



LESSONS FOR LIFE!

CHAMBER
COLLEGE

Terms and Conditions

1 Registration

All registrations are subject to the following conditions which become legally binding on acceptance of registration by Chamber College. Failure to comply with our payment terms, as described in our registration form, will result in the cancellation of the booking.

1.1 Changes to bookings

- > Prior to arrival: all changes to bookings must be made in writing
- > After arrival: all changes are subject to the College's approval and are subject to an administration fee of €25 for each change.

2 Payments

Payment should be made in full, at least 14 days prior to arrival date. In the case of late bookings, payment must be made in full on confirmation of the booking.

Payments can be effected by:

2.1 Bank transfer

- > Bank of Valletta plc, The Strand, Gzira, GZR 1707, Malta
- > Euro Account No.: 4001 555 463-7 Chamber College (Malta) Ltd
- > IBAN code: MT81 VALL 2201 3000 0000 4001 555 4637
- > SORT CODE: 22079
- > SWIFT CODE: VALLMTMT

Payments must cover all bank transfer charges (including intermediary bank charges)

2.2 Credit card

The following information/documents must be forwarded to Chamber College:

- > Credit card number
- > Expiry date
- > Authorisation document
- > Photocopy (front and back) of the credit card
- > Photocopy of ID card or passport

2.3 Cash

Payment must be made in euros (€)

Chamber College reserves the right not to accept any student who has not paid their fees in full, prior to arrival date.

3 Cancellation Charges/Refunds

Cancellation of bookings must be received in writing and are subject to the following cancellation fees:

- > more than 14 days notice: 5% of total invoice
- > more than 3 to 13 days notice: 25% of total invoice
- > less than 3 days notice: the full price will be charged

Total invoice includes the total cost of the following:

- > Tuition
- > Accommodation
- > Visa support
- > Airport transfers
- > Any other additional services or materials as detailed on the invoice

Registration fees and Entry Visa administration fees (if applicable) are non-refundable.

Should a cancellation be made after the commencement of the course, no fees will be refunded.

If a student fails to arrive at their accommodation or lessons, no fees will be refunded.

Under no circumstances are fees transferable to a third party.

If a student decides to shorten their course, or change from a more expensive course to a cheaper course, no refund will be made of the difference in price.

4 Visa

Chamber College must be advised immediately if a visa application is rejected. In order to receive a full refund of the course and accommodation fees (no other fees are refunded), a copy of the rejection letter must be received at Chamber College no later than 7 days prior to the arrival date.

Should notification be received less than 7 days prior to arrival date, a cancellation fee equivalent to one week of accommodation and tuition, in addition to non-refundable charges (registration fee and bank charges), will apply.

5 Flight Tickets

Flight tickets are non-refundable.

6 Accommodation cancellation after arrival

If a student wishes to cancel booked accommodation the following conditions apply:

- > 7 week stay or less – no refund
- > 8 week stay and over – 4 weeks notice in writing must be given.

Less than 4 weeks notice given – a 4 week cancellation fee,

equivalent to 20 % of the accommodation, is charged

A credit note will be issued in exchange of remaining funds paid.

7 Airport

Airport Transfers

In order for Chamber College to provide airport transfers, all flight details must be advised to us no later than 7 days prior to arrival. Flight details include:

- > Flight number
- > Flight time
- > Arrival time
- > Airline
- > Point of origin

If this information is not provided, 7 days prior to arrival, no refund will be effected.

Airport transfer fees include a maximum of 1 hour waiting time. In the event of a delay exceeding 1 hour, students will be charged an additional rate of €5.00 per hour pro rata on their first day at the college.

8. Course Information

Lessons

Lessons are held every morning between Monday and Friday during low season. In high season lessons can be held in both the morning and afternoon. Chamber College reserves the right to change lessons from morning to afternoon and vice versa where demand dictates. Chamber College also reserves the right to use classrooms in alternative premises of a similar standard.

8.1 Reduction of Lessons

The duration of each lesson is 45 minutes. If there is only one student in a class the number of lessons will be reduced as follows:

- > General English – from 20 group lessons to 15 private lessons
- > General English Intensive – from 30 group lessons to 20 private lessons
- > Mini group/Business English – from 20 group lessons to 15 private lessons
- > Mini group/Business English Intensive – from 30 group lessons to 20 private lessons
- > Intensive lessons – from 10 group lessons to 5 private lessons

8.2 Courses of 24+ weeks

In low season students can shorten their course by a maximum of 4 weeks. Two weeks notice must be given, and the resulting credit can only be used to upgrade tuition. This credit is not transferable to a third party or refundable.

Students wishing to upgrade to one-to-one lessons can do so on

payment of an amendment fee of €00, subject to availability. Students cannot upgrade to one-to-one lessons during high season.

8.3 Level of English

If a student does not have the minimum level of English required to follow a specific course, as determined by Chamber College, we reserve the right to move the student to an appropriate course for their level.

9 Student Assistance

Student Issues

If, at any time a student is unhappy with any aspect of their course, accommodation or a leisure activity, they must speak to a member of staff as soon as possible and complete a complaint form (where appropriate). Chamber College will do its utmost to resolve any issues as quickly as possible.

If the matter is not resolved, the student or their agent should write to the Principal. Any such complaint will be investigated providing:

- > It is received within one month of the student's departure
- > It was initially put in writing before the student departed
- > All invoices, relating to the student lodging the complaint, have been settled in full

Chamber College will not accept any complaint received at the end or after a student's stay in Malta, if it has not been brought to our attention as explained above.

9.1 Lost/Misplaced Student Certificates

Should a certificate need to be re-issued, due to loss or misplacement, the following charges apply:

- > Europe - normal post FREE
- > Europe - UPS €30.00
- > Rest of the world - normal post €10.00
- > Rest of the world - UPS €50.00

Payment must be received in FULL, using one of the methods detailed previously, prior to the re-issuing of the certificate.

10 Holidays

Holiday breaks for Long-term Courses and Academic Year Programmes

Students can have a maximum of 4 weeks holiday; two weeks notice in writing must be given. Students returning from their holiday cannot expect to return to the same class, teacher or accommodation. No credit is given for accommodation during holiday breaks. Students requiring a visa for study purposes must ensure that their visa is issued for the correct dates to include any holiday breaks.

10.1 Public Holidays

The college is closed on all Maltese public holidays. Any classes falling on such days will be replaced by additional classes, within the same week.

Public Holidays 2011- falling on a week day:
Thursday 10th February - St. Paul's Shipwreck
Saturday 19th March - St. Joseph
Thursday 31st March - Freedom Day
Friday 22nd April - Good Friday
Tuesday 7th June - Sette Giugno
Wednesday 29th June - St Peter and St Paul (L-Imnarja)
Monday 15th August - The Assumption (Santa Marija)
Thursday 8th September - Our Lady of Victories
Wednesday 21st September - Independence Day
Thursday 8th December - Immaculate Conception
Tuesday 13th December - Republic Day

11 General Conditions

Health

Students must have adequate health insurance to cover the period of time they will be in Malta.

Chamber College reserves the right to be fully reimbursed for any medical or related costs it may incur on behalf of any student who requires urgent medical attention in Malta, and to immediately repatriate, at the student's expense, any student who suffers from a serious medical or psychological condition.

11.1 Loss of Property/Insurance

Chamber College will not be held responsible for the loss or theft of any student's property from the college, accommodation or any other location. Student's property is the sole responsibility of the student at all times.

Chamber College advises all students to take out a travel insurance policy which covers them for the duration of their stay in Malta.

11.2 Student Conduct

Chamber College expects all its students to be motivated, polite and considerate towards members of staff, host families and fellow students at all times.

Chamber College reserves the right to expel/repatriate any person, that in the opinion of Chamber College, has behaved in an unacceptable manner. This includes, but is not limited to possession or consumption of any illegal drugs and/or alcohol, damage to property, any behaviour that endangers or impairs the health, safety or comfort of other persons using the same services, non-abidance to local law(s) and/or not adhering to curfew times.

Any damage to, or loss of, Chamber College or third party property must be paid for by the student prior to departure.

11.3 Privacy Policy

Chamber College are committed to protecting our clients' privacy. We will not collect any personal information about you, as a client, unless you provide it voluntarily. Any personal information you communicate to us is kept within www.chambercollege.com itself, in accordance with the Data Protection Act 2001.

11.4 Liability

Unless liability is legally imposed, Chamber College will not accept any liability in the case of illness, accident, loss, damage or injury to persons or property.

11.5 Force Majeure

In the event that Chamber College is unable to fulfil any of its obligations, as a result of an event(s) beyond the reasonable control of Chamber College, we will not accept responsibility or liability. Such events will include, but are not limited to: terrorist attacks, war or threat of war, riots, industrial action, natural or man-made disasters, unusually adverse weather conditions or any other event(s) which may class Malta as an 'at risk destination' by the Ministry of Foreign Affairs.

11.6 Photography and Filming

The College may use photographs or film footage to illustrate its promotional material. If students do not wish to participate, Chamber College will respect their wishes, provided that we have been notified within one month of the photo-shoot. These photos and film-footage have no commercial or contractual value.

11.7 Jurisdiction

Any agreement entered into with Chamber College is governed by the Laws of Malta. By entering into such an agreement, all parties agree that should a dispute arise, they will submit to the jurisdiction of the Maltese Courts.



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