



# Host Family Information Booklet



## About us!

inlingua is the largest organisation of private language schools in the world with schools in Germany, Switzerland, Italy, Spain, France and many other countries worldwide.

**inlingua** Cheltenham was established in 1990 and since that time has established a well-deserved reputation for quality, flexibility and, above all, attention to students' needs.

**inlingua** Cheltenham has three main areas of operation:

- ✓ English as a Foreign Language for overseas students
- ✓ Foreign Languages for local companies and individuals
- ✓ Teacher Training and Recruitment.

The school is inspected by the British Council and the ISI, which officially accredit English Language Schools. We are delighted to say that we are one of only approximately one third of schools in Britain recognised by the British Council for the teaching of English as a Foreign Language.

## Students and Courses:

The major involvement for local hosts is with our overseas students on various English as a Foreign Language courses.

**inlingua** Cheltenham is able to cater for many different requests: from one to one courses for professionals to academic examination courses; from holiday programmes for adults to vacation programmes for younger students.

### ✓ **General English Centre**

This is our busiest centre. Student's lessons are 9.00 to 12.15 or 9.00 to 3pm. All students study general English in the mornings. Those with afternoon classes select from "options" which can include exam classes. Many students take exams for university entrance or for their jobs. Students' courses can be of any duration.

### ✓ **Business Centre**

Our executive clients are generally professionals studying English for business purposes. They are taught individually or in 'mini groups' (max of 5 per group). A typical day can be 9.00 to 3pm, 9.00 to 4.30pm or sometimes even longer. Most clients stay 1 or 2 weeks.

### ✓ **Junior Students and Groups**

Throughout the year we run programmes for groups aged 11+ at our Cheltenham Centre. The programmes comprises of tuition, activities and excursions. Students stay with local host families. Itineraries and exact details will be distributed by the Accommodation Officer

## Making the Students feel welcome:

When our students stay in host families, we regard their feeling of being "at home" and being treated as a welcome member of the family as a vital part of their stay. The more comfortable a student is with their accommodation arrangement the more they will enjoy their time in England.

Not only does living with a good host family help students feel at ease during their stay and learn more effectively, it also gives them an invaluable insight into the English way of life.

They benefit from the opportunity to talk to someone about their experience, interests or even just the day's activities - all of which is important in language practice.

As we promise our colleagues abroad the best possible conditions for their students, we prefer them to be the only students in the host family. We have experienced problems in the past with students from different language schools staying with the same host family, when this has not been agreed beforehand. We would therefore be grateful if all families could inform us if they intend to offer accommodation to other language schools as this can cause embarrassment to us and to our students. Host families may, of course, offer accommodation to two or more of **our** students at a time. This is certainly a possibility and can be arranged with the Accommodation Officer. They will make sure that students are of different nationalities and as well matched as possible. They can also take note of any preferences the host families have regarding age, nationality of students etc.

## Useful information:

### 1. Different cultures

Helping students to feel at home raises issues of cultural awareness of other nationalities. It would be wrong to stereotype students by their nationality, as everyone, of course, is an individual. However sometimes difficulties can arise through simple misunderstandings which can unwittingly cause offence on both sides. For example, some nationalities do not say "please" and "thank you" to the extent that we do. In all cases please discuss with your student anything which may not be clear either for you or for them.

### 2. Diet and food

When your student arrives, we suggest that you discuss with them any particular dietary likes and dislikes. This does not mean cooking exactly what they ask for, as students have to conform, within reason, to their family.

Students who are vegetarian or require special diets are asked to inform **inlingua** before their arrival, so that we can make the necessary arrangements with the family.

### 3. Pets

Dogs and cats can sometimes be a problem as they are rarely kept inside the house abroad and may be seen as unhygienic, especially in the kitchen or on the bed. Some individuals can be allergic to pets, but we usually know before the student arrives. If you do have a new pet please let us know so that we can enter this on to your record.

### 4. Bathing

The majority of students prefer showers to baths. For families expecting to accommodate a student on a regular basis, some sort of shower fitting is recommended.

### 5. Smoking

Students are informed before they arrive that all families are non-smoking. However **inlingua** Cheltenham is not always made aware that a student is a smoker. It is then up to the host family to discuss with their student whether or not they are prepared to let them smoke in the house.

### 6. Health matters

If a student is unwell or wishes to see a doctor, you should ask your own GP to give them an appointment as a temporary resident.

EU citizens and non-EU citizens staying longer than 6 months in the UK should be treated under the NHS. If you have any problems, please contact the school. Students needing a Dentist can use any on a private basis.

### 7. Telephone

When students first arrive they should be allowed to make a reverse-charge call to their family, to assure them of their safe arrival. On their first day at School they are informed of Prepaid

International Telephone Cards. Students can then call home using a free phone access number. We would be grateful if you would allow students to use these cards on your phone.

### 8. Arrival times

Students normally arrive on a Saturday or Sunday before their course begins and leave on the weekend after it finishes although families are generally paid for 7 night blocks. Some will travel to you by taxi. Others arrive at the coach station where you can collect them at a pre-arranged time. Some arrive as an organised group at **inlingua** in which case you will be informed of collection details.

# Guidelines for the Host family

## Communication!

We cannot stress enough, how important it is to communicate with your student so that there are no misunderstandings. For example; make it clear what time dinner is.

We advise that when your student arrives, you swap mobile numbers, so if they decide to stay at school late or to take part in one of our activities they can notify you. This works both ways as it means if you are running late from work you can let your student know.

### Visitor's book

This may be a nice way of keeping a log of your students and recording any comments from them about their stay.

## Data Protection Act

Your records are kept on a database system which you have the right to view. The only other people who may request access to this information are the Inland Revenue, police, Home Office and Social Security (for the investigation of possible fraud) and even these bodies must obtain your permission or obtain a warrant.

### Mail

It is illegal to hold any students mail. Mail should be forwarded, returned to the PO marked 'gone away', or sent to us at the school.

### DBS Check

Families must have an enhanced DBS check carried out if they don't already have one from another organisation that is aged 3 years or less.

## Fire Precautions

It is a requirement that you have smoke alarms fitted, and that you carry out a fire risk assessment on your home. You must also have a yearly gas safe certificate.

## Insurance

We recommend that you check with your insurance company - both building and contents- that they are still in force when you accommodate a student. We accept no liability for any damage.

### Rent a Room Scheme (Direct Gov.)

If you already have a student or thinking about letting out furnished rooms in your home, you can receive up to £4,250 a year tax-free (£2,125 if letting jointly). This is known as the rent a room scheme.

For more information please see the website below:

[http://www.direct.gov.uk/en/MoneyTaxAndBenefits/Taxes/TaxOnPropertyAndRentalIncome/DG\\_4017804](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/Taxes/TaxOnPropertyAndRentalIncome/DG_4017804)

## Luggage or Property

Please notify the school about any left luggage. We will contact the student's agent for instructions on the disposal of items or arrange for payment for carriage and posting.

## Health and safety

Host families are responsible for taking reasonable care of students and should let us know if they think their student may be breaking the law by taking drugs for example.

## Children Act

All families must complete the forms provided whether they take junior students or not.

## Executive or Standard?

As an executive host you will provide the student with the sole use of a bathroom on the same floor as the student bedroom or have an ensuite in the student room. The room will be furnished and decorated to a high standard. It is also suggested that at meal times a glass of wine is offered, or suitable alternative

## Requirements:

As a host family you will need to provide the following:

- ✓ Single bedroom
- ✓ A study area in the bedroom or suitable area of the house
- ✓ Shelves or chest of drawers for clothes and adequate hanging space
- ✓ Adequate heating and lighting
- ✓ Bed linen and towels changed weekly
- ✓ Breakfast and well balanced cooked evening meal, Monday to Friday, breakfast, lunch and evening meal, Saturday and Sunday, including day of arrival (Standard Homestay)
- ✓ Laundry of student clothes weekly

## Conditions:

1. The Host Family should provide all of the services stipulated under 'Requirements'.
2. The Host Family should inform the School of any changes in circumstances, be they temporary or permanent.
3. The Host Family must not accommodate two students of the same mother tongue at the same time, unless requested to do so by the School.
4. The Host Family must not accommodate a student who is under 18 at the same time as a student who is over 18 year old.
5. The Host Family must provide the student with reasonable privacy from the opposite sex.
6. Host Families are under no obligation to accept students who may be offered to them by **inlingua** Cheltenham.
7. If the Host Family should in any way breach the agreed terms of accommodation without prior written agreement from **inlingua** Cheltenham, we reserve the right to withdraw the student immediately and the family will forego the right to remuneration.
8. Cancellations: as **inlingua** Cheltenham acts merely as an agent between students and Host Families, we cannot guarantee payment of fees in case of cancellation or curtailment, even if this is last minute. In these cases we do press for cancellation fees and will pass on any amounts that we actually receive.
9. Students are asked to give **inlingua** Cheltenham 4 weeks' notice if they intend to go on holiday. The student may pay a £50 a week retainer to keep belongings in the room.
10. The student should give 2 weeks' notice if they wish to change to a different type of accommodation (in cases of a serious nature, the student will be moved asap)

11. It is the Host Family's responsibility to ensure that they have adequate insurance to cover any loss or damage caused by any student they may accommodate. This is not **inlingua** Cheltenham's responsibility and we will not be liable for any losses incurred by a host family.
12. All family members permanently living in the household aged 18 years or over must have a DBS check carried out before being able to start hosting under 18's for us. We are able to accept checks that have been carried out by other organisations. If you do not have a DBS check the cost will be £67.99 per application. Forms can be obtained from the school.
13. Host families must comply with the law on fire safety by carrying out a fire risk assessment, arranging for yearly gas safety checks and ensuring they have fire alarms fitted and in working order.
14. If you have a student who is under 16 years old, they must be home before 21.00 and if they are under 18, before 22.00. Students under 18 must not go out in the evening without written permission from their parents. The only exception will be an organised school activity
15. A member of the accommodation team will revisit you within 18 months to ensure all conditions are still met.

## When hosting students under 18 years old

1. Students on a full board basis will need breakfast, lunch and dinner every day. Lunch will consist of sandwiches, a packet of crisps, a sweet or chocolate bar, a piece of fruit and a drink (or suitable alternatives)
2. If your student is part of a group, they will be following a set programme. This will be issued to you with your student confirmation letter. Please pay attention to the times they must be at school and when they will be returning home.
3. If your student has not returned home at the time stated on the programme or before 21.00 and they haven't been in contact with you, please contact the school immediately on the emergency phone number.
4. Please do not administer any medication to your student, if they have an allergic reaction, you may be held accountable.
5. The school will hold a parental consent letter for your student which states what the parent has given consent for the student to do. If you wish to see this, please contact the school
6. Please monitor your students use of internet sites, we do not want them to use prohibited sites or those which would be inappropriate for their age.
7. Students under 18 are not allowed to be left alone over night without a responsible adult being present. inlingua (24/7 number: 07770 966 144) must be informed at all times about alternative arrangements you might have to make.
8. Students under 18 are not allowed to travel outside of Cheltenham/Gloucester without permission from the school and their parents unless accompanied by the school or host family.
9. On arrival, always offer your student something to eat and drink. They will most probably of been travelling all day and may not of had much to eat or drink.

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Please sign the agreement below and return this slip to inlingua Cheltenham.

I/We ..... agree to comply with the terms and conditions set out above in the 'information for host families booklet'. inlingua Cheltenham acts as a mediator between students and families and does not make any charges for this service. inlingua Cheltenham can accept no responsibility for students or their actions whilst they are attending the school.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

## Payment: 2015

Type of Accommodation:	Price per week (in £):	Price per week (in £) from 29.06.2015 to 31.08.2015
Standard Home stay (HB)	135	145
Standard Home Stay (Quad room)	105	115
Standard Home Stay (Triple room)	115	125
Standard Home Stay (Twin room)	125	135
Full Board Standard Home Stay	150	160
F/B Standard Home Stay (Quad room)	125	135
F/B Standard Home Stay (Triple room)	135	145
F/B Standard Home Stay (Twin room)	145	155
Executive Home Stay (HB)	185	195
Executive Home Stay (Twin/Double)	165	175
Executive Home Stay (Bed & Breakfast only)	150	160
Full Board Executive Home Stay	200	210
Self Catering	95	105
Standard Home stay (Bed & Breakfast only)	110	120

Please note the above fees are based on a 7 night stay and are paid per-rata if a student stays for less or more nights. Rates may vary according to students' requirements. This will always be discussed before a booking is made. Payments are processed fortnightly in arrears and are paid by cheque. For more information on your tax liability, please contact the Tax Office and ask about the 'rent a room scheme'.

We would be very grateful if you could let us know if any of the circumstances below occur:

- ✓ A family member is away for a long period
- ✓ The student is left alone in the evening/at night, e.g. because of work.
- ✓ The family are away for a weekend leaving the student alone. As long as the school is aware, some longer-term students may be happy to be left on their own for a day or two. We will talk to them in these situations.
- ✓ In all cases when there is a delicate situation and/or a change of circumstance we would appreciate it if the school was informed before the student so that we can talk to them, as appropriate.

Finally please remember that the Host Family is one of **the** most important elements of a foreign visitor's stay in England. It is absolutely vital that your guest can relax and feel at home in your house, and equally important that you enjoy hosting them. If you have any problem with your student, please let us know immediately. We ask all host families to make sure that students know they must be at school for the start of lessons and not arrive late.

**inlingua Cheltenham, Rodney Lodge, Rodney Road, Cheltenham, GL50 1HX, 01242 250493**

Emergency number: 07770966144 (24 hours)