



# clubclass

RESIDENTIAL LANGUAGE SCHOOL  
MALTA

## Student Handbook

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<b>Welcome Note</b>	<b>3</b>
<b>About Clubclass</b>	<b>4</b>
<b>School Information</b>	<b>5</b>
<b>School Policies &amp; Rules</b>	<b>8</b>
<b>Accommodation Information</b>	<b>11</b>
<b>Accommodation Policies &amp; Rules</b>	<b>14</b>
<b>General Information</b>	<b>21</b>
<b>General Policies &amp; Rules</b>	<b>31</b>
<b>Useful Information</b>	<b>33</b>

# Welcome Note

Welcome to the Maltese Islands and to Clubclass Residential Language School. We are delighted that you have chosen to study English with us and sincerely hope that you will find everything to your satisfaction. This booklet is designed to answer any questions you may have about your stay in Malta but please feel free to contact us at any time with any further queries you may have.

On your first day kindly be at school by 08:45, as your placement test will begin at 09:00 (or as otherwise indicated in your welcome pack). Please bring a notepad and pen.

We want your stay in Malta to be a memorable and enriching one, therefore, should any problems or queries arise please feel free to contact us immediately.

Clubclass wish you a most enjoyable stay.

The Clubclass Team.

# About Clubclass

Clubclass is situated in the quiet and safe residential area of Swieqi - a suburb of St. Julian's, and a stone's throw away from the hustle and bustle of Paceville - Malta's nightlife capital boasting a variety of restaurants, bars, clubs, discotheques, a huge multiplex cinema, bowling alley and a lovely sandy beach.

At Clubclass each member of staff is committed to quality language tuition. All our efforts are focused on developing the language skills of students and on providing academic excellence in an environment that is friendly and welcoming. Clubclass attracts students with varying degrees of proficiency across all age groups and nationalities. In every case, our aim is to ensure that students gain the maximum benefit and enjoyment from their course.

Each and every student at Clubclass will receive a warm welcome, excellent teaching, a lively social life and an enjoyable, educational experience.

# School Information

## Bookshop

A variety of books, from elementary to advanced level are available for sale; they can be purchased from the Director of Studies' office.

## Course Book

A course book is included in the registration fee paid by students over 18 and joining any of the adult courses at Clubclass. Since course books cannot be exchanged, these are given to students two days after the placement test to ensure that students have been assigned to the appropriate level.

## Exam Information

Course fees do not include exam entrance fees. Students wishing to sit for exams must bring valid passports for exam entry; identity cards will not be accepted. Transportation to and from testing centre is not included.

## **Placement Test**

At 09:00 students are asked to sit for a placement test to assess their level of English and at 11:00 new students are assigned to a level of study based on their results. Courses in General English are offered at all levels, however an intermediate level of English or higher is required to join the Mini Group or Business English courses. If a student does not have the minimum level of English required to follow a particular course, the student will be offered a place in an alternative course of the same value. Should students feel that they have been placed in the wrong class, they should immediately report the matter to the Director of Studies for consideration.

## **Level Change**

Students who would like to change level during their stay are to approach their class teacher, who will then discuss this with the Director of Studies. If the request is approved, the student will be asked to take a test before being moved to the next level. Should the student wish to have a new course book, this can be provided against a charge.

## **Library**

A selection of books are available on loan to students from the school.

## **Reception (School)**

The reception at the school is open from Monday to Friday between 08:30 and 14:00.

## **Study Room**

Students who would like to study before or after lessons can do so in the study room which is open between 08:30 and 16:00. Students are to ask at the school reception in order to make use of this room.

## **Welcome Meeting**

On Monday, immediately after their placement test, students will be invited to attend a short welcome meeting where they will be given details about the course time table, leisure programme and welfare information. Students will also be given general tips and guidelines to help them to make the most out of their stay.

# School Policies & Rules

## **Absence from school**

In the event that a student is absent from school, missed lessons are not made up or refunded.

## **Attendance**

Students must be punctual and latecomers will be excluded from their lesson. Only students who have been excused by their teacher or visited and certified as being sick by the School doctor will be allowed to miss lessons. Documents confirming that an individual is a student at Clubclass will only be issued to students who attend lessons regularly. Students who are absent from their lessons without reasonable justification will not be awarded a course certificate. Regular absenteeism could lead to the student being expelled and no refunds will be given.

## **Certificate of Attendance**

Students are awarded a course certificate at the end of their course at Clubclass. Students who are absent for their lessons without reasonable justification, or who have been excluded from their course will not be awarded this certificate.

## **Classroom Do's & Don'ts**

- No food and drink, apart from bottled water, is to be taken into the classrooms.
- Mobile phones are to be switched off during lessons.
- English is to be used at all times.
- Students are expected to be punctual for lessons.
- The teacher has the right to exclude any students who arrive late.
- Students should dress appropriately for lessons.
- Swimming is not permitted between lessons.

## **Course Change**

Students who would like to change their course during their stay are to approach the Director of Studies; additional charges will apply in the case of upgrades to a different group or person-to-person course, however refunds will not be given if students change to a course of a lower value. Change from a group course to a person-to-person course is only possible if the price-difference between the two courses is paid. The School reserves the right to change any part of the package to another type of similar or better standard where circumstances beyond the school's control necessitate such changes - in this case no charges will apply.

## **Course Times & Location**

Courses may be held in the morning or in the afternoon. The School reserves the right to place students in any course schedule and to change the timetable as and when necessary. The School may use classrooms at alternative premises of a similar or better standard.

### **Only Student in Class**

If only one or two students are participating at a particular level, then the student/s will be upgraded to a person-to-person or semi-private tuition course (morning or afternoon) with reduced hours - student/s will get 2/3 of the hours. As soon as there is an additional student in class, normal lesson times will be resumed.

### **Shortening/Curtailment of Course**

No refunds will be given to students who shorten their package at Clubclass. In the case of the course, a voucher based on the difference between the amount paid and the charge for the revised duration will be issued for the weeks remaining (group courses will be replaced with group courses); no alternative arrangements can be made for unutilised accommodation.

### **Taking a holiday**

Long-term students are entitled to a two-week holiday for every 13 weeks booked. Students are to inform the Director of Studies and / or the school reception staff at least 2 weeks before they plan to take a holiday. Holidays must consist of whole weeks (Monday to Friday) and the course ONLY will be added on to the end of the enrolment. If the revised enrolment extends into the high season, the difference in course fees will apply. Unutilised accommodation and courses cannot be passed on to other students and refunds will not be given. Once a break has been confirmed, dates cannot be changed and students may not turn up for lessons during the respective week/s.

# Accommodation Information

## Check-In/Check-Out Times

Check-in time on the day of arrival is 14:00 and check-out on the day of departure is 11:00.

## Laundry Service – Apartments, Hostel & Student Houses

Students staying in the apartments, hostel and student houses can avail themselves of the coin-operated launderette located at the main residence (Garden View Complex).

## Laundry Service – Host Family Accommodation

Students staying with host families are entitled to cleaning of their personal laundry once a week.

## Meals – Apartments, Hostel & Student Houses

Meal times for students staying in the apartments, hostel and student houses who have booked breakfast, half board or full board are as follows:

- ☉ Continental Breakfast – from 08:00 to 09:00
- ☉ Packed Lunch – to be picked up from the pool bar or the main residence (Garden View Complex) reception between 12:30 and 13:30
- ☉ Dinner – from 19:00 to 20:00

A weekly supplement of €35.00 will apply for students with special dietary requirements.

### **Meals – Host Family Accommodation**

Students staying with host families are entitled to continental breakfast, a packed lunch and dinner. Breakfast includes tea or coffee with milk, and an adequate amount of toast with preserves and cereals; packed lunch usually consists of 2 bread rolls / sandwiches, a piece of fruit and a small bottle of water; dinner in the evening includes a variety of dishes and mineral / filtered water. Students must respect the meal times established by their family. Students should inform their family about the foods they like and don't like, or when they are not going to eat at the family, or would like to eat at a different time. A weekly supplement of €35.00 will apply for students with special dietary requirements.

### **Reception (Residence)**

The reception at the main residence (Garden View Complex) is open daily from 08:30 to 23:30. After 23:30, night security will be present in the reception area of the main residence.

### **Safety Deposit Boxes**

Students are encouraged to hire the safety deposit box which is available in every apartment and hostel room. Alternatively, students may deposit their valuables at the main residence (Garden View Complex) reception for safe-keeping or lock their personal belongings in their own luggage; but the directors, management or staff cannot accept liability for theft / loss of or damage of students' belongings. Before leaving the accommodation, students are to ensure that all windows and doors are locked.

## **Shared Accommodation**

Very often, accommodation is shared with other students. Please be considerate and do not create an inconvenience to other students by leaving a mess, shouting or causing unnecessary noise. Students must only make use of their own bed – even if there are other unoccupied beds in the bedroom, because a new student may arrive at any time (during the day or night). A charge will apply if the other bed/s is utilised.

## **Shared Kitchen**

After making use of the kitchen students are to ensure that the worktops, cooker, table, pots, pans and all the crockery are left clean for other residents in the accommodation. Before departure students are to clear the cupboards and fridge of any food items which belong to them.

## **Water & Electricity**

Being an island with very little rainfall and no natural resources, these utilities are very expensive. Please use water and electricity with care and do not waste - ensure that water is not left running unnecessarily and that all lights and other appliances are switched off throughout the day and when not in use. Students staying with families are entitled to a maximum of two 5-minute showers a day.

# Accommodation Policies & Rules

## **Change of Accommodation (requested by student) – Apartments, Hostel & Student Houses**

If a student changes from one accommodation to another accommodation of the same category, an administration fee of €25.00 will be charged. If a student changes to accommodation of a superior category, the student will only be charged the difference in price. There will be no refund if a student changes to accommodation of an inferior category. The respective hotels' policies will apply for students staying at a hotel.

## **Change of Accommodation (requested by student) – Host Family Accommodation**

If a student changes from one host family to another host family, an administration fee of €25.00 will be charged; the administration fee will also apply if the student changes to any other type of accommodation. If a student changes to accommodation of a superior category, the student will also be charged the difference in price. There will be no refund if a student changes to accommodation of an inferior category.

## **Change of Accommodation (requested by school)**

The school reserves the right to ask students to change their bed / room / apartment provided that notification in writing is given the day before.

## **Check-In**

Check-in on the day of arrival is at 14:00. Upon check-in students staying in the apartments, hostel and student houses will be asked to pay a damage deposit of €50.00 which will be refunded upon departure. Students who arrive during the night are to leave their ID Card / Passport with the security guard and return to the main residence (Garden View Complex) reception the next morning to pick-up their document/s and pay the €50.00 damage deposit. If students' arrival is early in the day and they prefer immediate access to their room, the School recommends that the accommodation is reserved from the night before to guarantee immediate access.

## **Check-Out**

Check-out on the day of departure is at 10:00. When checking-out, students staying in the apartments, hostel and student houses should allow at least 1 hour for management to check the accommodation and refund the damage deposit. If a student fails to allow at least 1 hour, management reserves the right to refund the damage deposit at a later stage at a charge. In order to be checked, the accommodation has to be vacated and keys returned. Management reserves the right to remove the personal belongings of students who are due to check out or change room if they fail to do so by 10:00. The school will not accept any liability for any items reported missing or damaged.

## Cleaning

Cleaning of the accommodation and change of towels and bed linen takes place on a weekly basis; missing items will not be replaced. Cleaning includes washing of floors and bathroom/s, and dusting of furniture; cleaning of plates, pots and pans is not included. Even though cleaning is provided, students are to keep their rooms tidy to make cleaning easier and must throw all their rubbish into the large container situated outside the main entrance of the accommodation on a daily basis. Rubbish is not to be left to accumulate indoors as this will attract ants and other unwanted insects. Students leaving untidy rooms will not have their accommodation cleaned and may have to pay an additional fee for extra cleaning services.

## Cooling & Heating

Air-conditioning in the apartments functions between 20:00 and 06:00. In winter, the heating functions between 15:00 and 22:00. Students can pay an extra €2.50 per day so that the air-conditioning / heating operates on a 24-hours basis. Air-conditioning at the hostel is available at a supplement of €5.00 per day. If students require extra heating, a heater can be hired from the main residence (Garden View Complex) reception at a cost of €2.50 per day. Use of heaters other than those supplied by the reception is not allowed. In the event of a heater being found in the accommodation a charge of €5.00 per day for the full stay will be made for each heater. In the case of host family accommodation a heater / fan will be provided when necessary.

## **Damage Deposit**

The damage deposit of €50.00 paid on check-in will be refunded on check-out, upon presentation of the damage deposit receipt and after the accommodation has been inspected. The damage deposit is held against any costs that may be incurred in respect of missing items of inventory, breakages, damages or excessive dirt that students may cause during their stay. Management also reserves the right to fine students where disturbances to other clients or third parties have been reported. In these cases the fine will be taken from this deposit. Clients departing during the night are to contact the reception at the main residence (Garden View Complex) the evening before their departure for instructions regarding refund of their deposit. Failure to do so will result in the refund being made by bank transfer / credit card at a charge.

## **Friends & Guests**

Non-residents and unregistered guests are not permitted in the accommodation and they must pay to make use of the facilities at the main residence (pool area, fitness centre, etc.). A daily charge is applicable for students who would like to invite guests to stay in their accommodation (including students who have booked single accommodation), but they must first check with the main residence (Garden View Complex) reception as it may not always be convenient. A charge is also applicable when the sofa bed in the living area (where available) is used as a bed.

## Host Family Do's & Don'ts

- Students must ask before using the telephone, and pay for any calls made.
- Students must not take guests to the host family without permission.
- Students must ask permission before using the kitchen and helping themselves to food and drinks from the fridge.
- Students must make their bed in the morning, keep their room neat and tidy, and leave the bathroom as clean and dry as possible.
- Students must be properly dressed at all times and close the doors and curtains in their bedroom and shower whilst they are changing.

## Inspection of Accommodation

Management or staff can enter to check the accommodation whenever they deem it necessary. Pots, pans, plates, cutlery etc. must not be moved from one accommodation to another. When inspecting the accommodation on departure, clients will be charged for missing items even if they are in another accommodation. Posters, photos, postcards, etc. must not be stuck on to the walls; this is to avoid damaging the plastering – a maximum fee of €25.00 per room will be charged for whitewashing. Students are responsible for missing items of inventory, breakages and damages in their accommodation; therefore, it is in the interest of the students who are sharing accommodation to ensure that any damage caused in their accommodation is reported to the management immediately.

## Key Cards

Most of the rooms have a key tag device to activate the power supply in the accommodation. The electricity is turned on / off by inserting / removing the key card from the special switch. Before leaving the accommodation, students are to take their key card with them which will ensure that the power is turned off when the accommodation is not in use. In the event that staff find the electricity on whilst students are out of the accommodation, a charge of €5.00 will apply. In the case of shared accommodation, all students in the respective accommodation will be held equally responsible if no single student accepts responsibility.

## Keys

Every student will be given his / her own room key. Students staying in the apartments, hostel and student houses will be charged €5.00 for missing or broken keys. In the case of accommodation with host families, if students are given a copy of the house key and this is lost, they will have to pay the full cost involved to replace the door lock.

## Parties

Parties must not be held in the accommodation. Loud music, singing, shouting or any other disturbance in the accommodation, corridors or any other public area is not permitted at any time during the day or night. In the event that this regulation is ignored, each student registered in the accommodation will be fined €12.00 or be ordered to leave the accommodation. Students may report any disturbances by calling 2107 between 08:30 and 23:30, and 2103 after 23:30.

## **Pets**

Students are not allowed to keep any animals or pets in their accommodation.

## **Room Safety**

The gas hob and oven (where available) is to be used for cooking purposes ONLY and should not be left unattended at any time. Use of this kitchen appliance for any other reason can pose a serious health hazard and is very dangerous. In the event that this warning is disregarded each student registered in the accommodation will be fined €12.00 or be ordered to leave the accommodation. Candles must not be used in the accommodation; in the event that candle wax is found on the furniture each student registered in the accommodation will be fined €12.00.

## **Towels**

Towels must not be removed from the accommodation; students must use their own towels for the beach/pool. Please do not place towels on the furniture to dry.

# General Information

## Aerobics Studio

The aerobics studio is a 75m<sup>2</sup> room with a sprung floor and wall-to-wall mirror. The studio is regularly used for weekly classes which include aerobics, step classes, body toning, yoga, Pilates, etc. The programme of training can change from week to week and students can join any of the classes at a charge. Students are to contact the reception at the health and leisure centre for more information. The studio is also used for school activities such as parties, karaoke nights, and student talent shows.

## Bicycle Hire

If students would like to hire a bicycle while in Malta this service may be arranged through the school reception. Students planning to hire a bicycle need to be physically fit because Malta and Gozo are quite hilly. There are very few cycle lanes in Malta and drivers tend not to respect cyclists; therefore, bicycle hire is really an option for the fit, regular cyclist, who intends to use the bike as a serious means of transportation and not just for the occasional fun ride.

## **Car/Motorbike Hire**

For students who want to get to the farther reaches of the island, renting a car / motorbike in Malta is a good option. If students would like to hire a car / motorbike this service may be arranged through the school reception. A whole range of cars including minivans, jeeps, air-conditioned, automatic cars and motorbikes are available. Most car hire companies require that students are at least 25 years old, have an international driver's license and a valid major credit card. Seatbelts are compulsory and must be worn at all times; high penalties are enforced for drinking and driving. Driving is on the left and all the road signs are in English.

## **Data Protection**

By submitting their information, students agree to the storage and use of the information by Clubclass. All information collected by the School will not be passed on to any other organisation or third party and will be stored and processed in accordance with the Data Protection Act of the country.

## **Departure Transfer**

Students with a pre-booked transfer on departure will receive a "Departure Transfer Details" form from their teacher during their last week at school; students who do not receive this form are to contact the school reception immediately. The completed "Departure Transfer Details" form is to be returned to the school reception at least 5 days prior to the service being required. A "Departure Transfer Voucher" confirming the pick-up details will then be given to students at least 24 hours prior to the transfer time. It is the student's responsibility to check that all the information on the "Departure Transfer Voucher" is correct. The directors,

management or staff cannot be held responsible for missed flights if students do not collect and check their “Departure Transfer Voucher”. Students will be picked up from their accommodation between 2 and 3 hours prior to their flight departure time. For this reason they have to wait outside their family home / apartment or at the hotel reception at least 3 hours before their flight departs. The departure transfer will be shared with other students. To make the transfer time as short as possible, the driver will follow the most convenient route and will NOT wait for clients who are not waiting at their pick-up point at least 3 hours before the flight departure time. Students with a pre-booked departure airport transfer cannot ask for a refund or pass-on their transport to another person.

## **Diving**

Malta’s unique underwater landscape and colourful marine life make it ideal for diving. At Clubclass students have the opportunity to combine their English course with diving – detailed information is available from the school reception.

## **Doctor/Dentist**

Clubclass has its own doctor and dentist who are available at a charge. Should students require their service this can be arranged through the school reception. Students should have a comprehensive health, accident and travel insurance policy prior to their arrival in Malta. The school shall in no way be held responsible for any costs incurred as a result of the student having no or insufficient insurance cover. If a student is not at school and has any kind of emergency one can either call 112 (ambulance, police, or fire) or Dr Kevin Navarro Gera, the school doctor on (356) 9949 4115

## **Excursions, Jeep Safaris & Cruises**

Clubclass offers an extensive social programme which changes every week and is available from the school reception. Students can book full-day, morning, afternoon, and evening excursions, cruises around Malta and to Comino, trips to Gozo and Sicily, Jeep Safaris, other excursions and activities. Students are to be appropriately dressed in public areas, especially when visiting churches and historical sites as they may be refused entry. Please be sure to book excursions at least 24 hours beforehand from the school reception. The directors, management or staff cannot be held responsible for any problems, losses, missed pick-ups and hidden charges incurred when booking tours and excursions through sub-contractors.

## **Extension of Stay**

Students who would like to extend their stay at Clubclass are advised to contact the school reception to check availability. Remaining in the same accommodation cannot always be guaranteed and extensions can only be confirmed once payment has been effected.

## **Fax Service**

Faxes can be sent and received from the reception at the main residence (Garden View Complex). There is a charge of €2.50 per page for outgoing faxes and a charge of 10c per page for incoming faxes.

## **Force Majeure**

The directors, management or staff cannot be held responsible for failure to comply with any of their obligations if this is due to a situation beyond the School's reasonable control. No compensation will be offered by the School.

## **Health & Leisure Centre**

Thinkfitness is one of Malta's top fitness centres. The 250m<sup>2</sup> facility is fully equipped with a variety of cardio and weight training machines. A sauna, whirlpool and indoor pool are also situated within the fitness centre; the indoor pool is heated in the low season. A team of qualified instructors are available at all times during opening hours to assist students with their training requirements. Students over 18 years of age, can make use of these facilities at no charge before 16:00 from Monday to Friday and during opening hours on Saturdays, Sundays and Public Holidays. Students will be requested to pay a €10.00 deposit in order to obtain an access card to the centre. This will be refunded when the card is returned.

## **Insurance**

Students should have a comprehensive health, accident and travel insurance policy which would cover them from the enrolment start date until the enrolment end date (coverage for cancellations, loss and theft of baggage and personal belongings, emergency evacuation, and for any other eventuality that may occur should also be included). The School shall in no way be held responsible for any costs incurred as a result of the student having no or insufficient insurance cover. The School reserves the right to be fully reimbursed for any medical or related costs it may incur on behalf of the student who requires urgent medical attention. Unless liability is legally imposed, the School will not accept any liability in the case of illness, accident, loss, damage or injury to personal effects or property.

## Internet

FREE WiFi is available within the school premises during school opening hours from Monday to Friday. An internet café is located in the school / residence and vouchers can be purchased from the (Garden View Complex) reception. WiFi in the internet café area and in the apartments is also available at a charge. The internet café is open daily from 08:30 to 23:30. An 80-minute internet voucher is included in the registration fee paid by students over 18 and joining any of the adult courses at Clubclass. Students can collect their internet voucher from the school reception on their first day at school; additional vouchers can be purchased as above. WiFi connection is not available at the Hostel and Student Houses.

## Launderette

A coin operated launderette with 2 washing machines and a tumble drier is available within the main residence (Garden View Complex). The launderette is open daily and tokens can be purchased from the residence reception.

## Mail

Incoming mail may be picked-up from reception at the main residence (Garden View Complex) - kindly ask the sender to clearly indicate the student's full name & surname and apartment / room number. Outgoing mail may be left at the front desk. Incoming mail is to be addressed to:

*Your Name and Surname*

*Your Apartment/Room Number*

*Garden View Complex*

*Triq is-Sidra*

*Swieqi, SWQ 3150, MALTA*

## **Opening a Bank Account**

Students who are planning to stay in Malta for a long time may want to open a bank account. Bank of Valletta and HSBC are situated within walking distance from Clubclass and the staff at the school reception will be able to provide directions. Students are to inform the reception staff at least 48 hours before they plan to go to the bank. The reception staff will prepare a letter confirming that the individual is a student at Clubclass and this is to be presented with other documents when applying to open a bank account.

## **Photocopying and Printing of Documents**

Photocopying and printing of documents is available at a charge of 10c per page from the school reception. Documents for printing are to be sent as an attachment to [mail@clubclass.com.mt](mailto:mail@clubclass.com.mt) with "Document for Printing" written in the subject line.

## **Photographs & Filming**

The School may use photographs taken during a student's stay to illustrate its promotional material. If a student wishes that his or her photo should not appear in this material they should write to the School within one month of the photo-shoot. These photos have no commercial or contractual value. The same applies for video footage taken during a student's stay.

## **Queries, Problems & Issues**

Concerns regarding courses, accommodation, or any other service provided by the School or its sub-contractors are to be registered with any member of the management team at the School reception

either verbally at the time of occurrence or in writing within 24 hours. Queries, problems or issues cannot be resolved unless this procedure has been followed. No complaints and / or claims for compensation will be accepted by the School if queries, problems or issues are brought to the School's attention after 24 hours of occurrence or after the enrolment end date.

## **Questionnaire**

As part of the school's commitment to monitor, maintain and improve the services offered at Clubclass, students are urged to complete and return the questionnaires which are given to them in their first week and last week at school. Students' comments and feedback are very important for the school to ensure student satisfaction.

## **Safety & Security**

Although a number of security measures are in place to ensure that the School and accommodation are safe, personal objects are the individual's responsibility. Students are advised to take care of their belongings and never leave them unattended. Students are encouraged to hire the safety deposit box which is available in every apartment and hostel room. Alternatively, students may deposit their valuables at the main residence (Garden View Complex) reception for safe-keeping or lock their personal belongings in their own luggage. Students' possessions are not covered by the School's insurance policy and the directors, management or staff cannot be held responsible for the theft, loss, or damage to students' valuables even while being held for safe-keeping. While Malta is generally considered to be a safe place, students are advised to be

vigilant at all times and at night try to stay in groups and not walk home alone. Hitch-hiking is not recommended.

### **Settlement of Account**

Students who have not paid for their package in full prior to arrival are to settle their account on their first day at school. Students who have paid in full for their package prior to arrival are kindly requested to show a copy of payment or a voucher from their agency in order to facilitate the school's administration. Only students who are able to produce proof of payment will be allowed into the course.

### **Student Card**

Students can collect their student card from the school reception on their first day at school. Students must have their student card with them at all times as they will need to present it to use the swimming pool and enter the gym. Students may also use the card to get discounts at various outlets which accept student cards – before proceeding with any purchase, students are urged to check what discounts they will be entitled to. Students are to check that their name is written correctly on the student card, because the end-of-course certificate will be printed with the same name. Lost student cards will be re-issued at a fee.

### **Supervision**

The school does not provide supervision to students who book an adult course, irrespective of their age.

## Swimming Pool

Open all year round, the outdoor pool and surrounding terraces are a popular place for students to relax in between and after lessons. Students can make use of the pool area daily between 10:00 and 18:00 only. There is no charge for the use of the pool and sun beds, however, non-residents and unregistered guests must pay an entrance fee in order to make use of the pool area. Swimming is not permitted in between lessons, and from 18:00 to 10:00 when the water is treated with chlorine and other chemicals.

## Taxi Service

There are two types of taxis in Malta – white taxis which are found waiting at Taxis Stands or black taxis which are available on call. When taking a taxi, students are always advised to ask for the price in advance to avoid being overcharged. Taxis can be booked from the school reception; for airport transfers, please book at least 24 hours beforehand.

## Visas

It is the student's responsibility to ensure that they are in Malta with a valid visa. Students who have not been issued with a visa for the whole duration of their stay need to apply for a visa extension at least 6 – 8 weeks BEFORE their existing visa expires. Students are to inform the school reception staff at least 48 hours before they plan to go to the immigration authorities. The reception staff will prepare a visa extension letter which has to be presented with other documents for the visa extension. This letter will only be issued to students who attend school regularly. Whilst the school endeavours to support students at all times, it cannot be held responsible for decisions taken by the immigration authorities.

# General Policies & Rules

## Curfew Times

Students who are under 18 years should return to their accommodation by 23:30 hours. Students over 18 years have no curfew time, but those staying with a host family should inform their family if they plan to stay out later. Students accompanied by a group leader have to respect the curfew time set by their group leader.

## Damages

The full cost must be paid by students causing any damage to the school or accommodation, or during any service provided by the school or its sub-contractors. In the case of damages caused in shared accommodation, all students in the respective accommodation will be held equally responsible if no single student accepts responsibility. Breakages and damages will be charged as they arise.

## Drugs

Drug use (unless prescribed by a medical practitioner) is not permitted. Offenders will be prosecuted in the Maltese Courts, and prison sentences apply even if students are in possession of small amounts of drugs for personal use.

## **Expulsion**

The School may, without being held liable in any manner whatsoever, exclude students from any service applied for, if, in the opinion of the directors, management or staff they appear likely to endanger their own health, safety or comfort, or that of other students, or damage the reputation of the school. If a student regularly disregards school and / or accommodation policies and rules, the directors, management or staff reserve the right to expel the student. There will be no refund, and in the event of repatriation, the school shall have the right to reclaim any costs incurred.

## **Policies & Rules**

All students are bound to abide by the policies and rules of Clubclass and by the laws governing the country. When a reservation is made by an agent or third party, the person making the booking is responsible to inform the student about the School's terms, conditions, policies and rules. The School's policies and rules are provided in the Student Handbook and other literature supplied, at the Placement Test and on the Notice Boards. Ignorance of the policies and rules will not be accepted as an excuse for non-compliance and may lead to expulsion of the student from the School.

## **Smoking**

Smoking is not permitted inside the school, accommodation and areas designated as 'No Smoking'.

# Useful Information

## Banking Hours

Bank of Valletta and HSBC are situated within walking distance from Clubclass and the staff at the school reception will be able to provide directions. Their normal opening hours are: Monday to Thursday from 08:30 to 13:30, Friday from 08.30 to 15.30, and on Saturday from 08.30 to 12.30. During the winter months certain bank branches remain open later, especially for foreign exchange.

## Beaches

The Maltese coastal waters are generally clean and safe for swimming and snorkelling as there are no tides. The island's top sandy beaches are located in the northern part of Malta. Around the Sliema and St. Julian's area there are a number of rocky beaches which can easily be reached by public transport from Clubclass. St. George's Bay is a small sandy beach which is situated within walking distance from Clubclass. Beachwear is for beaches only, and topless and nude sunbathing is prohibited.

## Camping

There is one official camping site in Malta which is located at Dahlet ix-Xmajjar (near the White Tower, I/o Armier). With over 12 acres of land, this campsite incorporates a large green area for pitching a tent with all the necessary comforts of a modern hotel, all surrounded by the beautiful Maltese landscape and breath-taking, crystal-clear Mediterranean Sea. The campsite is fully enclosed for safety precautions, security is provided 24 hours a day and fire-points are situated throughout the site. For more information visit: [www.maltacampsite.com](http://www.maltacampsite.com)

## Climate

Malta's weather is heavily influenced by the sea. With long, hot and dry summers and short, cool and sporadically wet winters, Malta's climate is typically Mediterranean. Malta is very sunny with an average of five to six hours of sunshine a day in winter and over twelve hours of sunshine a day in summer. The temperature in Malta is very stable, the annual mean being 18°C and the monthly averages ranging from 12°C to 31°C. Temperatures during the summer months easily reach 30°C and students are advised to wear a hat, sunglasses, and use protective sunscreen to avoid any over exposure to the sun. In peak summer months, students must take the necessary precautions against heat exhaustion and sunburn, and try to avoid the strong direct sunlight between 11:00 and 15:00.

## Credit Cards

All major credit cards are accepted at most shops and restaurants in Malta. There are numerous ATM machines where one can make

cash withdrawals. The closest ATMs to Clubclass are situated at Bank of Valletta and HSBC which are within walking distance of the school.

### **Drinking & Smoking**

Please note that the laws of Malta regarding the minimum legal ages for smoking and consumption of alcohol, at the time of publication of this document, is as follows: "It is illegal to smoke cigarettes if you are under 18 years of age and drink alcohol if you are under 17 years of age". Malta also has a zero tolerance policy on drug abuse.

### **Driving**

Unlike many other countries, driving in Malta is on the left hand side of the road so please be careful when crossing the road as drivers do not always stop at pedestrian crossings.

### **Electricity & Water**

The electrical supply is 240 volts, single phase, 50Hz. The UK-style 13 amp and three-pin rectangular sockets are used. Electrical adaptors to convert from 3-pin to 2-pin can be hired from the main residence (Garden View Complex) reception or purchased from a local hardware store. Malta's tap water is desalinated, but safe to drink. However, since tap water may still have a slightly salty taste some visitors prefer to drink bottled water.

### **Food Stores**

There are two food stores within 50 metres of the main residence (Garden View Complex); one is on the left hand side and the other on the right.

## Health & Safety

Malta has an excellent health service. Hospitals are modern and supported by a regional network of health centres. Students who are EU/EEA nationals are entitled to free medical care at public hospitals in Malta on presentation of their E111 European Health Insurance Card. During the summer months mosquitoes are common at twilight and though they do not transmit any disease, can be an annoyance. The Mediterranean is prone to jellyfish and though none are deadly, they can give the unaware swimmer a nasty sting.

## Local Cuisine & Restaurants

The Maltese cuisine is based on typical Mediterranean food with a strong Italian influence. Amongst many Maltese dishes the most popular are: 'Fenek' (stewed rabbit cooked in wine), 'Minestra' (a vegetable broth), 'Lampuki' pie (fish pie), 'Bragoli' (parcels of mince, chopped eggs and parsley wrapped in thin sheets of beef), 'Timpana' (a baked pasta dish). A popular snack is 'Pastizzi' (savoury pastries filled with either ricotta cheese or peas). These dishes are often cooked in Maltese homes and available in most restaurants specialising in local dishes. 'Helwa tat-Tork' (a sweet sugary mixture of crushed and whole almonds) and ricotta sweets are popular. The best Maltese fruits are oranges, grapes, strawberries, melons, mulberries, tangerines, pomegranates and figs. Lots of restaurants are available for all tastes and budgets - from gourmet dining to fast food. Malta also offers an exciting choice of international cuisines such as Italian, French, Spanish, Chinese, Indian, Malaysian, Lebanese, Turkish and many more. Several fast-food chains are also available, such as Pizza Hut, McDonalds, Burger King, KFC, etc.

## Money

Malta's currency is the Euro. Students who need to change money or cash travellers cheques may do so at the banks or at one of the many exchange bureaux available around the island. Exchange bureaux have got longer opening hours and at the airport they are open 24 hours a day. Exchange rates offered by hotels, restaurants, shops etc. may not be as competitive as those available at banks and exchange bureaux.

## Nightlife

The largest and most popular entertainment area in Malta is Paceville. Here one can find a great number of bars, restaurants, nightclubs etc. and the majority of young Maltese and English Language students frequent this place in the evenings. Paceville is mostly popular with youngsters (17-25 years) especially during the summer months, as college and university students will be on their holidays. For the more mature generation, there are wine bars, discos and casinos. For those students who are not really interested in nightlife and clubbing, one can also find cinemas, a bowling alley and a shopping mall in Paceville. Paceville is within walking distance from Clubclass

## Pharmacy

There are a number of pharmacies situated within walking distance from the school and the staff at the school reception will be able to provide directions. From Monday to Saturday, pharmacies are open during normal shopping hours; on Sundays, a few pharmacies open on a roster basis from 09.00 to 12.30.

## Post Office

The closest post office is situated at Lombard Bank, Paceville Street, Paceville, St. Julian's, STJ 3103. The post office is open all-year-round from Monday to Friday between 08:30 and 14:30.

## Public Holidays

Malta has 14 national / public holidays. On these days, shops, businesses and most schools are closed, though restaurants and bars will most likely remain open. Clubclass is ONLY closed on New Year's Day, Good Friday\* and Christmas Day and missed lessons are not made up or refunded.

<b>1st January</b>	New Year's Day
<b>10th February</b>	Feast of St. Paul's Shipwreck
<b>19th March</b>	Feast of St. Joseph Good Friday*
<b>31st March</b>	Freedom Day
<b>1st May</b>	Workers' Day
<b>7th June</b>	Sette Giugno
<b>29th June</b>	Feast of St. Peter and St. Paul
<b>15th August</b>	Feast of the Assumption
<b>8th September</b>	Feast of Our Lady of Victories
<b>21st September</b>	Independence Day
<b>8th December</b>	Feast of the Immaculate Conception
<b>13th December</b>	Republic Day
<b>25th December</b>	Christmas Day

\*date changes from year to year

## Public Transport

The public bus service in Malta and Gozo is a good way to get around. Buses in Malta and in Gozo serve the major tourist areas and go practically everywhere. Almost all bus routes in Malta

originate from City Gate Bus Terminus in Valletta. Students planning to use the public buses must have the correct fare when boarding the bus. Bus No 64 passes in front of the main residence (Garden View Complex) every half an hour, and this bus goes to Valletta via St Julian's and Sliema. Buses to other locations, may be caught from St Andrews Road which is just 5 minutes walk away or the Paceville bus terminus. The Gozo Channel Co. operates a car ferry between Cirkewwa, Malta and Mgarr, Gozo offering frequent crossings with a journey time of approximately 20 minutes. There is also a ferry service between each island and Comino. Check locally for schedules.

## **Shopping**

Commercial centres and shops are usually easily accessible by public or private transport. The main shopping areas in Malta are Valletta (the capital city) and Sliema. Shops are normally open from Monday to Saturday (09:00 to 13:00 and 16:00 to 19:00); however there are certain shops and supermarkets which remain open all day. In tourist areas, many shops remain open until 22:00. Shops are normally closed on Sundays and Public Holidays. There is a shopping mall located within walking distance of Clubclass; this is open daily (including Sundays) until 22:00.

## **Stamps**

Stamps may be purchased from the stationery which is situated 200 metres from the main residence (Garden View Complex) or the post office.

## Tourist Information Offices

### Valletta

229, Merchants Street, Valletta

**Tel:** (356) 2291 5440–2 • **Fax:** (356) 2125 5844

Mondays to Saturdays – 09:00 to 17:30 (Last admission 17:15); Sundays and public holidays \* – 09:00 to 13:00 (Last admission 12:45)

Note: \* except on Christmas Day, New Year, Good Friday & Easter Sunday.

### Valletta Waterfront

Pinto Wharf

**Tel:** (356) 2122 0633

Mondays to Sundays - 08:00 to 17: 00

### Malta International Airport

Arrivals Lounge, Luqa

**Tel:** (356) 2369 6073/4 • **Fax:** (356) 2182 2072

Mondays to Sundays (including public holidays\*) – 10:00 to 21:00 (Last admission 20:45)

Note: \* except on Christmas Day, New Year, Good Friday & Easter Sunday.

### Mellieha

Misrah Iz-Zjara tal-Papa Gwanni Pawlu II - 26 ta' Meju 1990

**Tel:** (356) 2152 4666

June to September: Mondays to Fridays – 09:00 to 13:00

October to May: Mondays, Wednesdays and Fridays – 09:00 to 13:00

## **Mdina**

Pjazza San Publiju

**Tel:** (356) 2145 4480

April to September: Mondays to Fridays – 09:00 to 17:00; Saturdays and Sundays - 10:00 to 16:00

October to March: Mondays to Sundays – 10:00 to 16:00

## **Tourist Information Office in Gozo**

Tigrija Palazz, Level 1, Republic Street, 300 Victoria

**Tel:** (356) 2156 1419 • **Fax:** (356) 2155 0254

Mondays to Saturdays – 09:00 to 17:30 (Last admission 17:15)

Sundays and public holidays \* – 09:00 to 13:00 (Last admission 12:45)

Note: \* except on Christmas Day, New Year, Good Friday & Easter Sunday.

## **Customer Care**

Email: [info@visitmalta.com](mailto:info@visitmalta.com)

**Tel:** (356) 2291 5444-5

**Freephone:** 8007 2230 (local calls only)

The service is available from Monday to Saturday – 09:00hrs - 17:30hrs

Sundays and Public Holiday – 09:00 - 13:00hrs

## Useful Telephone Numbers

The following is a list of useful telephone numbers when visiting the Maltese Islands:

☎ Ambulance .....	112
☎ Clubclass Emergency (24 hrs) .....	23772107
☎ Consumer Protection .....	21250221
☎ Direct Dialling Code (Malta) .....	356
☎ Directory Enquiries .....	1182
☎ Directory Enquiries (Go Mobile) .....	1187
☎ Directory Enquiries (Vodafone) .....	1189
☎ Emergency .....	112
☎ Emergency Rescue by Helicopter .....	21244371
☎ Emergency Rescue by Patrol Boat .....	21238797
☎ Emergency Vet Services .....	50043888
☎ Fire Brigade .....	112
☎ Flight Enquiries .....	21249600,50043333
☎ Government Information Service .....	153
☎ Gozo Channel Co. Ltd .....	21556114,22109000
☎ Hospital – Gozo .....	21561600
☎ Hospital – Malta .....	25450000
☎ International Code .....	00
☎ Lost Property .....	21224781
☎ Overseas Operator .....	1152
☎ Passport Office – Gozo .....	21560770
☎ Passport Office – Malta .....	21222286
☎ Police .....	21224001-7
☎ Time Check .....	195
☎ Weather Forecast .....	50043848

# Clubclass location

