Fit-Tribunal tal-Konsumatur

Rafia Soukaina

Vs

Study First Europe Ltd (C 97379)

CCT 143/25/CC

Today 18th November, 2025

The Tribunal;

Having seen the claim filed by claimant on the 6th August 2025, whereby claimant requested a refund amounting to €600 (six hundred euros) being a part payment paid to respondent company relating to the provision of English tuition, including travel visa arrangements and accommodation assistance.

Having seen that respondent company duly notified on the 12th August 2025 with the Notice of Claim, and Notice of Appointment of Sitting failed to submit a reply, and hence is in a state of *contumacia*.

Having seen the acts of the case.

Having heard claimant give evidence on oath during the sitting dated 21st October 2025, and having seen that respondent company failed to appear, and to justify the state of *contumacia*;

Considers;

It results that claimant sought recourse to this procedure following the payment of €600 (six hundred euros) to respondent company, and to which no service was given. Originally, the claimant paid the full sum of €1,044.40c (one thousand and forty-four euros and forty cents, from which sum claimant received a refund amounting to €450 (four hundred and fifty euros). The said sum was paid by the claimant to the respondent company for English tuition fees, assistance related to travel visa arrangements and accommodation. Following the rejection of claimant's visa, no service was provided by respondent's company to claimant. The claimant confirmed that several attempts for the recovery of the payment €600 (six hundred euros) went unanswered, and hence she sought recourse to this procedure.

The Tribunal, having seen the acts of the case and the documentation filed by claimant, is of the opinion that the version presented by claimant is correct and truthful, and hence merits confirmation for the refund of €600 (six hundred euros). The claimant successfully proved her case, and the Tribunal accedes to her request.

Consequently and upon review and careful examination of the facts of this case, and also upon review of the documentation and acts of this proceedings, in line with Chapter 378 of the Laws of Malta, the Tribunal accedes to the request filed by claimant and condemns respondent company to pay claimant the total sum of €600 (six hundred euros).

The expenses of these proceedings are to be exclusively borne by the respondent company.

Dr Charmaine Cherrett

Arbiter