

GUIDELINES FOR STUDENTS STAYING WITH A HOST FAMILY

To make the most of your time in England and enjoy your stay with your host family it is important for you to follow some simple rules of behavior and courtesy.

Please read the information below carefully:

- When you arrive, your host will show you how to use things in the house; for example the washing machine, microwave, toaster and the bathroom. If you don't know **where** to find something or have any other questions (e.g. dinner time, shower time, when and how you can wash your clothes) you can ask your family.
- You **should** respect the house rules and the rules of your family.
- **Always say** "please" and "thank you" when you ask your family something. English people use these words more than most other countries and it is rude not to say this.
- You **must** always be friendly and **show** your host family respect and they will do the same to you.
- Host families enjoy speaking to students **but they will probably not speak your language so you must** try to speak English with them. Remember staying with English people is the perfect way to practice and improve your English!
- **You must ask your family before you make telephone calls on their house phone.** delete
- **If you smoke, you must ask your family where you can smoke.** Delete / Usually you can't smoke in the house.
- You **must** tell your family if you think you are going to be late for a meal or if you do not want to eat dinner.
- You **must** also tell your family if you are going to stay away overnight.
- No overnight visitors are allowed. If you want to bring a friend into the house, please ask your family first.
- You must not make a lot of noise/try to be quiet after 10pm.

You **must** ask your family before you use any of your own electrical appliances.

- You **must** keep your bedroom, the bathroom, and other rooms in the house clean and tidy.
- You **must** respect your family's house – if you break something by mistake, tell your family and say you are “sorry”. You **must** pay for anything you break or damage in the house.
- Students younger than 18 years old are not supposed to be at home unsupervised, because of this host families often will not give the student a key to the home. If a student is not given a key to the home then we have a study centre and a library which the student can freely use until office close time.
- If you want to move out completely or move to a different host family, you **must tell your host family** and Accommodation Officer at Norwich Study Centre Flying Classrooms at least **one week** before you leave.
- Cancellation policy: You must give one full week's notice if you want to cancel and this must be sent in writing to the Student Officer before 5:00pm, and 7 days before you arrive.

Advice:

- Homestay families are not always two parents with children. Our hosts could be married couples with children, single parents or single persons or two unmarried partners living together.
- Britain is a multicultural country and our hosts have many different cultural backgrounds.
- Some of our host families are not in the centre of Norwich. Please allow 20-40 minutes to travel from your house to school.
- Your host family can show you how and where you catch the bus to school, or the way to walk (if close by). If you don't know, please ask the office at school.
- Always have a copy of your host family's name, address and telephone number with you. This is if you get lost and need to find your family's house.
- You will have your own private room, which is not shared with any other person. The room has a bed, wardrobe space or hanging rail and a chest of drawers. You will also have a desk or table and a chair for study in your room or in a common space in the house.

Half board accommodation: You will have a breakfast and dinner every day and a small lunch at the weekends. Please tell your family what you like to eat or what you do not like or are allergic to.

- Self catering accommodation: you will have a shelf in the fridge and a shelf in a cupboard to keep your food. You must speak to your family about when you want to cook your meals in the kitchen.
- Some of our families have students from other language schools in Norwich, so please remember that you may not be the only student staying in the home.

If you have any problems (big or small), try to speak to your family about them. All of our families are very friendly and they will want to help you, and want you to feel comfortable while you are staying with them. If you want, you can always speak to **one of the staff members in the office at school**, and we will try our best to help you.

Both the staff at Flying Classrooms and our host families want you to have the most enjoyable time that you can have during your stay, so we are always happy to help you.

Many lasting friendships have been formed between host families and the students who stay with them. We are sure that you will enjoy spending time with your English family, and wish you the best of luck in your studies.

Good luck and happy studies.