

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, (an introductory email would be appreciated).
- 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 (if you have one), who will then discuss the matter with the Group Administrator at the earliest opportunity. If you do not have a Group Leader, then contact the Accommodation Officer at the school.

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 endeavour to notify your homestay.
- 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**. Students 18 and over receive one wash load per week and students U18 are entitled to unlimited laundry.
- KEEP YOUR ROOM TIDY AND REMEMBER TO MAKE YOUR BED.
- Switch all appliances and lights **off** when you are going out.
- You **MUST** remember to close windows and lock doors when you are going out.
- Do **NOT** use your homestay's telephone to make 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 (if applicable), who will inform the Accommodation Team).
- Leave all rooms clean and tidy, particularly the bathroom 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 (if applicable) 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

13. Student aged 16-17 attending an Adult Course

If you are 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)**

***If you return home after the curfew times, your homestay provider will contact the school.**

***If you are having difficulties getting home, please contact your homestay or the 24hr school emergency number.**

Student aged 12–15 attending a Closed Group

- All students must follow the **Closed Group** programme which has two evening activities normally at the school from 19.30 – 21.30 on Tuesday and Thursday. The homestay is asked to drop their student off at 19.30 to Capital School of English and collect them again at 21.30. If the activity is held outside the school the homestay will drop you off at Capital School of English and you will be supervised on your return journey on the bus by a Capital School of English staff member or one of the Group Leaders.
- On the remaining evenings you must stay with your homestay. All the homestays who take this age group are aware of these rules.

REMEMBER

We are here to help you. If you have any queries, concerns or complaints, do not hesitate to contact 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, is available for students 24 hours a day.

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