

## Information for Students

### What is a homestay?

A homestay for international students is an experience of living with a family in the UK. A homestay offers the student a chance to experience the local lifestyle and an opportunity to practice their English with host family.

When living in a homestay, the student should be treated as a part of the family. The student will have access to the home and there will be a laundry service as well as catering. (If self-catering, this must be made clear beforehand.)

Homestays are usually for students looking for temporary accommodation for a few weeks but there may be students who will stay for up to 11 months in a home. The hosts reflect our multicultural society and English should always be the main language spoken in the house.

As a general guide, most homestays are located in residential locations around 30-45 minutes from city centre/ the college.

### Booking Accommodation

- To book your homestay accommodation, please complete the booking form.
- We will tell you if there are any problems with your booking within 2 working days (Monday to Friday).
- We will not be able to answer questions during weekends and holidays.
- We will send you information about our homestays. Please read the information carefully.
- If you agree to the booking, you agree to the rules of the host family.
- If you do not agree to the booking, we will send you information about other homestays. If you do not agree to any homestay we send you, you will need to arrange your own accommodation, or we can try to help you with finding other accommodation.
- If you do not agree to a booking and then say you want to book this accommodation, we cannot guarantee it will be available.
- Some homestays ask for a deposit. You must pay this and any other fee for the homestay before your booking is confirmed. These fees may not be refundable. Please ask if you have any questions.
- If you want to cancel your booking, you must tell us at least one week before. You may not be able to get your money back if you cancel later.

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Management

- If you want to stay longer, please talk to us before you talk with your host family.
- Some of our homestays work directly with us, other homestays work with agencies. Please talk to us if you have any questions about this. All homestay providers are accredited by the British Council.

### **Airport Transfers**

- inlingua Leeds provides airport transfer with a taxi company. If you are not using our airport transfer, you must go to the homestay yourself.
- You must give your homestay information about your flight date, arrival time, flight number and time you will arrive at their house before you leave your home.
- If you are using our airport transfer, you must give this information to inlingua Leeds who will tell the host family.
- If you do not tell them your arrival time, they might not be at home when you arrive.

### **General Expectations**

- The host family will be encouraged to speak English and interact with you as often as possible. You should engage in daily conversation with them as this will help you improve your English.
- The host family will try their best to make you feel at home, they should treat you as if you are a part of the family.
- The host family will provide a clean and friendly environment for you and a place where you can study.
- The host family will look after you when you are in their home if you have any problems, you can ask your host family, if they cannot help you, then you can ask any member of staff at inlingua Leeds.
- The host family must respect the privacy your room, your space, and your possessions.

### **Student Room Expectations**

- Your accommodation should be a single room with a shared bathroom unless previously arranged.
- You can only stay in a double room with someone you came with, and you must book this in advance.

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Management

- The bedroom should be clean and tidy and have sufficient drawer space for clothes.
- There should be adequate heating and light/ natural light in the rooms.
- There will be adequate washing facilities and access to the bathroom as a member of the household with a bath or shower available daily.
- The homestay must be in a proper state of cleanliness and repair.
- Bed linen should be changed each week and there must be a good supply of blankets in the winter.
- A lockable draw, bedroom, or wardrobe will be provided for valuables.

### **Meal Plans**

Mealtimes will be fixed so that you know when to expect your meals. Any changes can be discussed with you. Meals must be taken with the family and only in exceptional circumstances should the meals be taken separately. Please inform the host of any dietary requirements or any allergies you may have. This is so that suitable precautions can be taken.

#### **Half board**

Consists of bed, breakfast and 2 meals a day, (breakfast and evening meal). The host family is expected to provide you with two course meals consisting of a meal and a dessert.

#### **Full board**

This package consists of bed, breakfast, lunch, and an evening meal. (A family lunch or packed lunch should be offered to you in this package.)

#### **Room only**

Bed & Use of Kitchen for students to prepare their own meals. The host family is required to provide students with space in the refrigerator and cupboard to store food items.

You should not use the cooking ingredients and foods that belong to the host family except if they have given you permission to do so.

### **Laundry**

The hosts family will inform you of the laundry arrangements. Either you will have access to the laundry facilities (the host will show you how to use the washer or the dryer) or the laundry will be done for you.

### **Keys**

You will be given a key. You must keep it safe. If you lose it, you must pay for any services needed to make the house secure.

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Management

### **Telephone and Wifi**

You should not use of the telephone of your homestay: you will need to make your own arrangements, such as using your own mobile phone or purchasing a calling card.

The host family must make it clear if you can use the Wi-Fi and any rules around use.

### **Postal**

Any letters received that your host family received after your departure will be forwarded to inlingua Leeds and not returned to sender except for bank documents. If you have any questions, please speak to inlingua Leeds.

### **House Rules**

You must be informed of house rules and follow them accordingly. You must respect the rules of the household and inform the family if you have any problems with the rules. Having structure will help you adjust and adapt to your family.

### **Complaints**

If you have a problem with the homestay, please speak to the admin office. In case of complaints, we will aim to solve the issue on the same day. You must inform us of any issues as soon as possible. Please do not leave your homestay without letting us know. You may not get any money back that you have paid, and you may be charged for an extra week.

We will change your homestay if all attempts to solve the issues fail.

If you are dissatisfied with the accommodation despite the attempts to pacify all parties, we will relocate you to another home as soon as possible, usually giving one week's notice to the family.

We aim to act on feedback immediately, avoiding any delays and maximising the quality of the students stay. We will offer a suitable solution, movement or alternative accommodation at the earliest possible availability.

It is our responsibility to relocate you to another suitable home. We will always suggest another suitable accommodation but if you do not wish to take up the alternative offer, you must give us one week's notice to cancel the accommodation.

We will not be responsible in any way, for any alternative arrangements made in accommodation not provided by us, if you choose not to stay in the homestay, we have arranged for you for any reason.

Similarly, if a host family decides that they want you to leave, they too must give you/the school notice.

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Management

Notice period may only vary in case of an emergency under exceptional circumstances.  
NB: We reserve the right to move you from your accommodation or refuse to arrange accommodation for you if we find your behaviour unacceptable.

### **Termination of Contract**

Violation of rules may result in a warning, followed by a fines and possible eviction. You first have a verbal warning, then a written warning and finally the eviction. Please take the rules seriously and contact us with any questions or concerns.

You may be asked to leave your homestay immediately if you repeatedly break house rules or good cause can be shown for your immediate departure.

In case of emergencies, call inlingua Leeds immediately on 01132261789 during office hours, or out of hours call (CEO) on 07447774722 or 07875027240.

### **Cancellation**

Cancelling, changing, being evicted from homestays may result in a loss of deposit and or right to refund.

inlingua Leeds will do their best to help you file a complaint if you have one but if no outcome can be reached with the provider, then inlingua Leeds will make arrangements for you to find an alternative accommodation.

### **Payment**

Payment must be made in full before any booking can be made. If you do not respond to the offer within 3 days the booking will be cancelled. A payment schedule can be organised between you and the host family if inlingua Leeds is informed of the arrangement.

All payments must be made in pound sterling.

You will only pay for the dates you stay with a host family.

inlingua Leeds also work with host families through an agency and these are subject to their own payment terms and conditions.

You must not arrange extending or shortening stays without inlingua Leeds's knowledge. If you would like to stay longer, you may discuss this with the host family, but the booking must be made through inlingua Leeds.

The host family must never discuss payment problems with you. If there are issues, talk to inlingua Leeds.

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Management

inlingua Leeds makes all payment clear to the student prior to arrival. You should not be charged extra by the homestay family. Please inform the college if you have been asked to make additional charges.

### **Minimum stay**

You must stay in a homestay for at least one week unless you have already agreed to a shorter stay before you arrived.

If you book for less than 7 days it will be still charged as 1 week.

### **Non-Arrivals**

If you are refused a visa and cannot come to the UK, you may be able to get your money back, minus the deposit.

If you do come to inlingua Leeds to study but you do not go to the homestay after booking it for any reason, you will not be able to get any refund.

### **Deposits**

A deposit set by the homestay is required to be paid on all bookings for over 4 weeks

Deposits, unless otherwise stated, are non-refundable.

### **Insurance**

All students should be fully insured (travel, health, belongings) before they travel.

### **Liability**

inlingua Leeds is only responsible for money paid, not money owed.

We and our host families do not accept liability in respect of personal injury, theft, loss, damage of personal items or accidents you may suffer in the accommodation, or elsewhere. We strongly advise you take out full insurance before you travel.

If you have any problems with your accommodation or your host family, you must tell us immediately. Your complaint will be dealt with quickly and efficiently and if necessary we will do our best to offer alternative accommodation. inlingua Leeds is not responsible for any problems between hosts and students.

We advise you to take great care with front door keys; we will not be responsible for damage or loss of keys. All damages, breakages and loss of keys made by the students must be paid for directly by the student.

All students are asked NOT to give out details of their host families' address or telephone number without permission from their host family first. Please do not invite people to the homestay.

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Management

**Welfare**

You may feel homesick, especially at first. Please talk to a member of staff at inlingua Leeds or let your host family know, so that we can help you.

**Equal Opportunity**

The host and the student must respect each other's cultural backgrounds and be sensitive to each other's needs.

You should be able to pray as you wish in the home and vice versa. You must both be able to respect your holy days as you wish and wear what you/ they feel most comfortable wearing in the house. You should be able to request food that matches your requirements (vegetarian or Halal etc), and you should in return also respect their dietary preferences.

If there are any issues, inlingua Leeds recommends that you first address it by discussing it with the host; often, issues around insensitivity occur because of ignorance rather than malice. If the problem occurs again, or is more serious, please speak to inlingua Leeds.

**Emergency Numbers**

Out of hours emergency contact numbers – +447447774722 or ++447517713236  
If you have a problem between 9am-5pm Monday-Friday, please call +441132261789.

**Tips**

Try to use as much English as you can with your host family. You are here to learn English!

You should remember that culture in the UK is different to your country. Even if you don't understand, please try to respect what people ask.

A homestay is someone's home, not a hotel and they are not your servants. You must clean your own room and you must not expect the host family to take care of you.

Socialise and make friends with your host family. You will have more fun!