



Institute of English Language Studies
Matthew Pulis Street, Sliema SLM 3052, Malta

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HOST HOME Accommodation

Terms & Conditions, general guidelines

Please carefully review the following guidelines related to bookings placed with host home accommodation:

- Please note that Host Home accommodation is subject to sudden changes that can happen at any point during the booking, including last-minute cancellations and changes of families. Being a private household, families may experience sudden health issues, family emergencies, or other unforeseeable circumstances that can occur before or after the arrival of the students. In such events, IELS undertakes the responsibility of providing alternative housing for the students. This may include offering another available host family or upgrading the students to a room at one of IELS' residences or Hotels, at no additional cost.
- **Room Sharing:** Students booking a standard shared accommodation within host families should be aware that they may be required to share a room with other students who are not part of their class group, travel group, or any such similar groups. Host families work with many different schools and can decide to host other students in the same room, provided that the room's capacity and regulations established by Maltese law are respected. Unless a Single Nationality supplement is booked, students may be placed in the same room and house with others who speak the same native language.
- **The distance** from the host family to the school can never be guaranteed, regardless of the time of booking. Host families can be located within 45 minutes by transport from the school.
- **Special Diets:** Unless a Special Diet supplement is paid, host families are not required to cater for any diets, including, but not limited to; Celiac, Vegetarian, Vegan, Lactose, Halal etc. Simple "No pork" requests are not considered part of the Special Diet Supplement umbrella.
- **Moving or swapping Families:** such requests can only be entertained if received at least 10 days prior to arrival and are strictly subject to availability and confirmation from IELS. After a student's arrival in Malta, no moves or swaps of students from one family to another are permitted without approval from the IELS Host Families Co-Ordinator. The Host Families Co-Ordinator takes responsibility for promptly intervening to solve any issue and organizing changes of families and swaps of students if necessary, once properly informed so that the necessary arrangements and procedures can be followed.
- **Moving Out:** Students who decide to move out of a family without any major emergency or proof of a valid reason are not eligible for any refund. Minor issues caused by cultural differences, communication barriers, house rules, minor cleaning issues, and anything else that can be resolved by communicating with the Host Families Co-Ordinator and the family directly before taking the decision of moving out of the family, will not be considered as an emergency or a valid reason for immediate moving out.



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For the nature of the host family experience itself, small issues can occur, and it is part of the experience for the student to learn how to communicate with the host to solve minor issues.

- **Air Condition and Heating:** Please note that during the winter months in Malta, temperatures can drop, and the weather can become quite chilly and windy. Therefore, we recommend that all students coming from any part of the world should prepare appropriate clothing for both indoor and outdoor use. It is worth noting that households in Malta do not have central heating systems, and families are not obligated to provide heaters. However, they will provide quilts and appropriate bed sheets for students to use. During the summer, families are required to provide fans, but not air conditioning units. Please be aware that students who choose to move out of their host family's accommodation due to a lack of air conditioning or heating will not be eligible to refunds. It is important to plan accordingly and bring appropriate clothing for the climate in order to avoid any discomfort during your stay in Malta.
- **Cleaning and Laundry:** As part of our host family accommodation, families are contractually obligated to provide students with clean linen once a week and clean towels twice a week. It is important to note that each family's cleaning habits may vary, and we encourage students to discuss any doubts or issues regarding the frequency and days in which the rooms are cleaned of their room or the house directly with their host. Generally, families clean the rooms when students are out for their English lessons and activities. Therefore, we ask students to be respectful and treat their room as they would their own. If any issues related to cleanliness of the rooms, beds, linens, or towels arise, the Host Families Co-Ordinator can act as a mediator between students and hosts to facilitate a resolution. Cultural differences in how families handle cleaning and different habits are to be expected when choosing host family accommodation. Host families take care of doing laundry for the students, and it is best to discuss the laundry schedule and rules of the house regarding dirty laundry during the first few days of the student's stay.
- By signing these Terms and Conditions, you acknowledge that you have read and understood them and agree to comply with them in all aspects of your work / stay with IELS Malta.

Sincerely,
IELS Malta

Agency Name / Student Name _____

Signature _____