



Welcome Guide



Welcome

Contents

This guide contains useful information which you should read carefully. On arrival our representative(s) will give you information about what you should expect during your stay with ESE. On your first day at school you will attend a Welcome Meeting where you will be given more details about your school, Malta in general, your academic course, our leisure and welfare procedures and other useful tips and guidelines. You may also read the full ESE Terms & Conditions on our website at: <http://ese-edu.com/terms-conditions/>

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About ESE

Established in 1996, the European School of English has earned a high reputation in the EFL industry and holds a number of local and internationally-recognised accreditations. As one of the leading language schools on the island, our ESE staff strives to offer you a memorable study travel experience.

ESE operates from its main school in St Julian's (also housing ESE in-house residence) and an additional two annex schools during the peak season. These are the teen schools at ESE Naxxar and ESE Salini Resort. ESE Salini Resort also incorporates accommodation for students enrolled in Teen Club, Junior Camp, Milan Junior Camp and Young Learners programmes. On arrival, you will be allocated to one of these ESE schools.

Location

ESE Paceville, the main school, is located in St Julian's and is conveniently close to amenities such as banks, restaurants, shopping malls and the sea. It is also just a few minutes' walk away from the entertainment hub of Malta, known as Paceville.

ESE Main School and Annex Facilities

ESE Paceville, which houses the ESE in-house residence and Speakeasy Cafe, offers 24/7 reception facilities and welfare services. All administration offices including reservations, accommodation, academics, leisure and welfare are located here.

The ESE annex schools in Salini Resort and Naxxar are situated close to ESE Paceville and are run by ESE Academic and supporting administrative staff.

Emergency Contact Details

School Address: **European School of English,
Paceville Avenue, Paceville,
St Julian's STJ3103 Malta**
24/7 Emergency Tel: **(+356) 21373789 / (+356) 99478484**
Doctor: **(+356) 99494115**



ESE Paceville School



ESE Salini Resort



ESE Naxxar School



fast facts

Wi-Fi is free at ESE Paceville school, residences and apartments.

Guidelines and Regulations for ALL STUDENTS

The following guidelines and regulations will help you settle in at ESE and make your stay with us as enjoyable as possible. Please do not hesitate to ask for assistance from any member of staff – we are here to help you

General

1. **Remember to keep your ESE Student Card with you at ALL times.** You will need the Student Card to attend **ESE organised activities**, enter all **ESE facilities** (such as our Beach Clubs) and to use **ESE transport**. In case of emergency your ESE Student Card will serve as an I.D. card and will assist authorities in helping you and informing us about your situation. Please make sure you do not lose your ESE Student Card as there is a charge for a replacement card.
2. Your ESE Student Card may also be used to obtain discounts at various outlets displaying an ESE sticker in their shop window. Please enquire on entering the shop what kind of discount applies, if any.
3. Please note the **information printed on the label** on your Welcome Pack envelope. This information includes your **name, booking reference number, flight details, accommodation details** (if booked with ESE), **course start date and time and your school name**. Please inform a member of staff immediately if any of this information is incorrect. This is especially important since your **Certificate of Attendance** will

be printed with the name and other details as written on your Welcome Pack envelope. Therefore it is important that **you inform us if any of the details are incorrect.**

4. If a return **airport transfer** is included in your package or booking, you will be given a **Departure Slip** indicating your departure flight details and the pick-up time for your transfer to the airport. Your Departure Slip will be given to you in class by your teacher usually on the Wednesday or Thursday before your departure date. If you have not received this slip two days before your departure date please contact the Leisure desk. Please check this information carefully and inform a member of the leisure staff **immediately** if you have any queries regarding changes in the flight time or any other details. **The Directors, management and staff cannot be held responsible for missed flights if you do not collect and check your departure details.**

5. Please be on time for both your lessons and your leisure activities as it is very unfair to keep other students, teachers or other members of staff waiting.

6. Your English language course starts on Monday (or as otherwise indicated in your Welcome Pack), at the school indicated on your Welcome Pack envelope.
7. Please keep your I.D. card, passport, flight tickets and any amount of money securely locked in your suitcase at your place of residence. If you lose any of these items through your own negligence ESE will charge an administrative fee of €25 to assist with police reports and any attempt to recover the lost, stolen or misplaced items.
8. Please **remember** that in Malta we drive on the **left-hand side** of the road so first look right, then look left and then right again before crossing the road. Drivers will not always stop at pedestrian crossings so please be very careful.

fast facts

Should there be a public holiday during the week your lesson times will change. Your teacher will inform you of the new time schedule!





9. Please dress appropriately for school and when out in public areas. This is especially important when visiting churches and historical sites, otherwise entrance to these sites will be prohibited.

10. All ESE schools and residences have a “No food and drink” policy, except in designated areas. Smoking is prohibited on all school campuses except for ESE Paceville where students may smoke in the designated area on the first floor terrace.

11. **Malta has a zero tolerance policy on drug abuse** so do not be tempted. Offenders will be prosecuted in the Maltese Courts and prison sentences apply even if you hold a small amount of drugs for personal use.

12. Alcohol must never be brought onto any of the ESE premises, including schools and accommodation.

13. Bank locations are marked on the ESE Area Map and exchange bureaux can be found in most central areas. Please note that most banks in Malta close at lunchtime.

14. While Malta is generally a safe place please remember that petty crime exists so look after personal belongings (in crowded places and even in the classroom and residence) and never leave them unattended. Always stay in groups and avoid walking home alone.

15. The purchase of tours and excursions from companies other than ESE could lead to disappointment. ESE will not be held responsible for any problems, losses, failed pickups and hidden charges incurred when booking tours and excursions through other service providers.

16. A First Week Questionnaire can be found inside your Welcome Pack or will be provided by your teacher. Please fill in this form within 3 days of starting your course. You will also receive a Last Week Questionnaire which should be completed before your departure. Kindly place completed questionnaires in one of the questionnaire deposit boxes in your school.

17. Please make sure that on the day of your departure from Malta you are ready and waiting with your luggage near the entrance to your place of residence at the confirmed pick-up time so that you and other students get to the airport as scheduled and without delay. Kindly allow up to 30 minutes delay for the bus/taxi to arrive before contacting the school.

18. You **MUST** respect **all ESE Rules and Regulations** set out to ensure your safety and comfort. You must also observe the general rules of courtesy and conduct at your school and at your place of residence.

19. Should you feel sick at any time please report your illness to the Welfare department. Remember that we have a doctor on call 24/7 who can be contacted on **99494115**. This is not a free service and must be paid for by the student.

20. The Directors, management and staff of ESE Ltd and their subsidiaries are not liable for personal accident and/or theft, loss or damage of any property belonging to students.

tips

Bikinis and other swimwear are for the beach – please wear appropriate clothing when in public areas!

Only take small amounts of money with you. Leave the rest secure in your locked suitcase at your place of residence!

Residences, Apartments and Hotels

ESE offers a 24/7 reception service at ESE school (tel. no. +356 21373789) should you require any assistance.

Please refer to your ESE Area Map for location of the various ESE residences, apartments and hotels.

Please read the full terms and conditions at <http://www.ese-edu.com/terms-conditions/>



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1. Please **respect** each other – remember to keep the noise down to a minimum as other students and guests may be resting or studying.
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2. Please enter and leave the building quietly.
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3. If you are staying in an apartment please keep your bedroom, as well as the rest of the apartment, clean and tidy. Maid service is provided once weekly. If additional cleaning is required you may be charged a cleaning fee.
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4. Facilities at residences and apartments may be used only by students staying at the residences and apartments.
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5. Please **contribute to the environment** and reduce our carbon footprint by turning off all lights and air conditioning when leaving your rooms, residences or apartments.

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6. Towel and linen changes are made once a week at apartments. Please do not use these towels at the beach.
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7. No food or drinks are allowed in either the ESE Residence or ESE Whitehouse Residence.
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8. Students are not allowed to keep pets in any ESE residence or apartment.
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9. Students staying at either ESE Residence or ESE Whitehouse Residence should collect their breakfast vouchers from the main ESE reception. Breakfast is served at **Speakeasy Café** (within ESE Paceville school) between 07.30 to 09.00 hours on weekdays and 07.30 and 10.30 hours on weekends.
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10. WiFi is free at ESE residences and apartments.

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11. Students staying at ESE residences and apartments must place a refundable deposit of €100 on arrival at the residence. This deposit is refundable on departure but may be retained in part or in full to cover for any damage caused by the student to furnishings and fittings. Should the cost of repairs exceed the amount of the deposit the student concerned will be required to pay the outstanding amount before s/he leaves the apartment.
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12. Students staying at any of the ESE hotels must observe the hotel rules and regulations.



tips

Try to speak English with your host family and take part in their everyday life – it is excellent practice for you!

On your first day speak to your host family about the food you like and don't like!

Guidelines and Regulations for ALL STUDENTS

Host Families

On the day of arrival at the family and after you have settled in, ask your host family to explain the ESE Welcome Pack to you. They should show you:

A. Where the nearest public bus stop is and which bus takes you close to school (for ESE Adult students).

B. Where to board the ESE School bus and the number of your pick-up point (ESE bus stop) which is also written on your ESE Student Card (for Teen students).

C. The location of your host family's residence on the ESE area map – this will make finding your way home easier when you go out.

1. Ask your host family for a bath towel if you do not have one. This towel is to be used only in the house and is not to be taken to the beach.

2. You are entitled to a continental breakfast which includes tea or coffee with milk, an adequate amount of toast and cereal. Dinner must be varied and includes mineral water (not tap water).

3. During meals at least one member of the family is expected to sit down and talk with you so that you can practise your English.

4. If you are booked on a full board basis you should also be given a packed lunch by your host family. This will usually consist of 2 bread rolls with a filling, fruit and a small bottle of water. If you do not like the contents of your packed lunch, please speak to your host family so that they may change it.

5. Your host family will clean your room (but only if you have tidied it up), change your towel and your bed linen once a week.

6. Your host family will wash your clothes for you once in a two-week stay. If you are staying with the family for a longer period your laundry will be done once a week.

7. You are entitled to a maximum of two short showers a day. Please do not waste water as it is a very precious and expensive commodity in Malta.

8. Please switch off all lights and electrical appliances when you are not in your room. Please help us protect the environment and save energy.

9. Leave the bathroom as clean and dry as possible. Please dress appropriately at all times and close the doors and curtains in your bedroom when you are changing.

10. Please do not help yourself to food or drinks from the fridge, kitchen or anywhere else in your host family's home.

11. Students are not allowed to invite friends into the host family's home.

12. Never use the telephone without asking and always offer to pay for any phone calls you make, including the initial call required to use international call cards.

13. Please respect Maltese culture and remember that you are staying with a family and not at a guest house - always treat your host family with respect.

14. The host family is not duty-bound to provide you with a copy of the house key but may do so if they choose. If they do provide you with a key you are responsible for it. Should you lose the key, you will have to pay any costs incurred in replacing the door lock.

Guidelines and Regulations for ADULT STUDENTS

General

1. ESE provides a free one-way morning transfer to school from ESE Land's End apartments and at designated pick-up times. All other students must either walk or use public transport to come to school. It is important that you ask and note the nearest bus stop to your place of residence and the bus number.
2. Your lesson times will be communicated to you on your first day of school.
3. Should there be only one or two students in a class at any level, for whatever reason, lesson times will be reduced in accordance with ESE policies. Please refer to Terms & Conditions for the following.

General English:

from 20 lessons to 15 lessons

Miniclass:

from 30 lessons to 20 lessons

Business English:

from 20 lessons to 15 lessons

The above reduced lessons can be extended against a supplementary charge. Normal lesson times are resumed as soon as there are a minimum of three students in the class.

4. Taxis may be booked from school. Always agree on a fare with the driver before you enter the taxi.
5. Cars can also be rented through the school. Please ask a member of the leisure staff for details. Note that the speed limits in Malta are normally 40km/h and 60km/h unless otherwise indicated.
6. Access to the ESE Beach Club is free of charge from Monday to Friday. You will have to pay an entrance fee on Saturdays, Sundays and public holidays (restrictions apply).
7. The Directors, management and staff of ESE Ltd and the ESE Adult Beach Club management are not liable for personal accident and/or theft, loss or damage of any property belonging to students.
8. ESE students will directly answer to the ESE Beach Club management for any irresponsible behaviour or damage caused to the Beach Club.
9. Students attending the Young Adults course are considered as adults in terms of general rules and regulations, and do not have curfew times but must report to the Residence Coordinator at the designated times.

activities

ESE offers its students a number of exciting and varied activities and excursions. A new activity programme is organised each week and you may collect your weekly programme from the Leisure reception desk.

You may also book many other activities and excursions which are not listed in the weekly programme. Please talk to our leisure staff for more information about other optional activities you may be interested in.

tips

Make an effort to go on ESE organised activities as they are a perfect way to practise your English!!



Guidelines and Regulations for TEEN STUDENTS

Transport

1. All students should be at their pick-up points (ESE bus stop) to get on the ESE school bus at the designated time. Your bus is identified by a large ESE sign on the windscreen. Please ask your host family, residence receptionist or another student to direct you to the appropriate pick-up point. If you are not picked up within 30 minutes after your designated pick-up time, please call the ESE emergency number on 21373789 for instructions. Please ensure that you report the situation to your school coordinator when you arrive at the school. Please ensure that you get off the bus at the correct school which is written on the coloured label on your Welcome Pack envelope.
2. Please note that school buses do not always park directly outside the school so it is important to know where your school bus will be located after school:
ESE Paceville – outside Spinola Gardens
ESE Naxxar School – outside the school
ESE School at the Salini Resort – outside the school
3. Your lesson times will be communicated to you on your first day of school.
4. Students are not allowed to use the lift in any ESE school unless authorised by the Director of Studies.
5. Please refer to the Activity Programme included in your Welcome Pack for a schedule of all activities for the week.
6. Transport will be organised back to your residence from all evening activities up to 23.30 hours (unless you are informed otherwise). Please remember to tell your tour group leader which pick-up point you want the bus to stop at. Do not forget your student card as you might not be able to board the bus and will be reported to the Welfare Department.

Curfews

Student curfews are as follows:

1. Students aged **14 years and under** MUST be at their place of residence by 23.00 hours from Sunday to Saturday (unless attending an ESE activity).
2. Students aged **15 years to 17 years** MUST be at their place of residence by 00.00 hours (midnight) from Sunday to Thursday and by 01.00 hours on Fridays and Saturdays (unless on an ESE activity).
3. Irrespective of age, Teen Club and Junior Camp students must obey curfews set out in the Teen Club and Junior Camp residences.

fast facts

Public transport in Malta generally costs from €1.50 per trip. Remember to always have small change on you when using the buses!

activities

From the first day at school and throughout your stay, ESE Group Leaders will visit your classroom giving out information of the week's activity programme. Your Welcome Pack contains an overview of the pre-paid and optional activities with detailed explanations of the time, prices and meeting points.

beach club

The ESE Beach Club is located on Main Street, St Julians. Entrance is free every day from Monday to Friday on presentation of your ESE student card and is available on a first-come-first-served basis.

fast facts

Every week ESE organises a Welcome Party to which all new students are invited and at which students will meet most of the ESE staff members. The Welcome Party is the start to an enjoyable and worthwhile language and leisure experience in Malta so make sure you don't miss it!



Guidelines and Regulations for TEEN STUDENTS (Age 13 – 17 years)

All students attending ESE courses must abide by the rules and regulations stipulated by the package booked. In some cases rules are determined by the age of the students. Please ask ESE Reservations staff or the ESE Leisure/ Welfare Leaders should you have any queries.

ESE
Disciplinary
Grid

The disciplinary grid refers to such behaviour and the course of action open to ESE in such cases. ESE reserves the right to expel and repatriate any student who, in the opinion of ESE, has behaved in an unacceptable manner.

	WARNING			FINAL WARNING	SEND HOME
	CAUTION STUDENT				
	INFORM AGENT/PARENTS				
Endangering themselves or others and/or threatening their health, safety or comfort	1			2	3
Theft					1
Use of illegal drugs					1
Malicious damage to property and/or violence				1	2
Behaviour which requires Police Action					1
Excessive alcohol consumption	1			2	3
Repeated failure to attend academic lessons	1	2	3		
MISSED CURFEW:					
Up to 30 minutes late	VERBAL WARNING				
Over 30 minutes late	1	2	3	4	5
BREAKING MALTESE LAW INCLUDING:					
Smoking (legal age is 18 years)	1	2	3	4	5
Drinking alcohol (legal age is 17 years)	1	2	3	4	5
Ignoring Group Leaders' orders	1	2	3	4	5
Showing disrespect to Host Family/Authority	1		2		3
Bothering/disrespecting other students	1	2	3	4	5



Guidelines and Regulations for TEEN CLUB, JUNIOR CAMP and YOUNG LEARNERS

These guidelines apply ONLY to those students who have booked an ESE Teen Club, Junior Camp or a Young Learner’s package.

General

1. **Curfews** apply according to age. Students aged 14 years and under **MUST** be in their rooms by 23.00 hours from Sunday to Saturday (unless attending an ESE activity). Students aged 15 years and over **MUST** be in their rooms by 00.00 hours (midnight) from Sunday to Thursday and by 01.00 hours on Fridays and Saturdays (unless attending an ESE activity).

2. Students are not allowed to buy or consume alcohol or cigarettes.

3. Young Learners and Junior Camp students must attend all school lessons and activities. Only students who have been certified as being sick by the school doctor will be allowed to miss lessons.

4. Students must sleep in their allocated room. No other students apart from your roommates are allowed to visit or stay inside your room.

5. Young Learners and Junior Camp students must not leave their residence except to go on an ESE activity or accompanied by an ESE tour group leader.

6. Students leaving untidy rooms will not have their rooms cleaned by the residence cleaning staff and may have to pay a fee for extra cleaning services.

7. Students residing at ESE Junior and Teen Residence (Salini Resort) must place a refundable deposit of €50 on arrival at the residence. This deposit is refundable on departure but may be retained in part or in full to cover any damage caused by the student to furnishings and fittings. Should the cost of repairs exceed the amount of the deposit, the student concerned will be required to pay the outstanding amount before she/he leaves the Salini Resort.

tips

Never leave any ESE activity without first informing your Group Leader!

Always wear sunblock when you are in the sun to avoid sunburn!





All students attending ESE courses must abide by the rules and regulations stipulated by the package booked. In some cases rules are determined by the age of the students. Please ask ESE Reservations staff or the ESE Leisure/Welfare Leaders should you have any queries.



EUROPEAN SCHOOL OF ENGLISH

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Learning for Life



Member of

CLARET GROUP

learn • grow • achieve



@ESE Malta



ESE (Malta)



ESE – European School of English