSE Junior Programme (12 to 17 years) Terms & Conditions***

At Gateway School of English we strive to make your English language learning experience with us a memorable one. Your accommodation (homestay or residence), tuition, as well as the social programme (activities), which are all organised by the school, are an integral part of your English language stay in Malta. You are therefore requested to carefully read the guidelines below. Should you require any clarifications regarding any of the below mentioned guidelines/terms please do not hesitate to contact us by e-mail [info@english-malta.com](mailto:info@english-malta.com)

### Junior Homestay / Host Family accommodation guidelines:

The majority of our host families are located within 10 to 20 minutes' walking distance from the school. Students staying with host families which are located within more than 20 minutes' walking distance from school will be provided with school transport.

Students staying with host families should be aged 12 years and over. Special arrangements for younger students can be made and confirmed by the school.

Students are placed in shared twin or triple rooms. The school ensures a good mix of nationalities in host families however single nationality placements cannot be guaranteed.

Students staying in shared rooms will always share a room with students of the same sex. No student will be allowed to share the room with a student of the opposite sex.

Host parents are normally at home throughout the students' presence, however this cannot be guaranteed.

Students on full board basis are entitled to:

- breakfast – this includes at least fruit juice, cereal, fresh bread or toasted bread, jam, slices of ham/cheese, a hot drink (tea or coffee), and free flow of water;
- lunch – packed lunch consisting of 1 large bread roll, fruit, a sweet dessert (chocolate bar or croissant) and a cold drink (water or fruit juice);
- dinner – consisting of a warm meal, a dessert such as ice-cream or seasonal fruit, and free flow of water.

Special dietary requirements are to be communicated upon booking and confirmed by the school.

Students are not allowed to use kitchen appliances without the permission of the host parents.

Provision of house keys to students is at the discretion of the host parents.

Students are not allowed to leave the host family after returning home from evening activities unless they ask for permission from the school's staff. Host families will inform the school immediately should students fail to return home after evening activities.

Students are expected to keep their rooms tidy and be considerate when living with host families. Any damages caused by the student will have to be paid for in full before departure.

The school is not responsible for any valuables carried by the student in the event of loss of or damage to such valuables. It is advised that students keep their valuables locked in their suitcase throughout their stay in Malta.

Students are not allowed to invite friends or colleagues to the host family's house without the permission of the host parents. Students cannot organise parties in the host family's home. Excessive noise is not allowed and any disturbance to public peace will result in immediate expulsion.

Most of Gateway's host families provide free Wi-Fi however this is not standard as some host families charge a minimal fee for the use of Wi-Fi. It is recommended that students check the host family details which will be provided to the student upon booking. Any Wi-Fi charge and cost will be included in the host family details.

Host families normally provide a free laundry service for a reasonable number of clothes.

Host parents will show the way to school / school transport pick up point (when transport is needed) to students on the first day of school, as well as the meeting point for activities' transport.

Host family details are provided to the student (by the agent in case of bookings received through agencies) upon booking. Details include the full names and surnames of host parents, the number of family members, full address and contact details of the host parents, indication of any pets in the house, as well as the distance from the host family to the school. Host family details may also contain photos of the bedrooms and common areas in the house. You are advised to read the details carefully.

If a student wishes to change his/her host family during his/her stay in Malta for a valid reason, the school will do its best to accommodate the student's request if an alternative accommodation is available at the time. Student wishing to change their accommodation are requested to put forward their complaints by approaching the accommodations manager, a staff member or group leader (in the case of students travelling as part of an organised group).

Students will be expelled immediately without any warning and sent back home without any refund if they are found under the influence of alcohol in the host family's house or in possession / under the influence of illegal substances. All repatriation expenses will be incurred by the parents.

Smoking is not allowed in host families.

#### Junior School Residence accommodation guidelines:

There will be a maximum of 4 students per room. All beds are single beds and are kept apart/separate (they do not touch).

All residence rooms include an ensuite bathroom with shower and toilet. Rooms are not fully air-conditioned but have ceiling fans.

All bedrooms and bathrooms are cleaned every day and bed linen is changed once a week. Towels are supplied and changed everyday.

Only students of the same gender are allowed to share the same room.

Students will be expelled immediately without any warning and sent back home without any refund if they are found under the influence or in possession of alcohol in the rooms or in possession or under the influence of illegal substances. All repatriation expenses will be incurred by the parents.

Smoking is not allowed in the residence.

Students will not be allowed to go around in beachwear while on the residence premises.

Students are not allowed to invite guests in the rooms and are not allowed to congregate in each other's rooms. Excessive noise is not allowed and any disturbance of public peace will result in immediate expulsion.

Furniture in bedrooms cannot be moved. Any damage caused to furniture will have to be paid for in full before departure. A damage deposit is to be paid on arrival and kept in the hotel safe. The deposit is returned on departure if no damages are found in the room. The hotel also reserves the right to deduct compensation to be given to any guest/neighbour who seriously complains about disturbances caused by the students.

Curfew times for students staying at the residence/hotel (not when on the organised school social programme) are as follows: Monday to Sunday until 23:30 hrs.

There will always be a group leader 'on duty' during the night to ensure that students abide by the curfew times and that there will not be any disturbance to other residents throughout the night. Failure to comply with both curfew times as well as the rules of the residence will result in immediate expulsion.

Meals:

- breakfast is buffet and consists of tea/coffee, variety of bread (toasted or fresh), variety of cereals, variety of hams and cheese, milk, butter, jam and other spreads, variety of juices and fruit and free flow of water;
- packed lunch consists of 1 large bread roll, fruit, a sweet dessert (chocolate bar or croissant) and a cold drink (water or fruit juice);
- dinner is also buffet with a choice of starters, main course and desserts as well as free flow of water.

#### Leisure / Social Programme guidelines

Students are accompanied by school group leaders during all activities. There is 1 group leader assigned to every 15 students.

A fully licensed guide is provided during cultural excursions and visits to historical attractions.

The school reserves the right to make changes to the leisure programme due to weather conditions or any other reasons beyond its control. If an excursion has to be replaced by another excursion, the school will inform the students and/or the group leader leading the group at least 24 hours before the excursion, and another excursion of an equivalent price will be provided instead.

Students are requested to be punctual for excursions and to be at meeting points at the appointed times. Late arrivals will be left behind and no compensation will be provided to students who miss excursions.

Students are requested to follow the group leaders' instructions when on school organised activities.

The school will not be responsible for damage or loss of students' possessions during activities.

The school ensures that all operators/suppliers of activities (such as transport, boat companies, attractions etc.) are fully licensed by the relevant authority and are fully covered by an insurance policy. The school always keeps a copy of the most recent insurance policy as well as a copy of the license.

## Tuition guidelines

The placement test is always held on the first day of school to ascertain the level of the student.

An academic manager is always present on the school premises during classes and students are encouraged to discuss any academic matters with the manager on site. Should a student wish to change the level he/she is encouraged to approach the academic manager. After discussing the matter with both the student as well as the teacher the academic manager will give the consent to the student to change his/her group. Students are not allowed to change class unless they have the permission from the academic manager.

The school is to be informed of any special needs or learning difficulties of students prior to arrival.

The maximum number of students per class is 15.

Course material is provided by the school however students need to bring with them writing material i.e. pens and paper.

Teachers have a right not to accept students in class if they are more than 15 minutes late.

If a public holiday falls on a weekday, lessons will not be recovered on other days; however students will be given a free beach trip activity in the morning as a form of compensation.

Students are encouraged to participate in lessons. Students who disrupt lessons will not be accepted in class and will be reported to the academic manager who will take necessary action.

Students are advised to walk around the school premises decently dressed. Walking barefooted & beachwear is not permitted.

Damages caused to premises or the school property will have to be paid for in full by the student before departure.

## General Terms & Conditions:

### Medical Emergency

In the event of medical treatment being required by the student during his/her stay in Malta (as in the case of illness or injury), the parents shall give full consent to the school to decide on the best medical treatment/care for the student, as deemed most appropriate by the school based on advice from local medical professionals. It is strongly recommended that the student has an adequate insurance policy that covers all medical expenses and related costs such as transport to and from hospital and assistance by the school's representative/staff. Students who are non EU citizens must be covered by an adequate medical insurance which would cover hospital inpatient treatment costs.

### Booking terms

Please use the enrolment form provided by us for booking. Your booking with the school is binding as soon as you receive the Letter of acceptance guaranteeing your course and accommodation. As a rule, you will receive confirmation of your booking within the next working day.

### Payment Terms

Bookings received directly from students are subject to a 25% non-refundable deposit. The outstanding balance must be paid at least 4 weeks before the student's arrival. Payments may be effected either by bank transfer or by credit card (credit card payments are subject to a 5% surcharge). Bank account details may be found on the client's invoice.

## Cancellation

### Cancellation Policy

All cancellations must be made in writing and are subject to the following:

- There are no cancellation fees if the cancellation is received earlier than four weeks prior to arrival.
- In the case of cancellations made less than four weeks prior to arrival there is a cancellation fee of 50% of the tuition and accommodation fees.

## Liability

The school will not be held liable for loss, damage or injury to students or their property.

## Complaints

In the event of a dispute between an individual student and the School, procedures are in place to facilitate the resolution of the dispute. Any complaint should be first made to the GSE School Principal. Each complaint will be fully investigated. If the matter is not resolved the student should complain in writing during the duration of the course. GSE cannot be held liable for any complaint received after the student's departure.

## Photography & Filming

Students may be filmed and photographed during classes and activities and photos can be published on social media sites of the school as well as promotional material. If you do not wish to be filmed or photographed please inform the person taking the film/photo.

## Force Majeure

GSE is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, unusual adverse weather conditions, acts of government, labour disputes or other reasons which are outside its control.

The parties agree that this agreement shall be construed and interpreted in accordance with Maltese Law, and that should there be any dispute, this shall follow it in the exclusive jurisdiction of the Malta Arbitration Centre.

I/We, (Name & Surname of Parent(s)/Guardian(s) \_\_\_\_\_ agree with the above mentioned terms & conditions.

Signature of parent(s)/guardian(s) \_\_\_\_\_

Date: \_\_\_\_\_

### **Gateway School of English**

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