The special administrative and cancellation policy applicable to cases of COVID-19

NO administrative fee and NO cancellation fee is charged in the case when a student books and pays for a Non-formal or Formal Education programme and ancillary services and is constrained by official health or Government order to the effect issued within the last 10 days before scheduled arrival, or during the stay, to change the booking or the flight arrival and departure information, or to cancel part or all of the programme stay. Full refund of the unutilised payment received is granted.

The standard applicable terms and conditions are:

The AGENT will pay the NSTS MALTA:

(a) An administrative fee of Euro fifty (€50) for each change in specification of a booking or for notification of flight arrival and departure information within the last ten (10) days prior to the earlier of the arrival or course commencement date of a student-customer,

(b) An administrative fee of Euro one hundred (€100) for each booking released and re-booked by the NSTS Malta for the non-timely receipt of full payment before the arrival date of the student-customer,

(c) A cancellation fee of EURO two hundred and fifty (€250) for each cancellation of a Non-formal Education or an English Language student-customer, and a cancellation fee of EURO one thousand (€1,000) for each cancellation of a Formal Education High School Year student-customer notified to NSTS Malta within the last ten (10) days prior to the earlier of the arrival or course commencement date or in cases of no-show.

No refunds or abatements are permitted for failure by a student-customer to utilise part or all of the services save for failure to be issued with a visa when an administrative fee of €100 is charged.

As to what happens if:

1 - NSTS Malta goes under lockdown before the course commences; and during the course.

It is presumed, though not explicitly specified, that the student(s) are in Malta already. If not the above applies and not the following.

(a) Under lockdown the students must remain in a bubble on their own. They would be able to move around within their accommodation, subject to obeying the given precautions.

(b) Their lessons, if cannot be held in-presence, will be transmitted virtually on-line to them inside their bedrooms organised according to class levels.

(c) If outdoor activities are booked for additionally to the basic programme, these outdoor activities may still be held with full respect to all the applicable safeguarding health conditions. If students do not conform, or behave in a manner conducive to difficulties, then the outdoor activities will be cancelled with no liability on NSTS and no refund.
If the Health Authorities impose restrictions that do not permit the holding of outdoor activities, then the charge for the lost activities will be refunded.

(d) If the situation calls for a quarantine, then the students must remain in their rooms or within Campus precincts. In this case the Student Relations and Service Team would organise for some hour every day either in-presence games, quizzes, activities, etc or, if the situation does not permit in-presence, then these games, quizzes, activities, etc are held virtually on-line.

(e) Students must obey and follow all instructions, rules and regulations and any accompanying group leader must support the NSTS taken decisions. Should students feel hemmed in and cause damage, then they will be liable to pay in full for the damage, so primarily the established check-in deposit will be used.

2 - There are cases of Covid in the student residence or among staff?

(a) The infected is immediately isolated and the Health Authorities are immediately notified. NSTS will follow the instructions given to it by the Health Authorities.

(b) In all probability a quarantine will be enforced and the students must remain in their rooms or within Campus precincts as the Authorities instruct.

(c) Their lessons, if any, will be transmitted virtually on-line to them inside their bedrooms organised according to class levels.

(d) If any outdoor activities are booked for, additionally to the basic programme, then the charge for the lost activities will be refunded.

(e) In this case the Student Relations and Service Team would organise for some hour every day virtual on-line games, quizzes, activities, etc.

3 - for any reason one or more students is unable to return home on the scheduled day of departure but is constrained to remain in Malta.

(a) In this case, NSTS will continue to provide accommodation beyond the scheduled return date to the date of possible actual return, unless the Health Authorities, or the Embassy of the country of origin of the students, take charge of the student(s) for whom they assume responsibility.

(b) In all cases if the agent undertakes to send student(s), the agent binds itself to pay if applicable, according to the established rates given to accommodate the student(s) in the first instance, for the additional nights of accommodation of the student(s) and to effect full payment:
   i. within one (1) week of the actual departure of the student(s) if the additional nights are deemed to be seven (7) or less, or
   ii. within the first one (1) week for an estimate stay of more than seven (7) nights but less than fourteen (14) nights, and
   iii. so repeated within every one (1) week for stays of every seven (7) nights, or part thereof or more, beyond the first fourteen (14) nights, with NSTS binding itself to refund any overpayment within one (1) week from the actual departure date of the student(s),

Save that the agent, notwithstanding, remains bound to pay in full with no abatement, all the accruing charges within one (1) week of the actual departure date of the student(s).

The agent may request a continuation of the other services to be rendered as conditions permit for which the agent will pay NSTS according to the foregoing applicable schedule (b) i, ii, iii.