

**General Conditions and Information**

- Each lesson is of 45 minutes duration and includes a 5 minute break.
- Students consent to be taught by different teachers which might change every week or as deemed appropriate by the language centre.
- Once a Group programme begins, there will be no schedule change, compensations or cancellation privileges.
- In the case of private or Total Immersion® courses the client must inform the school if he/she intends to be absent one day in advance and not later than 16:00. If the school is informed after this time or later that the client is not coming then the school will have to charge a full day cancellation fee.
- In the case of private and Total Immersion® the school can endeavour to compensate for lost lessons whenever possible if informed one day in advance.
- If a student misses lessons due to tours not organized by the school, then no compensation applies.
- Lunch is only provided for students taking Total Immersion® course. Please note that the budget for lunch must not exceed €23 per day in total for teacher and student.
- Berlitz reserves the right to offer courses in the afternoon (instead of in the morning) especially during high season (June, July and August).
- Group courses only cater for general English. Business English and English for other specific purposes are only offered on private and semi-private basis.
- BerlitzEnglish™ Course books are mandatory and should be included in the course fee. Alternatively these can be purchased from Berlitz Malta on the first day of lessons or as directed by the instructor.
- During break time students can opt to stay in class or go out for break with the instructor/s. Please note that the cost of student refreshments is not included in the course fees and must be paid by the student.
- Students are expected to conduct themselves in an orderly fashion appropriate with the environment of a language center. Students are also expected to dress appropriately whilst in the school premises.
- Berlitz Malta offers a wireless internet service (Wi-Fi) to all its students at a small extra charge.
- Berlitz Malta advocates a non-smoking environment, therefore smoking is not permitted in the language centre.
- In case of host family and hotel accommodation organized by the school no shows and cancellations within 7 days of arrival will be charged a 3-day cancellation fee.
- Students wishing to express some dissatisfaction with the services offered by Berlitz Malta should do so with the management of Berlitz Malta whilst still in Malta thus giving the opportunity to the management to act upon the situation. Complaints arising on the last day of school or after the course cannot be entertained.
- Lessons on Sundays and public holidays can be delivered if required and whenever possible at an extra charge.
- Students enrolling for Private or Total Immersion courses can opt to take lessons at their hotel at an extra charge if hotel is located outside St Julian's area.
- An internationally recognized certificate is given to all students who attend more than 75% of the course booked.