

Hunter Language School – Student in Homestay Guidelines



HLS

Contact

During office hours: 9am – 6.00pm:

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GUIDELINES FOR STUDENTS IN HOMESTAY

We understand that one of the main reasons you choose to stay with a homestay is because you want to experience 'British' life and have as much opportunity as you can to socialise and converse with native English speakers.

These guidelines are intended to help you to understand what to expect from a homestay and what the homestay will expect from you.

ROOM

You will have their own room where you can study and be alone unless you specifically request to share a room. You will have a desk and desk light and somewhere suitable to hang and keep your clothes. Rooms will be heated in the winter and if the weather is unseasonably cold. We suggest hosts to keep the heating on until at least 10.00 p.m.

The student's room will be cleaned on a weekly basis. You should make the bed and leave everything tidy so that the room can be cleaned. Bed linen and towels will be changed every week.

BATHROOM

You will have free access to the bathroom, but it is reasonable if the bathroom is shared to work out a rota so that there is not a rush for it by several people at the same time. As a student you can expect to be able to take a 10 minute shower every day.

FOOD AND MEAL TIMES

Hosts will provide breakfast and a nutritious evening meal during the week and at weekends. The main meal of the day will consist of two courses.

You will be able to sit down to a shared meal in the evenings and have the opportunity to practise your English and socialise at the same time.

If you have special dietary requirements, please inform us in advance. It is a good idea to discuss preferences with your host when you arrive. Most English people like to eat between 6.00 and 8 pm.

The host will inform you on your first day in their home about their kitchen rules, whether they mind you the oven/ microwave/ hob and they will show them how they work as well as letting them know the appropriate times to use them. Also regarding meal times, they will inform you about the procedures for laying the table and wash up/ loading a dishwasher.

On weekends, the arrangement includes breakfast and one main meal eaten with the family. That is usually dinner, but could be lunch if this is preferable for the host and convenient for you.

TELEVISION

Teachers will encourage you to watch television in English and the host will allow you to watch television in their homes whenever it is convenient for them.

Hunter Language School
34 Upper York Street, Bristol, BS2 8QN
0117 330 4591
info@hunterlanguage.co.uk www.hunterlanguage.co.uk

TELEPHONE

Please do not use the home phone except to receive calls and it is better not to receive calls after 10pm.

BED SHEETS AND TOWELS

Hosts will provide bed sheets and towels for your stay.

WASHING

Hosts will do one load of washing for you per week, or they will allow you use their washing machine. You are responsible for your own ironing. The host will show you where you can wash and dry any hand washing if you want to.

MONEY

It is a good idea not to leave valuables in your room or in your case. If you are staying long term we can help you set up a bank account. If you would like to the school to look after cash for you we can do that.

FRIENDS

If you want to bring a friends back to your homestay please ask the homestay in advance. Your host will tell you when you can entertain guests in their home and what time they should leave.

KEYS

Your host will give you keys to their home and show you how to work the alarm if there is one. If you expect to be out late please tell you host.

PAYMENT

We ask you to pay the fees for your homestay to the school directly in advance. We then pay the host.

STUDENTS' HOLIDAY ARRANGEMENTS

If you go on holiday for a few days while staying in a homestay then no refund will be made.

If you give a week's notice and go away for a minimum of a week, provided you pack up their belongings and vacate your room, you are not obliged to pay for the room while you are away. In this case the host cannot guarantee to keep your room available for when you return.

You can, if you prefer, leave your belongings in the room and reserve the room until you return, in which case you should pay a retainer of half the normal price of homestay.

No retainer is expected from the students during the Christmas holiday period, when most homestays are happy to have a break.

HOST'S HOLIDAY ARRANGEMENTS AND ABSENCES

If your host wishes to go away overnight, for the weekend or longer, they will let the school know.

The school will let you know and if it is agreed you can cook for yourself you will be refunded £6 per night.

NOTICE

Students sometimes change accommodation. If you want to change your accommodation, you should give at least 1 weeks' notice. If you do not feel you are not compatible with the homestay, or the host would like you to move, we will always move you as soon as possible or immediately if necessary.

STUDENTS STAYING ON

If you wish to stay on with you homestay after your course has finished, please speak to the school an don't make arrangements directly with the homestay.

NON-ARRIVAL

If you fail to arrive and there is less than 1 week's notice, we will charge you for the first week.

ARRIVAL

Please could you contact the host directly to let them know the day and time of arrival. Hosts will tell you all about their home when you arrive and we ask them to give you information about local transport and directions for the school.

FIRST DAY AT SCHOOL

On the first day, unless otherwise advised, you should go to 34 Upper York Street, Bristol, BS2 8QN.

FIRE SAFETY AND HEALTH AND SAFETY

Your host will give you information when you arrive about the following health and safety issues in their home.

- Fire procedures including emergency exits and alarm points.
- Call 999 is for emergency services.
- The host will exchange mobile telephone numbers with you.
- The host will make sure you have the school emergency number : +44 7964232475
- The host will give you information about personal safety in Bristol, particulay Give the students information about personal safety, particularly safety at night in your area and the areas to avoid.
- Make sure the student knows her/his way to and from school.
- Inform the students if the house has any specific features that might be hazardous for them (example: balconies, tricky stairs, etc.).

SICKNESS

If you are sick and will miss school, please let us know as soon as you can.

IN AN EMERGENCY, YOU SHOULD GO IMMEDIATELY TO CASUALTY AT THE BRI HOSPITAL

DOCTORS

Whiteladies Health Centre, Whatley Road, BS8 2PU Tel: 9731201

www.whiteladiesmedical.nhs.uk

The surgery is open from 8.00am to 10.30am Monday-Friday. There are no charges for EU students or for other students with a student visa.

Pembroke Road Surgery, 112 Pembroke Road, BS8 3EU Tel: 9733790

www.pembrbokeroadsurgery.co.uk

Broadmead Medical Centre. 59 Broadmead, BS1 3EA Tel: 9549828

www.broadmeadmedicalcentre.nhs.uk

Open every day including public holidays. 08.00 to 20.00 Mon – Sat and 11.00 – 17.00 Sun

If you need any medical attention when the surgery is closed, please call 111. You can call 111 for telephone advice any time of the day or night and you will be able to speak to a trained medical practitioner who can advise you what to do. They also offer a translation service.

DENTISTS:

Smiles Dental 40-42 Regent Street Clifton Tel: 0117 9467990

Dr Anne Whitby 72 Alma Road Clifton Tel: 0117 9744867

Dr Paul Murphy 15 The Mall Clifton Tel: 0117 9737444

HOSPITALS:

Bristol Royal Infirmary Tel: 0117 9230000

Dental Hospital Tel: 0117 9230050

Eye Hospital Tel: 0117 9230060

DANGEROUS ACTIVITIES

We recommend avoiding any type of dangerous activities such as mountain climbing, trampolining, quad biking, hang-gliding, jet-skiing, water skiing, horse riding.

VISITS

The school visits all homestays at least once every two years.

HOMESTAY CHILDREN

Some homestays will have children living in the home at the same time as students. We offer the following advice.

- The host will set clear house rules about how you interact with their children. For example: places to meet, always living-room and kitchen, never bedrooms and bathrooms.
- The host might ask you to dress suitably in their house.
- The host will let you know about any behaviour from their children which is "different/ individual" and how the you should respond if necessary. This could be due to learning difficulties or just because the child is going through a phase.
- Please don't take photos of the host's children without their permission and never without clothes (e.g. playing in the garden paddling pool).
- Please don't take the host's children out alone – even if just going to local shops – without the host's permission.

GENERAL

Most difficulties, if they arise at all, are often the result of misunderstandings. The problems can often be solved quickly and painlessly simply by discussing them. If there is anything you feel at all unsure about, or if there is anything we can do to help, please contact us.

CURFEW AND OTHER RULES

It is important to follow the rules of your homestay in order to be respectful. Unless the host gives different rules to you, here are some important point.

🕒 Please return home by 23.00 Sunday to Thursday and midnight on Friday & Saturday. If you are more than half an hour late and the host can not contact you they may contact the school if they are worried.

🕒 Please respect dinner time and if you can not be home for dinner please let the host know half an hour in advance.

Day One at HLS

After an initial test, HLS provides an induction for new students that include Health & Safety information and information about the local area. On the first day, new students are also introduced to key staff. New students:

- 🕒 are made aware who they should talk to if they have a problem or need help
- 🕒 are given the school's emergency number which we ask they immediately add to their mobile phone
- 🕒 are given an advice and emergency details information sheet.
- 🕒 complete an Emergency Contact form.

Internet access and WiFi

HLS provides all our students with free access to the internet via PC or WiFi in the school and host will give you a WiFi code so you can use the internet in their home.

Attendance and lateness

We keep a register of attendance for all students and mark lateness. You need to attend at least 85% of lessons to successfully complete the course.

Social Programme

We provide some regular afternoon or evening activities, some of which are free of charge and some which student pay for.

For activities where the meeting point is not given as HLS, you need to make their own way to the event unsupervised. After all activities, you will make their own way home unsupervised.

DUTY OF CARE

Hosts will try and help you as much as possible with your stay in their home, they know you have a lot to adjust with living in the UK and learning English. If there are questions you have about your surroundings, Bristol or British customs/ behaviour your host will try to give you the information you need and the school is also happy to help.

Thank you for taking the time to read these guidelines.

If you would like to discuss any of the aspect of these guidelines please contact us at anytime.

Roland Hunter

Principal

Hunter Language School