

HOST FAMILIES GUIDELINES

We consider that our families are an important part of a student's visit to England. We have written these guidance notes to help you with any minor problems that can occur. Acceptance of these guidelines is necessary, otherwise you may forfeit your right to payment, especially in view of the new Quality Charter enforced in Europe.

Mini stay students are here between 2/7 nights and long-term students can stay anything up to 21 nights. Half and full board accommodation must be provided.

The students are normally out sightseeing all day, usually leaving at am and returning between 6.30pm and 7.00pm other than if there are any late nights. You will not normally be given any details about your students in advance, except to know their sex and approximate age range. The students usually come from one school with their teachers.

BEFORE ARRIVAL

When you receive a booking confirmation for your students your details are given to their family, therefore your commitment is important to them and to us.

ACCOMMODATION

We ask you to treat all the students as part of the family, and with this in mind we allow no more than 4 students in a family. Students must have their own full-size bed and unless requested, must not sleep more than 3 in a bedroom. Students must be able to bath or shower daily.

Host families are recommended to have efficient fire detectors and ensure that their own home complies with normal domestic regulations in respect of fire, health and safety. (House with 5 or more paying guests must adhere to the Fire Precaution ACT 1971, the local government and ACT1980 and Housing ACT 1995. If these are not adhered to, the family is breaking their law and the local authority would take action).

No student of the same nationality or language from another organisation can be accommodated with our students. If this happens, we would expect the other students to be moved otherwise we will move our students and remove the family from our register.

In your own interest for younger students, please put a rubber or plastic sheet on your mattress in case of accidents.

Please make sure your children do not go into the student's room or touch their personal belongings.

MEALS

Breakfast: Cereal, toast jam/marmalade, orange juice, hot drink.

Lunch: If student is staying full board then a packed lunch must be provided daily and should be varied as much as possible. A normal packed lunch, such as 2 rounds of sandwiches (four slices of bread or 2 rolls) containing cheese, hard boiled eggs or ham, tuna and sweet corn, a packet of crisps, fruit, a drink and one chocolate is quite adequate. Please try to avoid using fillings such as pastes, peanut butter and jam etc. Half board mean no packed lunch required.

Evening Meal: Hot meal with a dessert. If at all possible, the evening meal should be eaten with the family.

BEDROOMS

Short stay students can share a bedroom but must have separate beds. Bed settees, camp beds and lills etc must be used. A place to store clothes must be provided or available, ideally in their bedroom to make it easy for them to use their items daily or if you wish to provide them wardrobe space. Bunk beds are not suitable for teachers.

TELEPHONE

Each host family must have a telephone. Giving neighbours or relatives numbers is not acceptable. Students should be allowed to make a transfer charge telephone call to their parents. If they wish to make any other calls, they should pay for them at the time. Do not tempt fate by leaving students alone with the phone.

GOING OUT AT NIGHT / DISCIPLINE

In most cases students should not be allowed out on their own during the evening. Obviously, it is very difficult for a family to refuse if the students are 17/21 years old. In all cases, permission must be obtained from the group leaders in writing before any students are allowed to go out. You will generally be told on the night of arrival if they are infected allowed out.

The students are told that they must respect the host family's wishes and, should they be allowed out, the family must state at what time they must return home. Please make sure that your students have your name, address and telephone number before they go out. Evenings out with adult members of the family are, of course, quite acceptable. When students are in the home during the evening

an adult member of the family must be present. Discipline should be as relaxed as possible.

However, if you wish to impose any rules (e.g. no smoking in the bedrooms) please explain these to your visitor at the beginning of their stay. Should any problems arise, please contact us immediately on Arleta 07904093940 / 07443916464, otherwise please call 02037543723 for general enquiries between 9am and 5pm (unless an emergency).

NON-ARRIVAL OF A STUDENT

This happens very rarely and in the most part we know prior to arrival and are able to advise families accordingly. On the rare occasion that you arrive to pick up your students and you have one less, we will have to make a deduction on the next group because although the agent may not deduct from us immediately.

INSURANCE

We would remind all host families that insurance problems are not our responsibility. If a student causes damage in your home, you must advise us or their group leader during the time of the visit. In case where the student admits the damage, it is sometimes possible to get the parents to agree to pay. If you do have to make such a claim, please bear in mind that no reimbursement is guaranteed, and such claims can take a long time to be settled. By far the best solution is to try your own household contents insurance first as these are paying guests.

HEALTH

European visitors to this country are treated free of charge by our National Health Service, so in the event of illness, please contact your family doctor. It is very important to inform us should a student become ill or hospitalised. On no account should medication be administered (not even Aspirin or paracetamol). This is the group leader's responsibility.

FURTHER VISITS

When accepting a visitor introduced by us, it is expected that host families will not make private arrangements for further visits by them, either by the original visitors or by members of their family or friends, irrespective of whether any payment is made. In this way, our agent/ client relationship is maintained. If you do receive any guest back privately, then your name could be deleted from our register.

DAY IN HOST FAMILY

If your students are with you on Saturday or Sunday (which very occasionally occurs), please make every effort to entertain them or take them out. There are many "free" things to do – even if it is only a Sunday market, country walk or a picnic.

PAYMENT

Payment will be made to you by bank transfer (please provide bank details). Very occasionally it is necessary for students to be moved to another family. In this case, for whatever reason, you will only be paid for the number of nights that you have hosted the students, and if you have already been paid, it will be necessary for you to reimburse us.

NB: The placing of students with host families will be a minimum of two and a maximum of four students. During the students stay, host families are required to provide each day, a breakfast (of at least a continental standard), a packed lunch, a cooked hot evening meal. The evening meal will be taken with the host family. This is essentially part of the experience the students will expect during their visits.

In addition, students will be collected from the meeting point to the host family and delivered to the meeting point each day during their visits by the host families. Failure to comply with these conditions will result in claims for compensation against the host families which is as much as 50% of the payments otherwise due to the host families at the end of the students' stay. If taxis are required to convey the students to and from the meeting point, host families are expected to cover this cost. These conditions also apply to adults allocated to host families, ie teachers and drivers. Marielle Homestay is not responsible for covering the cost of taxis for students to pick and drop.

As it is intended that students will experience a different way of life in Britain, students normally speaking the same language as the host family will not be permitted to stay with those families. Also, students visiting with a different homestay company may not stay with the same host family at the same time. The above terms and conditions must be respected at all times.