LK International
Languages • Innovation • Adventure

Booking Form

Personal Details

Please write your details exactly as on your passport/ID.

First and Second Name

Surname

Full Home Address

Passport/ID Number

Date of Birth

Gender ☐ Male ☐ Female

Telephone (+ country code)

Mobile (+ country code)

E-mail

Nationality / Native Language

Emergency Contact

Contact person's phone number

How did you hear about LK International? ☐ Google ☐ Agency ☐ Social Media ☐ Other

Booking & Course Details

☐ General English I GE20 ☐ One-To-One ☐ AM ☐ PM

☐ Intensive English I GE30 ☐ Exam Preparation

Start Date

Number of Weeks

Non-EU Student Only

☐ Medical Insurance

Accommodation & Transfer Bookings

Check-in

Check-out

Number of Weeks

Student Residence (self-catering) Room type: ☐ Single / ☐ Twin / ☐ Shared (up to 4) /

Minimum . 4 weeks. The single-room summer supplement will be confirmed at the time of booking, as rates may vary depending on the dates and availability.
Shared room: up to 4 students per bedroom. A security deposit may be charged upon arrival.

Airport Transfer Arrival: ☐ Yes ☐ No Flight No.: Time:

ADDITIONAL INFORMATION – anything else you would like to tell us? Any learning difficulties, medical conditions or allergies we should know about (e.g. dyslexia, diabetes, epilepsy, food/pet allergies)?

I acknowledge that LK International's policies can be found on the company website. I have read these and I accept LK International's Terms and Conditions. Please note: 1. LK International does not provide learning facilities or support for students with learning disabilities or medical conditions. 2. Your personal data will only be used for the purpose of facilitating your course, in line with GDPR requirements. 3. LK International may have classrooms in several locations with different timetables and students may be placed according to availability.

Signed: _____ Date:

info@learnkey.com.mt www.english.learnkey.com.mt

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Terms & Conditions

Learnkey English Programmes – Adults

1. Scope and Definitions
These Terms form part of the agreement between the student, or the person/organisation booking, and Learn Key for English courses, accommodation, transfers, activities and related services in Malta. "Learn Key", "School", "we/us/our" means the Learn Key entity named in the confirmation or invoice; "student/you/your", the enrolled person; "payer", whoever pays any fees; "booking", the confirmed course/services package; and "start date", its first stated date. By confirming, the student and payer accept these Terms. Mandatory Maltese and EU rights remain unaffected.

2. Booking and Enrolment
Applications may be made directly or through an authorised agent, sponsor or group organiser and are subject to course/level and accommodation availability; age and entry requirements; complete, accurate documents/information; required payment; and Learn Key's ability to provide services safely and lawfully. Applying does not guarantee a place. Learn Key may request further documents/information or refuse an application if the course is unsuitable, services unavailable, or legal, safeguarding, welfare or operational requirements cannot be met.

3. Confirmation, Fees and Payment
A booking is confirmed only after Learn Key issues written confirmation and receives the required payment. Students must promptly report errors in names, dates, course, accommodation or services. Fees are due by the invoice/confirmation deadlines; only the net sum received is credited, and the payer bears bank, intermediary, card and currency-conversion charges. Unless otherwise agreed in writing, lessons, final visa-support documents and Learn Key accommodation cannot begin before payment. A reasonable, pre-disclosed late fee may apply. After written notice of non-payment, Learn Key may withhold documents/certificates, suspend services or terminate the booking until settlement.

4. Changes and Deferrals
Written requests are subject to availability, academic suitability, immigration rules and Learn Key approval. One deferral should normally be requested at least 10 working days before the original start; sums paid transfer to the revised booking and are not normally refundable. The student must pay price increases caused by new dates/services and, if the programme, level or book changes, any new materials. Requests within 10 working days may be treated as cancellations. A reasonable, disclosed administration fee may apply for rebooking or replacement documents. Student-requested reductions do not automatically qualify for refunds; if Learn Key materially reduces or cannot provide a confirmed service, Section 17 and statutory rights apply.

5. Cancellation Before Arrival
Cancellations must be written and are effective when received:
• 20+ calendar days before start: tuition refunded less the EUR 250 registration/administration fee, accommodation placement fee, payment charges and incurred third-party costs.
• 7–19 days: 50% of tuition paid refunded; registration, administration, accommodation placement, payment and third-party charges remain non-refundable.
• Under 7 days: no tuition refund.
Accommodation, transfers, exams, activities and other third-party services are assessed separately according to notice, committed costs and supplier terms.

6. Visa Refusal
Within 14 calendar days of the decision and, where reasonably possible, before planned arrival/start, the student must submit in writing the official refusal, proof of application, completed refund request and any reasonably required verification/payment documents. Once verified, tuition paid directly to Learn Key is refunded less Section 9 charges; accommodation/transfers are calculated separately according to notice and committed costs. Standard cancellation terms may apply if the application was late, withdrawn, under the wrong category, unsupported, based on false/altered/misleading/incomplete student information, or official evidence was not submitted on time. Normally no refund applies if a visa is revoked, entry refused, or the student deported/expelled due to misconduct, false information, immigration breach or another student-attributable cause.

7. Visa Delays
Students must promptly report delays. Subject to availability, Learn Key may allow a later start, another intake or credit for a suitable future programme. Original class, timetable, accommodation, price and services are not guaranteed; any increase must be paid before reconfirmation. Delay alone creates no refund right; if the student cancels instead of postponing, Section 6 normally applies unless mandatory law provides otherwise.

8. Non-Arrival, Withdrawal and Shortening
No refund normally applies to unused tuition, accommodation or services if a student fails to arrive/attend, withdraws after arrival or leaves early, including for personal circumstances, homesickness, work, travel changes, late arrival, early departure, absence, uninsured illness, rule breach, misconduct dismissal or non-payment. Written shortening/change requests remain subject to academic, operational and immigration requirements. Upgrades require payment of the difference; lower-value/less-intensive transfers normally generate no refund. This does not apply when Learn Key cancels or mandatory law requires a refund.

9. Non-Refundable Charges
Once provided or incurred, the following are non-refundable: registration/administration and accommodation-placement fees; supplied/accessed materials; courier/postage; bank/payment-processing charges; external examination and third-party booking fees; visa-application and external-provider fees; insurance premiums subject to insurer terms; transfers cancelled outside the allowed notice; other supplier costs; and exchange-rate losses. Accommodation security deposits follow the applicable accommodation terms and may be returned after deductions for damage, missing items, extra cleaning, lost keys or unpaid charges.

10. Refunds
Requests must be written and include all reasonably required documents. Approved standard cancellation/visa-refusal refunds may take up to 30 working days after complete information is received; statutory withdrawal or mandatory remedies follow the legal deadline. Refunds normally go to the original payer via the original method and, where reasonably possible, currency. Bank/processing charges and exchange differences are deducted only where legally and contractually allowed. Learn Key may require evidence and authorisation to refund another recipient/account.

11. Visa and Immigration
Students must determine whether authorisation is needed, apply early under the correct category with complete/accurate information, pay external fees and comply with authority requests. Learn Key may issue supporting documents after required information/payment; these never guarantee a visa, Malta entry, extension or residence authorisation, which remain decisions of Identità, diplomatic missions, external providers, border and other competent authorities. Third-country nationals normally require a Schengen short-stay C visa for courses of no more than 90 calendar days, and a national long-stay D visa for courses over 90 days, including nationals normally exempt from short-stay visas; each student must verify current rules for their nationality, duration and circumstances. Visa/residence holders must maintain required attendance/engagement, update contact/accommodation details, comply with conditions and obtain extensions before expiry. Learn Key may be legally required to report non-arrival, unjustified absence, withdrawal, course/accommodation changes or other immigration-relevant matters.

12. Arrival and Airport Transfers
Complete, accurate travel details must be provided by the stated deadline, potentially including date/time, flight number, departure/arrival airports and a reachable travel phone number. A transfer exists only after written confirmation. Students must follow supplied meeting instructions/contact details. Learn Key is not responsible for missed transfers caused by late/incorrect details, unreported changes/delays, failure to follow instructions or leaving the meeting point without contacting the provider. Disclosed or reasonably incurred charges may apply for extended waiting, unscheduled journeys or short-notice changes.

13. Age Requirements
Adult English programmes are 18+ only; under-18s are not accepted even with individual parental consent, except in a Learn Key-approved closed junior group. Separate programme terms, safeguarding and supervision apply. Learn Key may require parent/legal-guardian consent; emergency contacts/ID; medical, dietary and allergy details; travel, collection and independent-movement permissions; group-leader/supervision details; and other reasonable safeguarding documents. Juniors, parents/guardians and leaders must follow programme rules, curfews, attendance, safeguarding and accommodation conditions. Adult programmes provide no continuous supervision outside scheduled lessons, activities or booked services; adults remain responsible for their movements, free time, safety, accommodation compliance and attendance.

14. Medical Conditions, Disabilities and Support
Applicants must disclose during application any disability, medical condition, allergy, learning difficulty or support need affecting study, accommodation, activities, travel or welfare. Learn Key will consider reasonable adjustments against the stated needs, facilities/resources, and health/safety, but cannot guarantee every request. If unsuitable, Learn Key will, where reasonably possible, advise before confirmation. Material non-disclosure may limit support and require change or termination where serious health, welfare or safety risks arise.

15. First Day and Orientation
Students receive first-day instructions and must attend on time with requested ID/documents. Procedures may include identity and contact/accommodation checks, placement testing, orientation, timetable issue, and explanations of academic, attendance, welfare, safety, complaints and emergency processes. Time missed through late arrival is not normally replaced/refunded.

16. Placement Assessment
Online/in-person assessment may be required and may cover grammar, vocabulary, reading, writing, listening, speaking, previous learning and programme requirements. Business English, Academic English, exam preparation and other specialist courses may require a minimum level; if unmet, Learn Key may recommend/place the student in a suitable programme of comparable value. Placement is an academic decision. Concerns must be raised with the teacher/academic team; no class/level move is permitted without approval.

17. Courses, Timetables and Locations
Provision depends on demand, suitable levels, teacher availability and operations; classes may run mornings, afternoons or across periods. Learn Key may change teacher, classroom, timetable or location, combine academically compatible groups or use suitable alternative premises. Nothing specific is guaranteed unless expressly confirmed in writing. If a confirmed programme cannot run, Learn Key may offer an alternative course, timetable, date, location, credit or deferral; if no suitable alternative can be provided or reasonably accepted, affected tuition is refunded. Learn Key excludes liability for independently booked travel, accommodation, insurance and indirect costs where legally permitted.

18. Low Enrolment and Small Classes
For low enrolment at a level/specialist course, Learn Key may combine compatible classes, offer a smaller class with adjusted contact hours, individual/semi-individual tuition, another programme or deferral. Reduced hours must follow a pre-disclosed small-class conversion policy and provide reasonably equivalent value through greater individual attention. If no conversion was disclosed or the proposal materially changes the confirmed programme, students will be informed before implementation and offered a Section 17 alternative.

19. Course and Level Changes
Changes to course, intensity or level depend on availability, academic suitability and immigration conditions. Progression requires demonstrated readiness, not time alone, and may require assessment/work; the academic team's placement decision is final. More expensive transfers require the difference; student-requested lower-value/less-intensive transfers normally receive no refund. Visa/residence students may change only as immigration rules permit; Learn Key may report relevant changes.

20. Attendance and Punctuality
Students must attend all lessons, be punctual and maintain at least 80% attendance throughout; immigration, sponsor, exam-body or programme rules may require more. The attendance procedure defines present/late/absent status. Arrival after the entry cut-off may require waiting until the next lesson/break and may count as absence. Lessons missed for lateness, illness, travel, personal commitments or other individual reasons are not normally replaced, credited or refunded. Absences must be reported; evidence may be required if extended/repeated. Below-threshold attendance may lead to contact, formal warning, academic/welfare meeting, monitoring, withheld completion/achievement certificate, suspension/termination or required authority notification.

21. Certificates
Programme completers may receive a Certificate of Attendance stating course/title level, dates and attended hours/lessons. Completion/achievement certificates require at least 80% attendance plus applicable academic, assessment and programme requirements. Certificates may be temporarily withheld for unpaid fees or incomplete academic/administrative procedures. A Certificate of Attendance is not a formal academic qualification unless expressly stated.

22. Materials
Students receive/access package-included materials; once supplied, downloaded, activated or used, they are non-refundable. Additional purchase may be required after level/programme change, extension, loss/damage or a different/revised edition. Printed/digital materials are for the registered student's personal educational use and cannot be copied, shared or distributed contrary to copyright/licence terms.

23. Study Breaks
Eligible long-term students may request a break in writing and in advance; it should normally cover full study weeks, comply with immigration rules and be approved before travel/absence. Breaks are not automatic. Approved course weeks may be added at programme end, but accommodation/services extend only if separately confirmed and paid. The same class, teacher, timetable or accommodation cannot be guaranteed afterward. Confirmed dates change only with written approval.

24. Examinations
External exam fees are excluded unless expressly stated. Registration depends on English level, progress, deadlines, availability and examination-body rules. Students must provide required ID; transport to external centres is excluded unless confirmed in writing. Provider terms govern fees, which are normally non-refundable/non-transferable after registration; if cancelled, the provider's remedy applies.

25. Public Holidays and Closures
Learn Key observes Maltese public holidays and official closures; dates are published separately and may change annually. Group lessons on these dates are not normally rescheduled, credited or refunded unless the course description states otherwise. Individual tuition/specialist arrangements are confirmed separately.

26. Teaching Format Changes
Lessons normally follow the confirmed format but may temporarily move online/blended if face-to-face teaching is prevented/materially disrupted by public-health measures, government directions, building/infrastructure failures, transport disruption, emergencies or other events beyond reasonable control. Where possible, students receive advance notice, access and technical guidance. A temporary change is not automatically a cancellation if education continues. A prolonged/material change triggers an appropriate Section 17 alternative; mandatory consumer rights remain.

27. Accommodation
Accommodation is subject to availability and may be supplied by Learn Key or an external provider; type, dates and key terms appear in the confirmation/separate information.
Check-in/allocation: Students must follow check-in/out times and arrival procedures. A room, apartment, host, view, floor or roommate is not guaranteed unless expressly confirmed; Learn Key may make an operationally necessary move to suitable alternatives.
Rules: Students must respect house/visitor rules, quiet hours, smoking restrictions, security, shared facilities and other residents; keep private/common areas reasonably clean; and avoid illegal, dangerous or seriously disruptive conduct.
Deposits/damage: A security deposit may be required and reasonably reduced for damage, missing items, lost keys, specialist cleaning, unpaid charges or condition breaches; the balance follows the stated return procedure.

Changes/termination: Change requests depend on availability and may cost extra. Removal for serious misconduct, non-payment, damage or repeated breaches normally carries no refund. Suitable alternatives may be offered if confirmed property becomes unavailable. Cancellation/refund is separate from tuition and may follow provider notice periods/charges.

28. Insurance
Students are strongly advised, and may be required, to maintain suitable health, travel and accident insurance throughout their booking/stay. Appropriate cover may include medical/hospital care, emergency assistance/repatriation, personal accident, disruption, cancellation/curtailment, belongings loss/theft and personal liability. Students must understand exclusions, conditions and claims. Learn Key is not liable for absent/inadequate cover where liability may legally be excluded; urgent costs paid by Learn Key may require reimbursement.

29. Personal Safety and Belongings
Students must reasonably protect themselves and their possessions and not leave valuables unattended in classes, shared areas, transport, activities or accommodation. Learn Key is not liable for loss, theft or damage unless directly caused by negligence for which it is legally responsible. Students must follow safety instructions and use care when alone, in unfamiliar areas, swimming, in activities or returning at night, and promptly report safety/welfare concerns.

30. Property Damage
Students are liable for damage caused intentionally or through negligence, misuse or ignored instructions, including reasonable repair/replacement, specialist cleaning, lost access devices and other losses. In shared accommodation, Learn Key will reasonably identify responsibility and will not impose collective charges without reasonable evidence of shared responsibility.

31. Conduct, Suspension and Dismissal
Students must respect students, staff, accommodation/service providers and the public, and obey Maltese law and reasonable academic, welfare, safety and accommodation rules. Violence, threats, bullying, harassment, discrimination, sexual misconduct, illegal substances, serious disruption, theft, fraud, deliberate damage, repeated breaches or conduct creating serious health/safety risk may lead, as appropriate, to warning, conditions, suspension, removal from accommodation/activities or termination; immediate protective action may be taken. Where reasonably appropriate, students are told the concern and may respond. Serious matters may be reported to parents/guardians, leaders, sponsors, agents, authorities or emergency services where appropriate/required. Dismissal for serious misconduct/non-payment normally carries no unused-service refund; the student bears resulting travel, accommodation and repatriation costs. Mandatory rights remain.

32. Complaints
Concerns should be raised promptly so Learn Key can investigate, initially with the relevant teacher, academic/student-services/accommodation team or management. Unresolved complaints should be written and state the issue, relevant dates/people, evidence, action taken and requested remedy. Learn Key will acknowledge, explain next steps and indicate the expected response time. Good-faith complainants will not be treated unfairly. Students remain free to contact competent regulators, consumer authorities, alternative dispute-resolution bodies or courts.

33. Data and Privacy
Learn Key processes data for enrolment, teaching, accommodation, welfare, payments, immigration compliance, communications, safety and service administration, lawfully, fairly, transparently and only as necessary. Data may be shared as required for service/legal obligations with authorised agents, accommodation/transport providers, exam bodies, insurers, payment providers, professional advisers, government authorities and regulators. The separate Privacy Notice identifies the controller, purposes/legal grounds, recipients, relevant international transfers, retention, rights and privacy contact details.

34. Photography and Video
Learn Key may photograph/record lessons, activities, excursions or events for operational, educational or promotional purposes. Where promotional consent is legally required, it is requested separately, clearly and optionally; refusal/withdrawal does not affect study. Required junior parental/guardian authorisation will be obtained. Students must respect privacy and not publish identifiable images/recordings of others without permission.

35. Force Majeure
Learn Key is not responsible for delay, interruption or failure beyond reasonable control, including natural disaster, extreme weather, epidemic/public-health emergency, war, unrest, terrorism, government restriction, industrial action, transport disruption, utility/telecom failure, premises closure or serious security incident. It will reasonably reduce disruption and may offer another timetable, location, service, date or teaching format. Refunds, credit or alternatives depend on services provided/still deliverable, circumstances and statutory rights; inability to recover supplier funds does not remove mandatory consumer rights.

36. Agents and Third Parties
An agent, sponsor, group organiser or other arranger must pass on accurate Learn Key information; students still must read/comply with these Terms. Payment to an agent authorised in writing to collect for Learn Key is treated within that authority; use only officially confirmed Learn Key/authorised-agent instructions. Payment to an unauthorised collector is not payment to Learn Key. Separate student/third-party agreements do not alter Learn Key obligations without its written agreement.

37. Updates and Governing Law
Learn Key may update policies for legal, regulatory, immigration, health/safety, operational or student-service changes. Normally the confirmation-date version applies, except later changes required by law, regulators, safety or immigration. Updates will not retroactively add charges, remove confirmed services or materially reduce contractual rights unless legally required or student-accepted. Material operational changes affecting existing bookings follow Section 17. Maltese law governs; mandatory Maltese/EU consumer rights prevail, and conflict in one clause does not invalidate the rest. Students may use Learn Key's complaints process or seek help from the Malta Competition and Consumer Affairs Authority, an appropriate ADR body or competent courts.