

Student Guide and Code of Conduct for Living in a Homestay

FOR ALL STUDENTS

Before Arriving at your Homestay Provider

- When you book a Homestay it is very important to **tell** us your preferences and requirements, such as special diet and allergies **BEFORE YOU REACH** the UK.
- We try to match the homestay according to your preferences, but we cannot guarantee this.
- Capital School of English or your agent will send you the **address, email and telephone** number of the family before you arrive. We encourage you to **contact** your homestay before your arrival.(email)
- If you cancel your reservation one week or less before your arrival, you will have to pay the homestay for **one week's** accommodation.

Day to day living

- Homestay is *not* like living in a hotel. Please remember you are a guest in your homestay's home and that you will be treated like a **member of the family**.
- You should treat all members of the household with respect at all times.
- If you have any problems within your homestay, you must first inform your Group Leader, who will then discuss the matter with the Group Administrator at the earliest opportunity.

Meal times

- Your homestay will tell you the times set for breakfast and dinner. Please be polite and be **on time**.
- If you are going to be delayed for the meal due to a school activity, the school will notify your homestay in advance.
- If you don't like any food please tell your host but **try** the food first.

Essential Guidelines

- Please give your **mobile phone** number to your **homestay** on arrival.
- Laundry: Your homestay provider will ask you to give them your laundry and **they will wash it for you** when required.
- **KEEP YOUR ROOM TIDY AND REMEMBER TO MAKE YOUR BED.**
- Remember to switch all appliances and lights **off** when you are going out.
- Do **NOT** use your homestay's home telephone to make outgoing calls. You can buy SIM cards for your mobile phone opposite the main school and in many other shops. You must ask permission from your homestay to receive incoming calls.
- Check with your homestay about using laptops and other appliances, etc. **(Don't forget your adaptor and charger!)**
- Do not use the kitchen or help yourself to food unless you have agreed this with your homestay.
- If you are cold, ask for extra blankets and/or a hot water bottle. (Discuss any issues with your Group Leader who will inform the Accommodation Team)
- Leave the bathroom clean and tidy after using it and remember to use your own shampoo, soap, toothpaste etc.

- If you break or damage anything, tell your homestay family immediately and inform your Group Leader who will notify the Accommodation Team.
- Please make sure after using any tap (running water) it is turned off fully.
- Do not put pictures on the wall unless you have agreed this with your homestay provider.

Internet

- All homestay providers have internet access available to students. **However**, this facility could be limited. Please check with your homestay provider regarding internet usage.

Curfew Times Reminder

Mini Stay Groups under 18

There are strict curfew times for the Mini Stay Groups which are pre arranged by your Group Leaders with Capital School and set out in the **Social Programme** prior to your arrival.

Student under 18 attending an Adult Course

If your child is attending an Adult course the curfew times are:-

Sunday to Thursday – must be home by **10.30pm**

Friday and Saturday – must be home by **12.00 midnight**

REMEMBER

We are here to help you. If you have any queries, concerns or complaints, do not hesitate to contact either a member of Staff. Student welfare is of the uppermost importance at all stages of your journey at Capital School of English and staff trained in Safeguarding and First Aid, along with an Emergency phone line, are available for students 24 hours a day.

(24hr out of hours Emergency number:- +44 (0) 7969524647)
