

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 behaviour and courtesy.

Please read the information below carefully:

- When you arrive, your host will give you a tour of the house. 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.
- Your family may have specific rules they want you to follow. They should explain this to you when you arrive or shortly after.
- English people use these words more than most other countries and it is rude not to say this. Saying "please" and "thank you" is customary when asking or receiving something in the UK. We encourage you to try this practice when communicating with your host family.
- Friendly communication is always encouraged and the best way to make a good relationship between you and your host family.
- Remember staying with English people is the perfect way to practice and improve your English!
- If you smoke, you must ask your family where you can smoke.
- Please tell your family if you think you are going to be late for a meal or if you do not want to eat dinner at the established meal time.
- Please tell your family if you are going to stay away overnight or for a few days.
- No overnight visitors are allowed. If you want to bring a friend into the house, please ask your family first.
- Please keep noise to a minimum during your homestay, especially in the evenings and after 9pm.

- Please ask your family before you use any of your own electrical appliances.
- Please keep your bedroom, communal bathroom and other rooms in the house clean and tidy.
- You need to respect your family's house – if you break something, tell your family and say you are 'sorry'. You need to pay for anything you pay or damage in the house.
- If you want to move out completely or move to a different host family, you must tell your host family and Accommodation Officer **at least one week** before you leave.
- Cancellation policy: You need to give one full week's notice if you want to cancel your homestay accommodation.

Advice:

- Homestay families are not always two parents with children. Our hosts could be married couples with children, a single parent or two unmarried partners living together.
- Britain is a multicultural country and our hosts have many different cultural backgrounds. Be respectful of their way of life, and they will be respectful to you.
- Some of our host families are not in the city centre of Norwich. Please allow 20-40 minutes to travel by bus from your house to school.
- Before or on your first day of school, your homestay host will show you how and where you catch the bus to school, or the way to walk (if close by). If you don't know or if you get lost, please ask the office at school. The phone number to contact is 07800907804
- 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, space for storing your clothes and good lighting. 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 weekend. 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. Make arrangements with your homestay host about how you will be allowed to use the kitchen,
- Some of our families have students from other language schools; 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 help you, and want you to feel comfortable while you are staying with them. If you have a problem about your homestay, the office staff will always be here to help you.

Many lasting friendships have been made between host families and the students who stay with them. 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. We hope you enjoy spending time with your host studies and wish you the best of luck with your studies!