



LEEDS LANGUAGE ACADEMY



Homestay Information Pack

What is a Homestay?

Homestay is where an international student (or 'guest') lives with a person or family (the 'host') in the UK to learn about life in the UK and improve their English language skills.

Can anyone be a host family?

Yes! If you have a spare room in your house, you can be a host family. Leeds Language Academy has host families all many different nationalities, family situations and backgrounds.

Who organizes the homestay?

At Leeds Language Academy, the admin, Zahra Ali, organizes the homestay. However, the payment goes to the host family.

Who do I contact if I have any problems?

You can contact us from 09:00- 17:00 Monday to Friday on

+44 (0) 113 226 1789

or email anytime at

info@leedsacademy.com

For emergencies, call Darren on 07447774722 or Daniela on 07496557731

Before you call us, talk to each other! Maybe the problem is a misunderstanding and you can solve the problem by listening to the other person.

Remember to respect each other and treat each other as family. Be kind, be polite and have fun!



Terms and Conditions for Students/Guests

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, 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.
- If you want to stay longer, please talk to us before you talk with your host family.

Payment

- You must pay the deposit at least one week before the start of your booking.
- If you do not respond to the offer within 3 days, the booking will be cancelled.
- You can pay for your homestay through bank transfer or cheque. All payments must be in pound sterling.
- Unless otherwise agreed in writing by LLA, all invoices for group bookings are payable within twenty-eight (28) days of the date of invoice.
- It is the responsibility of the students or representatives to pay the 3.4% fee to PayPal when making payment for their bookings as stated in the "How to Pay" Guidelines.
- All fees will be explained to you before you arrive. If your host family asks for more money for anything, please tell LLA.

Minimum stay

- You must stay in a homestay at least one week, unless you have already agreed to a shorter stay before you arrive.
- If you book for less than 7 days it will still be charged as 1 week.

Airport Transfers

- LLA 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 LLA who will tell the host family.
- If you do not tell them your arrival time, they might not be at home when you arrive.

Accommodation

- Most accommodation is single room with a shared bathroom.
- You can only stay in a double room with someone you came with and you must book this.
- You must cancel your booking at least one week before you arrive. Any deposit paid may not be refundable.
- If there are any special rules around cancellations, we will inform you.
- You must follow the rules of the house, even if they are different to your home. Please read the information sent to you carefully to see these rules.
- 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.

Leaving early

- If you leave early without telling us at least two weeks before, you may not get any money back that you have paid and you may be charged for an extra week.

Non Arrivals

- If a student is refused a visa and cannot come to the UK, you may be able to get your money back, minus the deposit.
- If a student does not go to their homestay after booking for any other reason 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

- LLA 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 misadventure you may suffer in the accommodation, or elsewhere. We strongly advise you take out full insurance before you travel.
- We will not accept any students/visitors liability for disputes or claims/loss arising between you and the host family. 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.
- We advise all 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 guests must be paid for directly by the student/visitor.
- All students/guests are asked NOT to give out details of their host families' address or telephone number without seeking permission from their host family.

Equal Opportunities

We strive to be an Equal Opportunities Employer and service provider. The aim of our Equal Opportunities policy is to

- Eliminate all unlawful discrimination
- Promote equality of opportunity for staff, volunteers & service users alike
- Promote good relations between different racial or cultural groups
- Promote diversity within the organisation at all levels

You cannot change your accommodation because of problems with the nationality, race, gender, sexuality, culture or status of your host family. There will be no refund and you will not be offered alternative accommodation.

Emergency Numbers

Out of hours emergency contact number –07447774722 or 07496557731

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



Terms and Conditions for Hosts

General

- The host family is to encourage the students/guests to speak English as often as possible.
- The host family to make the students/guests feel at home and should be treated as a part of the family.
- The host family must provide a clean and friendly environment for the students where they can study.
- The host family is to take care of the student and alert LLA to any welfare issues if necessary.
- The host family is to make the student/guest feel at home by including them as much as possible in daily conversation as this will help to improve their English.
- The host family must respect the privacy of the student, their room and their possessions.

Please know that students of the same nationality/language should not be allowed to stay in a homestay together, as this goes against our policy. If you have other students, please tell us their nationality and first language.

Student/Guest Room Requirements

- Bedrooms must be clean and tidy, adequately equipped and with natural light.
- There must be space for private study and adequate hanging and drawer space for clothes.
- There must be adequate heating and lighting.
- There must be adequate washing facilities and access to the bathroom as a member of the household, with bath or shower available daily.
- There must be a change of bed linen each week and a good supply of extra warm blankets for winter.
- There must be a proper state of cleanliness and repair in the home.
- There must be a lockable bedroom or lockable wardrobe/drawer must be provided for valuables.
- Host families should not host another guest of the same nationality or place in a shared room with any other guest if a single room has been reserved without prior arrangement with LLA.

Inspection

As part of the application process, all host families accommodation will be inspected to ensure that it is of a good standard. You will also be inspected on a yearly basis to ensure that quality is maintained and that our records are up to date.

Please inform us if you change anything major about your house (significant redecoration, extension, and so on) so we can re-inspect the property.

Student/Guest Arrival

- A host household member must be at home to greet students/guests on his or her arrival. If the student/guest fails to arrive then the host family is to inform LLA immediately. Please be aware that there may be issues like flight delays or long queues at the airport.
- All students/guests are asked to contact their host family to advise them of their arrival. Where possible, LLA will try to get exact details to the host family as well.
- LLA will inform the host family if the student is using their airport transfer service. If the student is arranging their own transport, they will be asked to share exact details with the host family. If there is any need for the host family to pick up or transport the student, this will be discussed in advance.

- LLA expects host families to show students/guests their local area upon arrival, such as the nearest station, local buses and routes to and from the station etc.
- Host families are also expected to show students/guests their local shop in order for the student to purchase weekly travel cards etc.
- The host family is to provide the student with an emergency telephone number in order to contact you in emergencies.

All emergencies and unforeseen problems with the students/guests is to be reported to LLA immediately.

- Upon confirmation of the booking with LLA we expect host family to honour it as students/guests are immediately notified of their host family details.

Meal Plans

- The host family must provide the student with a healthy balanced diet.
- You must inform LLA of your set meal times so that the student can be informed ahead of their booking. Any changes can then be discussed between the host and student.
- All meals with the exception of breakfast must be taken with the host family. Student/guest must not be given their meals separately unless in emergencies or due to exceptional circumstances.

Meal plans consist of the following:

Room only

- Bed & Use of Kitchen for students/guests to prepare their own meals. The host family is required to provide students/guests with space in the refrigerator and cupboard to store food items. Students/guests are advised prior to their arrival by LLA that they are strictly forbidden to use the cooking ingredients and foods that belong to the host family except when they have been given permission to do so by the host family.

HB (Half Board)

- This consists of Bed, Breakfast & Evening Meal package only. The host family is to provide the student with a two course meal which consists of main meal and dessert. The main meal offered to the student is to be the same cooked evening meals that you and your family are provided with. We do not expect you to prepare separate meals for the student only in exceptional circumstances - for e.g. if the student have special dietary requirements such as not eating pork etc.

FB (Full board)

- This package consists of Bed, Breakfast, Lunch & Evening Meal. The same above applies to include the host family providing the student with lunch also during the week days and weekends. A family lunch or packed lunch should be offered to students/guests.

Bathroom

- A shower or bath must be available to students/guests.
- The Host family must give the guest reasonable daily access to the use of the bathroom.
- Any rules around bathroom use must be made clear before the booking.

Laundry

- The Host family must tell LLA of their laundry arrangements, whether the student will have access to the facilities or whether their laundry will be done. If the student must do their own laundry, this must be made clear before the booking and the student must be shown how to use it correctly.

Keys

- All students/guests must be provided with a key to all the doors to access the house and any other internal keys that they need during their stay.

Use of Telephone and Wi-Fi

- Host families are not permitted to allow students/guests to access the use of their telephone; therefore student will need to make their own arrangements, such as using their own mobile phone or purchasing a calling card.
- The host family must make it clear if the student is allowed to use the Wi-Fi and any rules around use.

Postal

- Any letters received for the students/guests after departure must be forwarded to LLA and not returned to sender with the exception of bank documents.

Insurance

- You should inform your house hold insurers that you host students/guests.
- Smoke alarms must be fitted and checked regularly.

Termination of Contract

- The hosts must give a week notice to the student/guest for early departure from the accommodation, unless good cause can be shown for immediate departure.
- The host family must never make a student/guest homeless. In case of emergencies, call LLA immediately on 01132261789 during office hours, or out of hours call Darren on 07447774722 or Daniela on 07496557731.

Cancellation

- There is no cancellation fee payable to the host family for non-arrivals of students/guests, unless agreed otherwise in writing.
- You have the right to keep any deposit and fees paid if the student cancels without one week's notice. If notice is given, you may only keep any deposit paid.

Payment

- Payment will be made by cheque or BACS every week of the student's/guest's stay. The payment schedule can be organised between the student and host, as long as LLA is informed of the arrangement. Students will only pay for the dates they stay with a host family.
- The host family is paid directly by the student. LLA will monitor these payments to make sure that the money is handled fairly and as arranged. Any changes or complaints from students about payment will be dealt with very seriously by LLA management, and we may choose to stop working with you.
- Students and host families should not arrange extending or shortening stays without LLA's knowledge. If a student wants to stay longer, they can discuss this with the host family, but the booking must be made through LLA.

- Never discuss payment problems with a student. If there are issues, talk to LLA.
- Students must be aware of all costs before arrival. If you wish to include extras, you must make these clear and include the prices in information given to LLA. You must not charge students anything extra once they have arrived, unless previously agreed or related to damages, which must be dealt with by LLA.
- Any changes to prices can only be made in September and by giving LLA at least 4 weeks prior notice of the changes. This is because LLA has to advertise accommodation with the prices clearly and accurately displayed. If any changes are made to prices without prior knowledge, we will expect you to honour the original price that a student has made a booking with. We will consider this change a breach of our agreement and may choose to sever our contract with you.

Tax

- All families are responsible for their own tax associations and it is not the responsibility of LLA.

Equal Opportunity

- The host family is to respect the students/guests different cultural backgrounds and be sensitive to the particular needs of the students/guests.



