



Learning for Life

UPDATE ON BOOKING AND CANCELLATION POLICY - AUGUST 2020

We have weathered the first wave of this COVID-19 storm and as the summer draws to a close it seems that another wave is on the horizon. Countries all over the world are dealing with the situation in their own unconcerted individual ways which does not give too many of us hope that this pandemic will be over soon. Still, we remain cautiously hopeful that it will end sooner than later and that we can get back to some normality.

In view of this we have reviewed our cancellation policies for the next few months till December 31, 2020 and will be implementing our normal Terms & Conditions as of January 1, 2021. As always we will remain agile and may review further as the conditions stabilise, or not.

Below are some questions and answers to guide you as agents, parents and students on our cancellation and refund policies that reflect the nature of current COVID-19 circumstances.

CANCELLING OR POSTPONING INDIVIDUAL BOOKINGS DUE TO COVID-19 RELATED ISSUES

If I cancel my booking 31 days or more before my course start date what are the cancellation fees?

Normal Terms & Conditions

€100 (including Registration fee) plus flight and Travel insurance fees, if applicable

COVID-19 related Terms & Conditions

Flight and Travel insurance fees, if applicable

If I cancel my booking between 8 and 30 days before my course start date what are the cancellation fees?

Normal Terms & Conditions

€100 (including Registration fee) plus flight and Travel insurance fees, if applicable

COVID-19 related Terms & Conditions

€100 (including Registration fee) plus flight and Travel insurance fees, if applicable

If I cancel my booking between 1 and 7 days before my course start date what are the cancellation fees?

Normal Terms & Conditions	COVID-19 related Terms & Conditions
For bookings between one (1) and seven (7) weeks the cancellation fee is one (1) week tuition and accommodation fees, Registration Fee, flight charges (if applicable) and Travel insurance (if applicable).	€100 (including Registration fee) plus flight and Travel insurance fees, if applicable. Or postponement without any charge except for flight / flight rebooking charges and Travel insurance, if applicable.
For bookings for eight (8) weeks or more the cancellation fee is two (2) weeks tuition and accommodation fees, Registration Fee, flight charges (if applicable) and Travel insurance (if applicable).	€100 (including Registration fee) plus flight and Travel insurance fees, if applicable. Or postponement without any charge except for flight / flight rebooking charges and Travel insurance, if applicable.
For Special Offer bookings which include a free flight no refund of any fees.	€100 (including Registration fee) plus non-refundable free flight offer deposit and Travel insurance fees, if applicable. Or postponement without any charge except for non-refundable free flight offer deposit / flight rebooking charges and Travel insurance, if applicable.

If I cancel my booking on course start date or later what are the cancellation fees?

Normal Terms & Conditions	COVID-19 related Terms & Conditions
No refund of any fees.	No refund of any fees but a voucher / credit note for the balance of unused course and accommodation only will be issued for use till December 31, 2021. Any flight and Travel insurance charges are not included in the voucher / credit note for which there is no refund.

If I cannot use my voucher / credit note can I transfer it to anyone else?

Normal Terms & Conditions	COVID-19 related Terms & Conditions
No.	Yes, excluding any flights and Travel insurance charges.

If ESE is closed due to COVID-19 (or other force majeure reasons) can I get a refund or can I postpone my booking without any charges?

If ESE is closed due to force majeure no refund is given but a voucher / credit note is issued for course and accommodation only as booked. There is no refund for any flight and Travel Insurance fees. There are no charges for any postponement if postponed to the same season as initially booked and with the same booking details, otherwise Low / High Season Supplement fees apply. Prices may change according to any changes in booking details.

If ESE is closed due to COVID-19 (or other force majeure reasons) while I am attending classes at ESE can I get a refund for the balance of unused course and accommodation?

If ESE is closed due to force majeure no refund is given but a voucher / credit note is issued for course and accommodation only if you decide to return home earlier than your course end date less one (1) week of course and accommodation if applicable. If you decide to stay in Malta during the closure online lessons will substitute your in-class lessons. If the number of online lessons offered are not the same number of in-class lessons booked then a voucher / credit note for the balance of lessons will be issued. There is no refund for any flight and Travel Insurance charges.

In the event of COVID-19 disruptions and I had booked a special offer including a free flight can I use my return ticket to return home earlier?

As we have already experienced at the start of the COVID-19 pandemic travel may be dramatically disrupted. If the airline of your booked return flight is operational we will assist in changing your ticket but any charges by the airline will be your responsibility. If you must purchase a new ticket this also would be your responsibility.

Can I carry on using the ESE online e-learning if I stop or suspend my course?

All students can use our ESE e-learning portal as follows:

This will be free for use by the student upon booking confirmation.