

Living with a Homestay: Information Pack for Adult School Students

What is homestay accommodation?

Your home away from home

Living with a homestay allows you to become a part of a family in England; eating together, chatting together and sharing experiences together. It is also the best way to learn about British culture and practice your English outside of the classroom.

Please remember: You are a guest in your homestay's home. Homestays are a home and not a hotel.



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Section 1: Information about Capital School of English homestays

Studying at the Capital School of English and living in the UK is exciting, but also, worrying and nerve-wracking. Everything is new and different...but do not worry, we are here to help and support you on your personal learning journey.

We understand that living away from home, in a new culture with new people can be challenging. You should be flexible and open-minded to the cultural differences within the UK and your homestay.

You must follow the rules of your homestay host.

You must always treat your homestay family and other guests with respect. Capital School of English does not accept any form of verbal abuse, harassment, bullying, violence, damage to personal property or extremist behaviour. Please remember:

- Homestays are a home and not a hotel.
- You are a guest in your homestay's home.

You may be given a warning or expelled from the school if you do not follow the rules of living with a homestay.



Your homestay family

You will live with a family, where English is the language of communication.

A family can be:

- A mother and father with children
- A single person with no children
- A single person with children
- A couple (male and female, male and male, female and female)
- Younger people
- Older people

Please note: Capital School of English welcomes all individuals regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity.

Pets: Many homestays have pets. In the UK, they are part of the family.

Other students: You may also live in the same house with other students from Capital School of English or another school. Students must use English in the homestay.

Before you travel, we recommend that you contact your homestay via WhatsApp or email to introduce yourself.

Sample WhatsApp message

Hi. My name is ...((first name)... I am(age)... years old. I am from ...(city/town)... in ..(country)... Have you ever visited ...(name of your country)...?

I have never visited England before. / I have visited England 3 times before, I went to, and

I am excited to see / to try / to practise my English.

I am interested infootball / fashion / history, because What are you interested in?

I like to eat / I don't like to eat / I am allergic to

I look forward to meeting you.



Check in (arrival) and check out (departure)

Homestay accommodation is booked on a weekly basis (Sunday – Sunday).

Check in	Check out
from 12:00 (midday) on Sunday	before 10:00 on Sunday

You must give Capital School of English your arrival details so your homestay, or their family or close family friend, can welcome you on arrival.

Please note: It is not ideal to check in at the homestay between 23:00 – 07:00. We understand at times this cannot be avoided. If it is necessary, you must tell us as soon as possible.

If you are badly delayed during your journey, contact your homestay.

When you arrive at your homestay

- If you didn’t send a message to your homestay before you travelled,
 - introduce yourself.
 - give your mobile phone number to your homestay.
 - get your homestay’s mobile number.
- The homestay will explain their house rules. Respect and follow their house rules. You must follow the rules of your homestay. If you do not, you may be given a warning or expelled from the school.
- Contact your family at home to let them know you have arrived. Ask for the Wi-Fi password.

Useful Phrases
What is your phone number?
My phone number is
What is the Wi-Fi password?
Where can I smoke? Where should I put my finished cigarette?



Your bedroom

All bedrooms are private rooms and not shared with another person or student, unless requested by the student. Twin rooms can only be shared with a friend or relative.

Ensuite rooms have a private bathroom either attached or separate to the bedroom. Ensuite rooms are limited and are subject to availability. Students should request/book an ensuite room as early as possible.

Your room will have drawers or a wardrobe for your clothes. It may also have a desk or table to study, or this may be in another room in the house. Ask your homestay where you can do your homework.

Your homestay will change your bed linen (sheets, pillowcase and duvet cover) every week. They may ask you to strip the bed (remove all sheets from the bed).

If you are cold, ask your homestay for extra blankets and/or a hot water bottle.

You must not put pictures or anything else on the bedroom walls.

You do not have to clean your bedroom, but you must:

- keep your bedroom tidy
- make your bed every day
- Switch off plugs and lights when you leave the house

Useful Phrases

Where can I do my homework?

What day do you usually change the bed linen/bedding?

Do you want me to strip my bed to help you?

I am cold at night. Can I have an extra blanket, please?

The rubbish bin in my bedroom is full. Where can I empty the bin?



Meals

Homestay accommodation is full-board at the weekend (Saturday & Sunday) and half-board during the week (Monday to Friday). Self-catering homestay accommodation is not available.

You will have a balanced diet. Your homestay will give you

Monday - Friday	Saturday & Sunday
Half-Board = Breakfast and Dinner.	Full-board = Breakfast, Packed Lunch and Dinner.

In the UK a typical breakfast includes:

- cereal or toast with a cup of tea or coffee.

In the UK a typical packed lunch includes a sandwich, piece of fruit, snack, and drink. Each homestay has different arrangements for the packed lunches, ask your homestay.

In the UK dinner is the main meal of the day. It is usually between 5.30pm - 6.30pm. A typical dinner might be

- Chicken curry with rice

- Meat with mashed potato and vegetables
- Pizza and chips

You must try the food your homestay offers you. If you don't like any food, tell your homestay.

If you are on a rigorous physical diet and require a diet high in protein or sugar, you should supplement your meals.

Mealtimes, especially dinner time, are a great opportunity to sit with your homestay family and chat with them about your day and their day, and anything else.

Your homestay will tell you the time for breakfast and dinner. Be on time. Do NOT be late. If you will be late for a meal, tell your homestay as soon as possible in advance (via WhatsApp or text).

You must not cook in the kitchen, unless you have agreed this with your homestay. Your homestay may not be covered by their home insurance if you cook.

You must not take any food without asking your homestay. Only eat the food your homestay have told you to eat (fruit, juice, snacks, etc).

Useful Phrases

What time is breakfast?

I don't like mushrooms.

What food can I eat from the fridge?

Can I keep some food in the fridge to make a sandwich for my lunch?

I will be home late. Can you save (plate up) my dinner, please?



The bathroom

You should have one shower a day. Most homestays have only one bathroom for all the family to use. Respect the homestay and:

- Ask when is the best time for you to have a shower to fit in with their family routine.
- Have short showers, so other family members can use the shower.

In the UK we pay for the amount of water we use. You must have short showers and turn off the taps fully.

You do not have to clean the bathroom. But you must

- Keep it clean and tidy.
- Use your own shampoo, soap, toothpaste, etc

Your homestay will provide a towel for use in the bathroom and shower. Please bring your own towel for the gym or beach.

Useful Phrases

What is best time to use the shower in the morning/evening?

Where can I keep my shampoo?

Where should I hang my wet towel?



Laundry

Your homestay will do your laundry (wash your clothes) a minimum of once a week. Each homestay has different arrangements for washing your clothes, ask your homestay.

Your homestay will change your towels and bed linen (sheets, pillowcase and duvet cover) every week. Each homestay has different arrangements for changing the towels and bed linen, ask your homestay.

Useful Phrases

Where should I put my dirty clothes?

What day do you usually do the laundry?



Internet / Wifi

Your homestay will have Wifi or internet access. Your homestay may switch it off at certain times (for example, overnight) or internet access may be limited. Each homestay has different arrangements for using the WiFi/Internet, ask your homestay.

You must use the internet in an appropriate, legal and responsible manner. Inappropriate internet use is not permitted. Inappropriate internet use can include:

- Inappropriate language

- Cyberbullying
- Sharing illegal content
- Inappropriate content. Content that is offensive or harmful, such as:
 - o Content that promotes hate or encourages unlawful behaviour
 - o Content that shows violence or cruelty to people or animals.

Some homestays may have parental controls in place to protect their own child(ren).

Useful Phrases
What is the Wi-Fi password?
Do you switch off the Wi-Fi?
The Wi-Fi is not working.



Amenities

Electricity: In the UK we pay for the amount of electricity we use. You must switch off all electrical equipment in your bedroom and lights off when you are going out.

Heating: Heating is usually switched on in the morning and in the evening for an hour or two. Heating is usually switched off overnight.

If you are cold, ask your homestay for extra blankets and/or a hot water bottle.

Bring warm clothes if you are staying during the winter months.

Telephone: You must NOT use your homestay’s home telephone to make outgoing calls. You can buy SIM cards for your mobile phone. You must ask permission from your homestay to receive incoming calls.



Recycling

In the UK we have separate bins for different types of rubbish. Usually we have 3 bins,

- o Recycling; for plastic, glass, cans and paper.
- o Food waste. It is a small brown outdoor bin.

- General rubbish waste for everything else.

Put your rubbish/recycling in the correct bins. You must follow the recycling guidelines of your homestay.



Doctors

We recommend that students register at their homestay's doctor's surgery. Please speak to your homestay for more information.

Before you travel, make sure your health and medical supplies are up-to-date.

- Check your vaccines
- Talk to your doctor about any repeat prescriptions, etc.

Useful Phrases

I am sick. I think I need to stay at home and rest.

Where is the nearest pharmacy?

I am sick. I would like to see a doctor. Can you help me?

Can you help me register with the doctor's?



Dentist

If you need to see a dentist, speak to your homestay or a member of staff at the school.

Before you travel, make sure your teeth are healthy. If needed, get your teeth checked before you travel.

Useful Phrases

I have a toothache. I need to see a dentist. Can you help me?



Homestay hosts checks

Capital School of English regularly visits and inspects all homestay homes and hosts, and we collect feedback on our homestays from you.

Capital School of English makes sure all homestays:

- have a comfortable living environment
- are clean and tidy
- have suitable heating and lighting
- have smoke alarms
- have a fire risk assessment
- with gas have a valid Gas Safety Certificate, which is checked every year, and a Carbon Monoxide detector

You, your friend, your parents and/or legal guardian or your group leaders cannot inspect our homestay homes.



Any accidents

If you break or damage anything, tell your homestay immediately and Capital School of English. You must pay for any damage to the homestay accommodation. For example, lost keys, damage to the carpet or furniture, etc.

Useful Phrases

I am very sorry. I have had an accident. I have spilt something on the carpet.

I am very sorry. I have had an accident. I have broken the shower.

I am very sorry. I have had an accident. I have marked the desk in my room.



Location

Homestays are within approximately 3 miles of Capital School of English (Winton, BH9 2HH). You can either take a bus or walk. We recommend all students get a bus pass for ease of travelling around the town.

Useful Phrases

Where is the nearest bus stop?

Which bus can I take to school?

Which bus can I take to Bournemouth Town?

Do I need cash for the bus?

What is this neighbourhood called?

Section 2 & 3: Living with a Homestay - Code of Conduct & Terms and Conditions for Adult School Students

These Terms and Conditions apply to ALL students living in a homestay organised by Capital School of English.

Any homestay booking with Capital School of English acknowledges that you agree to these Homestay: Terms and Conditions & Code of Conduct (Rules) for Students.

FOR STUDENTS AGED 16 & 17

These Terms and Conditions apply to all students aged 16 & 17 staying in a homestay organised by Capital School of English.

These Terms and Conditions must be read by your parents and/or legal guardian with you.

Any homestay booking with Capital School of English acknowledges that you, your parent and/or legal guardian agrees to these Homestay: Terms and Conditions & Code of Conduct (Rules) for Students.

Section 2a: Code of Conduct (Rules) for Living in a Homestay for Adult School Students

Capital School of English believes that all students have a right to live, study, develop and achieve in a safe and supportive environment. Below are Capital School of English's rules of Living in a Homestay. These rules make a safe and supportive environment.

If you break this Code of Conduct for Living in a Homestay, we will give you verbal (spoken) and/or written warnings. If you get a warning we may tell your Educational Tour Operator, and/or parents and/or legal guardian (if applicable). If unacceptable behaviour is very serious or continues, you will not be allowed to continue at the school (expelled) immediately with no refund to any fees, and you must leave the accommodation.



Behaviour

1. You must always treat your homestay and other guests in their home with respect. Capital School of English does not accept any form of verbal abuse, harassment, bullying, violence, damage to personal property or extremist behaviour (See Our Abusive Behaviour policy). Please remember: You are a guest in your homestay's home. Homestays are a home and not a hotel.
2. You must follow the rules of your homestay host. If you do not, you may be given a warning or expelled from the school.
3. You must use the internet in a legal and responsible manner.



Communication

4. Always be polite. Say
 - "Please"
 - "Thank you"
 - "Can I have ...a drink of water?"
5. You must give your phone number to your homestay, so they can contact you.
6. You must ask your homestay in advance if you would like to invite a friend to the house.
7. You must tell your homestay in advance if you are going away for the night or weekend.



Cleanliness

8. You must keep your bedroom clean and tidy.
9. You must keep the bathroom clean and tidy.
10. You must maintain a good level of personal hygiene.



Smoking or vaping

11. You must NOT smoke or vape in your homestay's home, unless they allow you to. Each homestay has different arrangements, ask your homestay.



Security

12. You must not lose the house key. If you do, tell your homestay immediately. You must return the house key at check out (departure).
13. You must always lock the doors and windows when you leave the house.



Any accidents

14. If you break or damage anything, tell your homestay immediately and Capital School of English. You must pay for any damage to the homestay accommodation. For example, lost keys, damage to the carpet or furniture, etc.



Any issues or concerns

If you have any problems within your homestay, you must inform Capital School of English immediately so we can help.

REMEMBER: Everyone at Capital School of English is here to help you.

If you have any questions or concerns before, during or after your course or stay with a homestay, speak to a member of staff or call our 24-hour Emergency number: +447969524647 (from an international number) and 07969524647 (from a UK number).

Section 2b: Information for students aged 16 & 17 living in a Homestay on adult courses

Legal requirements

Anyone under the age of 18 living in England is legally a child.

All students aged 16 & 17 must stay in accommodation organised by Capital School of English, unless alternative arrangements have been made by the parent(s) or legal guardian and confirmed in writing. 'Alternative arrangements' mean where a student is staying with their parent(s) or an appointed guardian.

We have homestays that are experienced hosting students aged 16 & 17, and are aware of the additional requirements of hosting students who are under 18.

Capital School of English does not provide 24-hour supervision for students aged 16 & 17 on adult courses.

- Students aged 16&17 on adult courses will travel between their homestay and Capital School of English on their own (unsupervised). This could be in the evening after an activity at approximately (9.30pm)
- Students aged 16 & 17 on adult courses will not be supervised during their free time, in the evenings, at the weekends, etc.
- If needed, please remember there is a 24- hour Emergency Phone Number +447969524647 (from an international number) and 07969524647 (from a UK number).

First time away from home

We understand that for some students aged 16 & 17 this may be the first time they have lived with anyone other than their own family. We want it to be a fun and enjoyable experience. We believe that all students should **live, study, develop and achieve in a safe and supportive environment.**

Most of our homestays who host students aged 16 & 17 have children of their own either still living at home or who have grown up and left home.

Capital School of English will introduce you to other students in the school aged 16 & 17, who can help you settle in, they can provide recommendations, introduce you to other people, etc.

This experience of living with a homestay will be a learning experience. You will have to take more responsibility for yourself. You will have to make sure that you do what you are supposed to do, when you are supposed to do it, in the way you are supposed to do it. For example, this may be the first time you have had full responsibility for getting yourself up in the morning. You will have to set an alarm, get

up when the alarm goes off, not keep pressing snooze, as this may mean that you are late for class. Your homestay will knock on your door, but it is ultimately your responsibility.

The most important thing this is that you ask for help from either the Capital School of English members of staff or your homestay. Asking for help is an important part of learning and you should never be ashamed or embarrassed to ask.

Additional Code of Conduct (Rules) for students aged 16 & 17 living in a Homestay



Curfew time

You can go out in the evening, but you must be home at 23:00 (11pm) every night. This is your 'curfew time'.

Tell your homestay where you are going and who you are going with. It is important for your homestay to know for your safety and wellbeing.



Weekends or overnight stays away

If you would like to have a weekend or overstay stay in England, Scotland or Wales, Capital School of English must have written consent from your parent and/or legal guardian.

Capital School of English reserves the right to not allow a weekend or overnight stay away if we feel it may be unsafe. Capital School of English do not allow weekend or overnight stays outside of England, Scotland or Wales.



Homestay hosts suitability checks

Capital School of English ensures suitability checks for working with children are done on all homestays hosting a student Under 18. This includes DBS (Disclosure and Barring Service) checks with the police, and safeguard training.

Any questions or concerns?

REMEMBER: Everyone at Capital School of English is here to help you.

If you have any questions or concerns before, during or after your course or stay with a homestay, speak to a member of staff or call our 24-hour Emergency number: +447969524647 (from an international number) and 07969524647 (from a UK number).

Our top tips to help you settle away from home

1. It is very important that you contact the homestay to introduce yourself before you travel, and get to know a bit about them. Discuss with your parents the best way to introduce yourself to your homestay.
2. Before you travel, make sure you have Capital School of English's 24- hour Emergency Phone Number saved in your phone +447969524647 (from an international number) and 07969524647 (from a UK number).
3. Before you travel, connect with Capital School of English on social media, so you can feel part of the community before arriving. Instagram: @capitalschool
4. Before you travel, research the local area
 - a. Neighbourhood: Winton
 - b. City: Bournemouth <https://www.bournemouth.co.uk/>
 - c. Country: Dorset
 - d. Region: South West of England.
 - e. Local places of interest:
 - i. Christchurch <https://www.visit-dorset.com/explore/areas-to-visit/christchurch/>
 - ii. Poole <https://www.pooletourism.com/>
 - iii. The Jurassic Coast <https://www.jurassiccoast.org/explore/visitor-information>
 - iv. The New Forest <https://www.thenewforest.co.uk/>
 - v. Salisbury and Stonehenge <https://www.visitwiltshire.co.uk/salisbury/things-to-do/the-stonehenge-tour-p1171583>
5. Before you travel, make sure your health and medical supplies are up-to-date.
 - a. Talk to your doctor about any repeat prescriptions, etc
 - b. Make sure your teeth are healthy. If needed, get your teeth checked.
6. Before you travel, learn a few basics of taking care of yourself. For example, make sure you know how to:
 - a. Make your own breakfast.
 - b. Use a toaster.
 - c. Make a cup of tea/coffee.
 - d. Make a basic lunch (a sandwich).
 - e. Sort your laundry into lights and darks.
7. Before you travel, discuss with your parents your financial budget and plan your spending wisely.

- a. Make sure you have enough money to buy a bus pass to travel around Bournemouth, or pre-book this with Capital School of English before you travel.
 - b. Make sure you have enough money to join in social activities, or pre-book some with Capital School of English before you travel.
 - c. Make sure you have enough money to buy lunches.
8. Before you travel, plan with your parents and friends the best time to call and catch up each week. Remember the time difference. Late night calls are not always appropriate for your homestay and their routine.
 9. When you arrive, socialise with the other students aged 16 & 17 in the school.
 10. The most important thing this is that you ask for help from either the Capital School of English members of staff or your homestay. Asking for help is an important part of learning and you should never be ashamed or embarrassed to ask.

Note: Read the Student Handbook so you are aware of the plan for the first day, etc.

Section 3: Terms and Conditions for Living with a Homestay

Information about booking homestay accommodation

1. Capital School of English only provides accommodation while you are studying on a course at Capital School of English. If you finish your course early or are expelled, you must leave the homestay.
2. You should request/book homestay accommodation as early as possible. Homestay accommodation is our most popular type of accommodation. It is subject to availability and can be busy in the summer (July & August). An accommodation arrangement fee (see accommodation prices) is required for Capital School of English to organise and secure your homestay.

Please note:

- Capital School of English may not be able to organise accommodation with the same homestay for the duration of your course.
 - Capital School of English may need to change your homestay at short notice before you arrive or once you arrive due to unforeseen circumstances.
3. To help Capital School of English find the most suitable homestay for you, you must tell Capital School of English on your enrolment form or when requesting/booking homestay accommodation information about:
 - your preferred type of homestay,
 - your preferred type of room and who you will share with,
 - any special dietary requirements and allergies. Additional charges will apply to meet the additional costs of providing a special diet (see accommodation prices).

Special Dietary requirements, please note:	Allergies, please note:
<p>Capital School of English homestays can provide vegetarian, gluten free, dairy free (if you are lactose intolerant), nut free, celiac, pescatarian and diabetes appropriate diets. An additional charge applies for these special dietary requirements (see accommodation prices).</p> <p>Capital School of English homestays do not provide halal diets. They can give you a pork free diet.</p>	<p>Capital School of English can only guarantee a home without pets, if you provide a medical certificate of your allergy/allergies, etc. before we organise your homestay.</p>

4. Homestay accommodation is booked Sunday-Sunday. If you need to stay for any additional nights, Capital School of English may be able to organise this (if there is availability). You will need to pay for these additional nights (see accommodation prices). Additional/extra nights are not available in the summer season.
5. If you cancel your homestay reservation before you arrive, you must inform Capital School of English in writing.

Please note:

- o If you inform Capital School of English less than one week before you arrive, you must pay one week's accommodation fee, and you may need to pay one additional week's accommodation fee (maximum = 2 week's accommodation fees).
 - o Refunds are returned to the original source and can take up to 28 working days.
6. Once Capital School of English has organised your homestay and we have received full payment, you will receive your Accommodation Confirmation Letter with your homestay details, including email addresses, phone numbers. We recommend that you contact your homestay via WhatsApp or email before you arrive to introduce yourself.

Accommodation payments

1. Homestay accommodation is charged per week (Sunday-Sunday). The price includes the room, all bills (electricity, gas and water), Wi-Fi and meals (full-board on Saturday & Sunday, and half-board Monday-Friday), and laundry.
2. Payments for homestay accommodation organised by Capital School of English must only be paid to Capital School of English. Do not pay the homestay host.
3. If you are enrolled for 23 weeks or less, you must pay for your accommodation in full, a minimum of 4 weeks before the start of your course. If you are enrolled for 24 weeks or more, you may pay for your accommodation every 4 weeks. A late fee will be charged if the balance is not paid by or on the agreed date (see accommodation prices).

4. **Holiday:** If you take a 'holiday/break' during your course or over the school closure period at Christmas, you may need to pay the homestay rate or pay a Holiday Retainer Fee per week (see accommodation prices) to keep your room with the homestay or keep your belongings in the homestay. You must be on 'holiday' for the entire week (Sunday-Sunday), otherwise the full accommodation fees apply. Please speak to a member of staff at Capital School of English about your situation.
5. Capital School of English can change accommodation arrangements and fees/rates at any time and without notice.

Requesting to change accommodation

If you want to change homestay, Capital School of English can organise a different homestay. This can only happen in exceptional circumstances.

If you want to change your homestay host, you must inform Capital School of English a minimum of one week before you want to change.

Your accommodation will change as soon as possible, depending on availability. You may need to pay an accommodation arrangement fee (see accommodation prices), depending on the circumstances.

Capital School of English can only organise a new homestay a few times, if you repeatedly ask to change you (student aged 18+) will need to organise your own accommodation and Capital School of English reserves the right to not provide further accommodation.

Leaving accommodation early

If you want to leave your homestay early (before the end of the period booked), you must tell Capital School of English a minimum of one week before you want to leave.

You must pay one week's accommodation fee, and you may need to pay one additional week's accommodation fee (Maximum = 2 week's accommodation fees). Refunds are returned to the original source and can take up to 28 working days.

Making a complaint

If you want to make a complaint, see our Complaint's Policy.

You must inform Capital School of English of any complaint before the end of your course. Complaints will not be accepted:

- once you have returned to your own country.
- when outstanding monies are due to Capital School of English.