

# Homestay: Terms and Conditions & Code of Conduct for Students

Updated: June 2021

These Terms and Conditions apply to ALL students who stay 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 for Students.

## 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. It is subject to availability, and can be busy in the summer. 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, such as illness or death.
3. You must inform Capital School of English on your enrolment form or when requesting/booking homestay accommodation information about your preferred type of homestay, any special dietary requirements and allergies, to allow Capital School of English to organise the most suitable homestay for you.

Preferred type of homestay, please note:

- All bedrooms are private rooms and not shared with another person or student, unless requested by you.
- Ensuite rooms have a private bathroom either attached or separate to the bedroom. Ensuite rooms are limited and are subject to availability. You should request/book an ensuite room as early as possible.

Special Dietary requirements, please note:

- Capital School of English homestay's can provide vegetarian, gluten free, dairy free (if you are lactose intolerant), nut free, celiac, pescatarian and diabetes appropriate diets. An additional charge of £20 per week applies for these special dietary requirements.
- Capital School of English homestay's do not provide halal diets. They can get you a pork free diet.

Allergies, please note:

- 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.
4. Homestay accommodation is booked Sunday-Sunday. If you need to stay for any additional nights, if there is availability Capital School of English may be able to organise this. You will need to pay for these additional nights.

5. An accommodation arrangement fee (see accommodation prices) is required for Capital School of English to organise and secure your homestay.
6. If you cancel your homestay reservation before you arrive, you must inform Capital School of English and complete a written request. 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). Refunds are returned to the original source and can take up to 28 working days.

## Details of a homestay and homestay family

7. Homestay accommodation is booked on a weekly basis (Sunday – Sunday).
  - o Arrival is from 12:00 (midday) on Sunday.
  - o Departure is before 10:00 on Sunday.

Please note: It is not convenient to arrive at the homestay between 23:00 – 07:00. Homestay hosts are not available to welcome you during these times.
8. Capital School of English ensures that all homestays are within a 30-minute walk or short bus ride from the main school. Most homestays are about 15-minutes from the main school. We recommend getting a bus pass.
9. Homestay accommodation is full-board at the weekend (Saturday & Sunday) and half-board during the week (Monday to Friday). Please note:
  - o Full-board & Half-Board:
    - o Full-board = Breakfast, Packed Lunch and Dinner.
    - o Half-Board = Breakfast and Dinner.
  - o Homestay hosts will give you a balanced diet. Typical meals in the UK are:
    - o Breakfast: cereal or toast with a cup of tea or coffee
    - o Packed Lunch: sandwich, fruit and drink
    - o Dinner: Meat, potatoes and vegetables or meat, rice and vegetables.
  - o Your homestay will tell you about the times for meals. Please be polite and be on time. If you will be late for a meal, let your homestay know as soon as possible in advance.
  - o Try the food your homestay offers you. If you don't like any food, tell your homestay.
  - o 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.
10. Your homestay will change your towels and bed linen (sheets, pillowcase and duvet cover) every week.
11. Your homestay will wash your clothes (do your laundry) a minimum of once a week. Each homestay has different arrangements for washing your clothes, please speak to them.
12. Your homestay will have Wifi or an internet access. Please note:
  - o Your homestay may switch it off at certain times (for example, overnight) or internet access may be limited.
  - o Talk to your homestay about using the wifi/internet.
  - o Check with your homestay about using laptops and other electrical equipment.
13. You will live in a British household. A British family can be:
  - o A mother and father with children
  - o A single person with no children
  - o A single person with children
  - o A couple (male and female, male and male, female and female)

- o Young people
- o Older people

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

14. Many homestays have pets. In the UK, they are part of the family.
15. You may also live with other students from Capital School of English or another school. Some homestays have one bedroom available while others have more. Please note:
  - o 4 is maximum number of students/paying guests in the house at the same time as you.
  - o You will not be in the same house as another student of the same nationality as you, unless requested by you.
  - o Please remember: All bedrooms are private rooms and not shared with another person or student, unless requested by you.
16. 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 Family details, including email addresses, phone numbers and a short description about the homestay. We recommend that you contact your homestay before you arrive.

## Code of Conduct (Rules) for living in a Homestay

17. Living away from home, in a new culture with new people can be challenging. You should be flexible and openminded to the cultural differences within the UK and your homestay.
18. 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, damaged to personal property or extremist behaviour. Please remember:
  - o Homestays are a home and not a hotel.
  - o You are a guest in your homestay's home.
19. Do not smoke in your homestay's home, unless they allow you to.
20. You do not have to cleaning your bedroom. But you must keep your bedroom tidy and make your bed every day.
21. You must not use the kitchen or help yourself to food, unless you have agreed this with your homestay. Please note:
  - o Your homestay may not be covered by their home insurance if you use their kitchen.
22. You must follow the recycling guidelines of your homestay. Please put your rubbish/recycling in the correct bins.
23. 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.
24. In the UK we pay for the amount of water we use. You must have short showers (approximately 3 minutes) and turn off the taps fully.
25. You must always lock the doors and windows when you leave the house.
26. You do not have to clean the bathroom. But you must leave the bathroom clean and tidy. You must use your own shampoo, soap, toothpaste, etc.
27. Your homestay will tell you about the times for meals. Please be polite and be on time. If you will be late please let your homestay in advance.
28. You must ask your homestay in advance if you would like to invite a friend to the house.
29. You must always tell your homestay in advance if you are going away for the night or weekend.
30. You must not put pictures and anything else on the bedroom walls, unless you have agreed this with your homestay.
31. 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.
32. If you break or damage anything, tell your homestay family immediately and inform Capital School of English. Please note: You must pay for any damages to the homestay accommodation. For example, lost keys, damage to the carpet or furniture, etc.
33. You must follow the rules of your homestay host. If you do not, you may be given a warning or expelled from the school.
34. If you have any problems within your homestay, you must inform Capital School of English immediately so we can help.

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

35. If you are under 18 your parent and/or legal guardian must read with you and acknowledge these terms and conditions & Code of Conduct (Rules) for living with a homestay.

36. You must stay in a homestay or with a legal guardian in the UK.
37. You must be home at 23:00 (11pm) every night.
38. Capital School of English will not be placed any Under18s in the same household as other students/paying guests who are over 18, unless requested by your parent and/or legal guardian.

## Accommodation payments

39. Homestay accommodation is charged per week (Sunday-Sunday). The price includes all bills (electricity, gas and water), WiFi and meals (full-board at the weekend and half-board during the week), and laundry.
40. Payment must be received in full a minimum of 4 weeks before the start of your course. 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. Please note:
  - o If you are enrolled for 24 weeks or more you may pay for your accommodation every 4 weeks. A late fee of £25.00 will be charged if the balance is not paid by or on the agreed date.
41. If you take a 'holiday break' during your course and want to keep your room with the homestay or keep your belongings in the homestay you may still need to pay the homestay rate or pay a Holiday Retainer Fee per week - see accommodation prices. Please speak to Capital School of English about your situation.
42. If you wish to stay with your homestay over the Christmas period you must pay an additional Christmas Supplement of per week- see accommodation prices. If you will not stay with your homestay over the Christmas period but want to keep your room with the homestay or keep your belongings in the homestay you will need to pay a Christmas Retainer Fee per week - see accommodation prices. Please note:
  - o Capital School of English is closed over the Christmas period (2021: 20-26<sup>th</sup> December)
43. Capital School of English can change accommodation arrangements and fees/rates at any time and without notice.

## Homestay hosts suitability checks

44. Capital School of English regularly visits and inspects all homestay homes and hosts. We check to make sure that you have a comfortable living environment, with a good level of cleanliness, heating and lighting. Please note:
  - o you, your friend, your parents and/or legal guardian or your group leaders cannot inspect our homestay homes.
  - o Capital School of English collects feedback on our homestays from you at the end of your stay.
45. Capital School of English ensures all homestays with gas have a valid Gas Safety Certificate, which is checked every year, and a Carbon Monoxide detector.
46. Capital School of English ensure all homestays have smoke alarms and a fire risk assessment.
47. Capital School of English ensures suitability checks for working with children (Under 18s) are done on all homestays hosting a student Under18. This includes DBS (Disclosure and Barring Service) checks with the police, and safeguard training.

## Requesting to change accommodation

48. If you want to change homestay, Capital School of English can organise a different homestay. Please note:
  - o This can only happened in exceptional circumstances.
  - o Capital School of English can only organise a new homestay host 3 times. After this you (student aged 18+) will need to organise your own accommodation, Capital School of English reserves the right to not to provide further accommodation.
49. If you want to change your homestay host, you must inform Capital School of English and complete a written request (Request to Change Form). Please note:
  - o You must inform Capital School of English a minimum of one week's before you want to change. Your accommodation will change as soon as possible, depending on availability.

- o You may need to pay an administration fee - see accommodation prices, depending on the circumstances.

## Leaving accommodation

50. If you want to leave your homestay before the end of the period you booked, you must inform Capital School of English and complete a written request (Request to Change Form). Please note:
- o You must inform Capital School of English a minimum of one week's before you want to leave.
  - o 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

51. Capital School of English has a comprehensive Complaints Policy – please see Capital School of English's website for further details.
52. 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.

## 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:- +44 (0) 7969524647.

Capital School of English believes that all students have a right to live, study, develop and achieve in a safe and supportive environment.