



Homestay Handbook

Hosting students aged 18+ (Valid from 1 January 2018 until further notice)

Guide and Conditions for homestay families providing accommodation for international students attending English language courses

Anglo-Continental, 29-35 Wimborne Road, Bournemouth BH2 6NA, England

Telephone: 01202 55 74 14

Fax: 01202 55 61 56

Email: english@anglo-continental.com

Website: www.anglo-continental.com

ENGLISHUK 

Accredited by the



**BUSINESS
ENGLISHUK**

Contents

Page

Introducing Anglo-Continental	3
My Role as a Host Family/Legal Requirements & Obligations.....	4 - 5
Responsibilities of the Homestay Family/Student.....	6 - 7
Homestay Facilities and Services.....	8 - 10
Overcoming Cultural Differences.....	11
Student's Welfare.....	12 - 14
Support from our Staff	15
Success Stories	16 - 17
Booking Procedures and Payment	18 - 25
Top 10 Tips for Successful Hosting.....	26
Become a Private Fostering Family Offer	27



**Emergency
Telephone
GB Code +
(0)7831613193**

Introducing Anglo-Continental

Anglo-Continental is one of the world's best known English language teaching organisations. It is accredited by the British Council and is a member of the professional body, English UK. Anglo-Continental is also regularly inspected by the Independent Schools Inspectorate (ISI). We offer tuition of the highest quality and provide a wide range of English language courses to meet the needs of students of all ages and professions.

Our school is a leader in English language tuition and testing and many successful writers have taught at the school. Anglo-Continental has been offering English language courses since the 1950's to 400,000 students from 120 different countries.

The educational facilities provided by Anglo-Continental are of the highest standard, and the inclusion of a homestay family's name in its register is recognition of the homestay family's ability and willingness to provide and maintain a similarly high standard of accommodation.

All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by Anglo-Continental. These conditions can only be waived when confirmation has been received in writing from Anglo-Continental. Failure to comply with the Homestay conditions will result in Anglo-Continental removing a student from a homestay without notice and payment will cease immediately with his or her departure. Under these circumstances, Anglo-Continental is under no obligation to find a replacement student or to pay a notice period.



My Role as a Homestay Family/ Legal Requirements & Obligations



At Anglo-Continental, our primary concern is that the student's homestay in Bournemouth is a happy and safe experience. Hosting a student is extremely rewarding for everyone in the family. We pride ourselves on our high standards and the supportive environment that we offer our students. We therefore ask that you:

- Provide a safe and welcoming environment;
- Support and make the student feel like part of the family;
- Ensure that the student understands important information such as normal household routines, meal and curfew times, nearest bus stop and times of the buses and the fire escape plan for the home. Do not hesitate to ask the student to repeat information back and to encourage the student to ask questions;
- Ensure that you swap telephone numbers (mobile and landline) with your student as soon as possible and confirm with him or her that he or she has the school's emergency telephone number;
- Provide a quiet place in the home with a desk or table where the student may study;
- Voice any concerns and questions regarding the student to the Homestay or Student Support Team;
- Teach the student about British culture and learn about the student's culture;
- Speak clearly, slowly and be patient, giving plenty of opportunities for conversation.

Visitors' Book

To comply with current Home Office guidelines, all homestay families are required to keep a Visitors' Book detailing the student's name, home address, arrival and departure dates, passport or identity card document number, forwarding address (if different from home address). This must be signed by the student. The information must be kept by the host family for a minimum period of twelve months after the student has departed.

Gas Safety Regulations

In hosting a student, you are accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues. This includes arranging the issue of a documented Landlord Gas Safety Check. This is a legal requirement for families hosting international students, even on a short-term or occasional basis. Without a current, valid Landlord Gas Safety Certificate, you are breaking the law and are, therefore, liable to prosecution. Anglo-Continental will require from each homestay family on an annual basis, a copy of their valid Landlord Gas Safety Certificate in order for them to host students. Confirmation of annual boiler insurance/service plans cannot be accepted in place of a Landlord Gas Safety Certificate.

Smoke and Carbon Monoxide Alarm Regulations

Every homestay family is required to provide at least one smoke alarm on every storey of their property, install a carbon monoxide alarm in any room where solid fuel is used and ensure that the alarms are regularly tested and are in working order at all times.

Further information on the above regulations is available from Dorset & Wiltshire Fire and Rescue Service www.dwfire.org.uk. Alternatively, if you would like to book a 'Safe and Well' visit for your home, or you have any issues with your smoke alarms, please call the Dorset & Wiltshire Fire and Rescue service on Freephone 0800 038 2323.

My Role as a Homestay Family/ Legal Requirements & Obligations



Fire Escape Plan

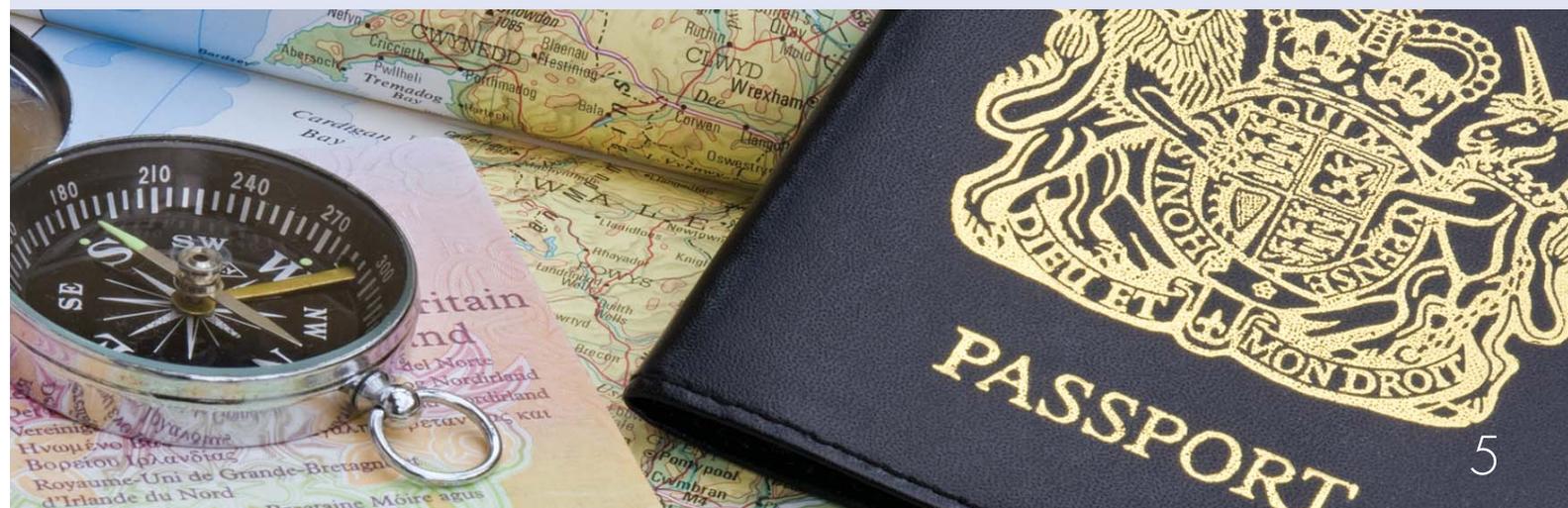
In the event of a fire, all homestay families must ensure that they have in place for their home a written Fire Escape Plan. As best policy, this plan should be explained and practised with everyone in their home including the students that are staying with you. Students should be advised of the details of the Fire Escape Plan within 24 hours of their arrival.

Further information on smoke alarms and planning a suitable Fire Escape Plan can be found on the Dorset and Wiltshire Fire and Rescue Website: www.dwfire.org.uk by clicking on 'Your Safety', then 'Safety at Home' and finally 'Plan your Escape'. Our Viewing Representatives will ask to see a written copy of your Fire Escape Plan when they view or review your homestay accommodation. Anglo-Continental can also provide a sample Fire Escape Plan.

Right to Rent

As stated in the Immigration Act 2014, the government requires that homestay families check the immigration status of all students aged 18 or over, who are staying for longer than 12 weeks. This process must be carried out as soon as the student arrives. With the student present, check that the student's passport or identity card, along with any visas or residence permits, are original documents, as copies are not acceptable. If the student is from the EEA or is Swiss, then make a copy of their passport or identity card. Students who are not from the EEA or Switzerland will normally have a time-limited leave to remain in the UK. This means that homestay families will need to check and copy the student's visa page in the passport or the page in the passport which contains the student's entry clearance stamp, to ensure that the student's leave to remain in the UK has not expired. Homestay families will need to keep a copy of every document that has been checked. This can be a photocopy, a photograph, or a scanned and unalterable copy such as a jpeg or pdf document. Copies must be kept for a period of 12 months after the student has left. Although this process does not apply to students under 18 years of age, homestay families may be asked to prove that a student who stayed with them was under 18. Therefore, documentary evidence of their age (copy of an identity card or the information page of a passport) should also be kept.

Further details and examples on how to check visas and entry clearance stamps is available in the Home Office's 'Right to Rent Document Checks: a User Guide'. Alternatively, the Home Office is providing a telephone helpline on how to carry out 'Right to Rent' checks. This service is available Monday to Friday during office hours, by calling 0300 069 9799. Failure to check the immigration status of students could result in a fine of £3,000.





THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

Privacy

The student is entitled to exclusive use of their bedroom at the homestay accommodation and access for the host family is not normally permitted, unless previously agreed by the student or for the purposes of cleaning the room or changing the bed linen.

Family Life/Guests

The student is asked to do all that they can to conform to the customs and routines of the household. Similarly, the homestay family is asked to ensure that the student is welcomed as a member of the home, and that the differences in their background are carefully considered. Particular attention should be paid to the requirements of their religious faith, social customs and attitudes.

The homestay family must help and encourage the student to converse in English as much as possible to improve their understanding of the language and to assist them in adapting to the English way of life. If English is not the mother tongue of the homestay family, then they must ensure that only English is spoken when the student is at home.

It is at the discretion of the homestay family if students may bring guests to visit or to stay overnight at the family home. Students should be made aware that, in all circumstances, guests are only allowed with the express permission of the homestay family.

Insurance

The homestay family should accept that there will be a certain amount of wear and tear and accidental damage to their home when hosting students. The homestay family should ensure that their household insurance provides adequate cover. Homestay families are advised that Anglo-Continental cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. If damage to the home does occur, then the homestay family is asked to negotiate directly with the student and to agree a reasonable amount to replace or repair the item in question. In addition, a Personal Liability Insurance policy would protect the homestay family against any claim which a student might make against any member of the family. Please contact your Insurance company for further advice.

House Rules and Local Information

It is appreciated that it might be necessary to have certain house rules, but experience has shown that rules posted in bedrooms harm the family atmosphere. The homestay family is asked to explain any essential rules to the student. Helpful information, such as bus numbers, timings and approximate fares, should also be given to the student.

Responsibilities (Homestay Family/Student)

Conditions for the Provision of Homestay Accommodation



Alterations to the Home/Moving Home

If a student has been placed with you and, during their stay, you are moving home, planning structural alterations or redecorating your home, then Anglo-Continental must be advised in advance. We will then consult with the student and ascertain whether they wish to remain in the homestay during this period of upheaval. If you are moving home, Anglo-Continental must be notified of your new address and your new home must be approved by Anglo-Continental for use.

British Council Ruling On Other Students in the Home

Homestay families must strictly adhere to The British Council's ruling of a maximum of four students per household. Unless specifically requested by the student it is not the policy of the school to place students in homes where there are others with the same mother-tongue. In addition, a student may wish to be the only one accommodated with the family. Anglo-Continental must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately.

Communication with the Student

If the homestay family receives an email from the student or the student's parents/guardians prior to arrival, every effort should be made by the homestay family to reply.

School Attendance

Anglo-Continental insists on punctual and regular attendance at school and absence is permitted only for legitimate reasons. Students who are absent without excuse are warned by the school that irregular attendance will be recorded and, if it is continued, may lead to expulsion. Students must attend a minimum of 80% of their classes in order to receive their Certificate of Studies. Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason.





REGISTRATION

The details of homestay families, accepted by Anglo-Continental, are included in its Homestay Accommodation Register. In line with current safeguarding procedures and as advised by Social Services, all rooms in the homestay, including the host's and children's bedrooms, must be seen by an Anglo-Continental Viewing Representative. This applies to both the initial registration visit and at subsequent reviews.

We have been advised by English UK, as best practice, that we will need to obtain education and employment history details of the main carer in each homestay family.

FACILITIES TO BE PROVIDED

The House and Cleanliness

The students must be allowed to utilise all communal areas of the house in the same way as any family member. Please ensure that your home is always clean and tidy while hosting a student.

Student's Room

Anglo-Continental undertakes to provide each student with their own suitably and comfortably furnished bedroom, which must have been approved by our Viewing Representative. Rooms that have not been specifically approved by Anglo-Continental must not be used and failure to comply with this will result in the student being moved from the homestay family with immediate effect.

The room must be in a good state of cleanliness and repair, have an acceptable level of privacy and have adequate heating. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, bunk beds, futons and sofa beds are not acceptable) and adequate hanging and drawer space for the clothes. If the room is situated on one of the upper floors of the house, there must be access in the form of a permanent staircase (loft ladders are not acceptable).



Homestay Facilities and Services

Conditions for the Provision of Homestay Accommodation



The room must not contain any of the host family's personal possessions or items of storage as it must be for the sole use of the student. Students are expected to keep their room tidy, but they are not expected to clean it as the room should be cleaned once a week by the host. Bed linen and towels must be provided and changed at least once every week and there must be a suitable supply of duvets or blankets available. In specified cases, twin or triple rooms may also be required. We do not accept annexes that are not an integral part of the home as suitable homestay accommodation. In addition, the student must not be asked by the homestay family to share a room with another student from Anglo-Continental, with a student from another school or with another member of the homestay family, unless this is agreed in advance by Anglo-Continental.

Meals

The fees paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals will be provided as agreed and will offer a varied and well-balanced diet, taking into account any reasonable dietary requirements expressed by the student. You should provide a substantial breakfast according to the student's requirements and this should include from a choice of cereals and toast and a drink of either fruit juice or tea/coffee. A packed lunch should be two rounds of sandwiches/rolls, fruit or yoghurt, crisps, a chocolate bar and a drink. The evening meal should consist of at least two courses with meat/fish, vegetables/rice or pasta with dessert or fruit. However, homestay families are not expected to provide special dietary requirements (e.g. vegetarian, halal or gluten-free meals) unless agreed and confirmed at the time of the booking. All students are expected to eat the same meals as other members of the family and at the same times, unless timing issues occasionally prevent this. If the student is due to arrive later than the scheduled meal time, then the food needs to be saved so that the student can eat this at a later time.

Full board accommodation (breakfast, evening meal and a light lunch) is required at weekends, bank holidays and during the Christmas period when the school is closed.





Showers/Baths

The student must be allowed at least one bath or shower each day with constant hot water at a reasonable time (before 22.00 and after 06.00 hours). Bathrooms must be clean and free of mould or limescale.

Heating

The temperature in the house should be maintained at a warm, comfortable level. It should be borne in mind that many students come from warmer climates and may feel cold in temperatures acceptable to people who live here. Under no circumstances should a student be asked to pay additional heating charges.

Laundry

Laundry services are included in the homestay accommodation fees. Standard Accommodation and Standard Accommodation with Private Bathroom includes a laundry service for one light load of washing per week. A small weekly charge may then be agreed directly with the student, if additional laundry services are required. This should be no more than £5.00.

Bank Account

Please be advised that students staying for longer than six months and who wish to open a current account will need to provide the bank with the address of their homestay family.

Internet

Please ensure that your internet is available for students to use when they need it. If you have a monthly data allowance limit, please communicate this to the student at the start of their stay in your home. Under no circumstances must an additional charge be made to the student for the use of an existing internet connection.

Keys

All students must be provided with their own keys to allow them free access to the homestay at any time.

Anglo-Continental cannot accept liability for any charges incurred by the homestay family, for replacing keys or changing door locks, if the student should lose, or fail to return keys on their departure. It is the responsibility of the homestay family to make arrangements with the student for the safe return of the house key before his or her departure.





It is not uncommon for students and homestay families to have misconceptions about each other's cultures. What you may consider rude or unacceptable may be normal behaviour in the student's culture and vice versa. It is important to communicate clearly with your student.

What challenges might the student experience during their stay?

- Homesickness and loneliness
- Culture shock
- Difficulty with language
- Homestay/student differences
- Different rules and expectations from their own home
- Food expectations

What should I do?

- Talk to the student
- Encourage the student to talk
- Help the student to find interests to become involved in
- Encourage the student to talk to the Student Support Team and notify them if you think that you or your student needs help

Culture Shock

This can best be described as realising that your familiar ways of behaving are no longer appropriate. The students find themselves in a foreign culture, where people relate to different expectations, where language is different and where the rules for polite and socially acceptable behaviour may bear no resemblance to what they have been used to in their own society. Culture shock may appear at any time within the student's stay and can occur on more than one occasion. The severity of culture shock and the duration that the student feels it can be influenced by such factors as individual personality, the relationship between the host family and student, stresses such as a forthcoming exam and changes in sleeping and eating habits.

Symptoms of Culture Shock

- Complain about feeling unwanted or misunderstood
- Withdrawn and easily becomes moody and irritable and ignoring rules
- Becomes defensive or argumentative over innocent remarks
- Spending hours in the bedroom isolating him- or herself from the homestay family and friends
- Wishing to be home where people understand
- Frequent and lengthy phone calls home
- Changes in appetite, sleeping patterns and becoming depressed

Helping to Overcome Culture Shock

Explain to your student what culture shock is and that these feelings are normal and temporary. Be as sympathetic and as understanding as possible – this is not a reflection of you as a host family. Encourage the student to talk about these feelings with other students or the Student Support team. If possible, offer the student some 'one-to-one' time – going out for a tea or coffee, a walk, sharing a quiet time talking about the student's family and friends back home.



Homework

All students are required to complete a certain amount of homework and they therefore require facilities at home for private study. A table should be made available in the homestay for private study. It will be of great assistance to the student if they are able to work quietly in their free time.

Illness or Accident

Students from any of the EU countries, Iceland, Leichtenstein, Norway and Switzerland should carry their European Health Insurance Card (EHIC), issued in their own country, which gives them the right to receive reciprocal healthcare from the NHS in England. The EHIC covers treatment of pre-existing medical conditions but is not an alternative to travel/health insurance.

Non-EEA nationals who need a visa to enter the UK and who are studying for a period of 6 months or more, will have paid an Immigration Health Surcharge (IHS) of £150 per year. This fee is collected by the Home Office and ensures that the student has contributed to treatment that they may require from the NHS during their stay. These students then have access to the NHS on the same basis as a permanent UK resident. However, they will still need to pay for dental treatment, eye tests and prescription charges. On arrival, students should register with the homestay family's GP and will need to produce their Biometric Residence Permit (BRP), passport, or Identity Card and a 'doctor's letter' provided by the school confirming the duration of their course.

Students are normally covered by the National Health Service for emergency medical treatment at the "Accident and Emergency" department of a hospital. However, any treatment they receive which isn't part of the initial emergency treatment (normally when they are transferred to a ward outside of Accident & Emergency) is normally charged for if they don't qualify for free NHS care. Anglo-Continental strongly recommends that all students have travel/health insurance in place prior to arriving in the UK.

Your student (particularly those under the age of 18) will require help from their host families to register with the family GP surgery. Students need to register with a GP as soon as they begin their studies in the UK and must not wait until they are unwell to do so, as it may prove difficult to receive immediate treatment if registration has not taken place. If a student is ill or has an accident, the homestay family is asked to call '111', the family doctor or to take them to Accident and Emergency department at Bournemouth or Poole hospital and to notify Anglo-Continental immediately.

Safeguarding Guidelines

The purpose of the following guidelines is to raise awareness of safeguarding issues within a homestay family setting and to ensure that you know what you **must do** if a disclosure is made, or if you suspect abuse or neglect. These guidelines refer to any student under the age of 18 or an 'Adult at Risk'. An 'Adult at Risk' is a student who is 18+ and is receiving health care, has a disability and who is, or who may be unable to, take care or protect themselves against harm or exploitation. Homestay families have a 'duty of care' to ensure the safety of young students or an adult student who is at risk.

Safeguarding issues usually cover six main forms of abuse. They are:

Physical – physical abuse can sometimes be difficult to spot as the victim is often embarrassed of any bruising/marks on his or her body and may seek to hide these signs; Giving children alcohol or inappropriate drugs is also termed as physical abuse;



Sexual – this is the most recognised category and it also covers any pornographic-related offences, along with grooming. Homestay families should also be aware of the dangers of social networking sites on the internet;

Neglect – this involves a failure to provide warmth, food, clothing, appropriate medical care and protection from physical harm;

Emotional – this includes the inappropriate use of criticism, threats as well as verbal or cyber-bullying;

Bullying – deliberate, hurtful behaviour, which can be verbal, physical or written and which can be difficult for those being bullied to defend themselves against. It can be covert and very subtle;

Discriminatory – abuse motivated by discriminatory attitudes towards race, religion, gender, disability or cultural background.

If a student discloses to you that he or she is being or has been abused, you must remember that you now have a legal duty to pass this information on and that, in these circumstances, you cannot be bound by confidentiality. **Action must always be taken in these circumstances.** Listen carefully to what the student is saying and stay calm. Only ask questions to clarify what is being said. Tell the student that he or she is doing the right thing and re-assure him or her that this information will only be passed on to people that need to know and that you now need to contact Anglo-Continental. If this occurs during office hours (Monday to Friday, 08.30 to 16.30 hours), please contact the Designated Child Protection Person (DCPP), Julie Haine, on **01202 411813** or the Safeguarding Liaison Officer, Jonathan Jeffery, on **01202 411886**.

If the incident happens outside office hours, please contact the Emergency Line **07831 613193**. Write a short report on the main points, which should include details of the incident, using as far as possible the student's own words and information on dates, times and places.

Safeguarding at Home

As best practice, it is advisable that the homestay's children do not enter a student's bedroom and students on arrival are informed that bedrooms belonging to any member of the homestay family are out of bounds. Interaction between students and children of the homestay family should only take place in communal areas.

Preventing Extremism and Radicalisation

Extremist organisations can develop and popularise ideas which create an environment conducive to violent extremism and terrorism. Anglo-Continental is committed to providing a secure environment for students, staff and homestay families. Extremism is holding extreme political or religious views, which may deny rights to any group or individual. Radicalisation is the act or process of making a person more radical or favouring extreme or fundamental changes in political, economic or social conditions, institutions or habits of mind.

The role of staff and homestay families is to promote the values of democracy, individual liberty, mutual respect and tolerance for those with different faiths and beliefs. It should be noted that extremism can refer to a range of views, e.g. racism, homophobia, right-wing ideology, as well as any religious extremism. We will encourage students to respect one another and to respect and tolerate difference.

Student's Welfare

Conditions for the Provision of Homestay Accommodation



There is no place for extremist views of any kind at Anglo-Continental. Our students should see our school and our homestay families as safe places, where controversial issues or events can be explored safely and we have a duty to ensure that this happens and that no students are marginalised in any way. We also recognise that if we fail to challenge extremist views, we are failing to protect our students, homestay families and staff. Extremists of all persuasions aim to develop destructive relationships between different communities by promoting division, fear and mistrust of others based on ignorance or prejudice.

Homestay families should be alert to disclosures by students of their exposure to extremist actions, views or materials such as; students accessing extremist material online or voicing opinions drawn from extremist ideologies and narratives; changes in behaviour, e.g. becoming isolated; attempts to impose extremist views or practices on others and displaying anti-western or anti-British views.

If concerned, homestay families should contact, as a source of advice, the Designated Lead Safeguarding Officer, Julie Haine on **01202 411813**, jhaine@anglo-continental.com or the Safeguarding Liaison Officer, Jonathan Jeffery, on **01202 411886**, jjeffrey@anglo-continental.com. They can also be contacted via the school's emergency telephone on **07831 613193**. Alternatively, advice can be sought from Dorset Police on **101**, or, in an emergency, on **999**.



Support from our Staff

Conditions for the Provision of Homestay Accommodation



Office hours

Our Homestay and Student Support staff are available from Monday to Friday, 08.30 to 16.30 on the telephone numbers below to assist you with any enquiries that you may have with regards to your student booking. Where possible, try to avoid calling during student break times (10.15 to 10.45 hours) and at lunch times, as staff will be dealing with student enquiries at the counter.

Emergency telephone

If an emergency situation should arise outside of office hours, please contact the member of staff on duty on **07831 613193**. This telephone number should only be used in the most serious of emergency situations.

Examples of serious emergency situations include:

- Serious illness or accident;
- Any safeguarding issues;
- Any police-related incident;
- Extreme cases of student misbehaviour;
- Cancellation of student bookings within 24 hours of the arrival time.

Non-emergency calls, such as the arrival times for students CANNOT be dealt with on this number. We respectfully ask that all homestay families abide by this procedure, as a non-urgent telephone call may prevent an emergency situation from being dealt with.

Student Support Officers

If a student has a personal problem during their stay, our qualified Student Support Officers are here to help them. Our Student Support Officers offer a professional and completely confidential service to the students. Our Student Support Officers are both professionally qualified counsellors and members of the BACP (British Association of Counselling and Psychotherapy). The Student Support Officers should be your first point of contact if you are encountering a situation that is concerning you.

Communication

All Homestay families are required to complete the Homestay Accommodation Register Application Form/Review Form so that Anglo-Continental can have an up-to-date picture of the homestay and family life that you can offer to our international students. This, in turn, assists our staff in placing the most suitable student(s) in your home. Please inform the staff in Student Services - Homestay as soon as reasonably possible of any changes to the information you have provided to us, so that our database can be kept as accurate as possible.

Support Telephone Numbers

Student Support Officers **01202 411813/01202 411834**

Student Bookings/Viewing Representatives

01202 411858, 01202 411817, 01202 411845

Emergency line **07831 613193**

Email: ACSEaccom@anglo-continental.com

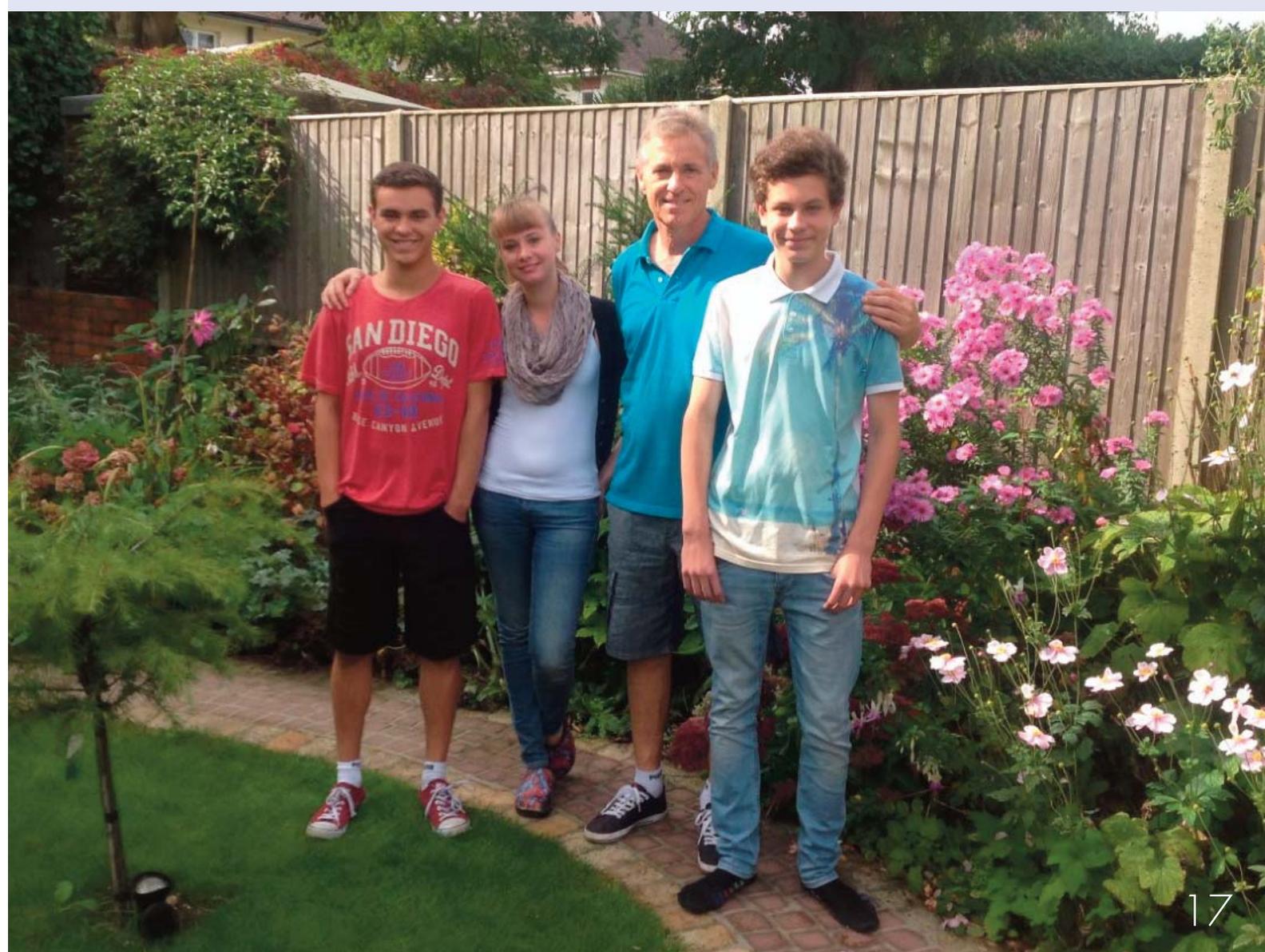


Tanya: *"I work from home as an artist. So I am nearly always around the house or working in the garden. I am interested in interior design, so my home has its own unique look. I love taking care of my international students and have been looking after students from Anglo-Continental since 1979. It's very rewarding to be able to help make their stay a happy and worthwhile experience. Over the years, I have made many friends from all over the world and, every so often, I'll get a surprise visit from students who have stayed with me in the past and letters at Christmas."*





The Hendy Family: "We have been a host family for more than 20 years. Our two boys grew up sharing the house with two and sometimes three foreign students. It has been a great experience for all of us and we have learnt many cultures. It has created a big incentive for the boys to learn languages and travel in the future. We like to cook fresh food every day and share meal times talking with our students. Many have stayed with us for around 6 months and the longest was for over one year. It is so rewarding to see the progress in their English Language and we try to contribute to this as much as possible. On Friday evenings we often have "family night" which involves playing board games and this often ends in lots of fun and laughter."



Booking Procedures and Payment

For Standard Homestay Rates of Payment 2018
please contact us.

Booking Procedures and Payment

For Standard Plus Homestay Rates of Payment 2018
please contact us.



Executive Homestay Accommodation

Executive homestays offer a more enhanced standard of comfort and hospitality.

Please ensure you provide the following:

1. All rooms, including the bedroom, should be spacious and comfortably furnished to a high standard. Once rooms have been approved, no alternative rooms may be allocated in their place;
2. Ensuite or private bathroom facilities;
3. A full laundry service (including washing and ironing). Any items requiring dry cleaning should be paid for by the students;
4. Use of internet facilities;
5. A substantial breakfast and a varied home cooked three-course evening meal Monday to Sunday to include a glass of wine or beer. Lunch at weekends and on Bank Holidays.
6. Students will expect a higher level of personal interaction, especially at meal times.

Students who request executive homestay are normally accustomed to a high standard of comfort and attention and require homes where they will be welcomed as members of the family in a relaxed and friendly atmosphere. At the same time, they must be given every facility for quiet, concentrated study when they wish to work.



Executive Homestay Accommodation

For Executive Homestay Rates of Payment 2018
please contact us.



Booking Procedures and Payment

Conditions for the Provision of Homestay Accommodation



Booking

An accommodation week consists of 7 nights with students typically arriving and departing on a Sunday. Many of our students enrol for periods of four weeks at a time and renew their homestay accommodation on a monthly basis. Payments for periods of less than 7 days are made on a pro rata basis.

Any verbal bookings are confirmed by email to the homestay family. Text message reminders for future student bookings will be sent. If we are in receipt of arrival details for a student, the information will be forwarded to you in the week prior to their arrival. Once a booking has been accepted by the homestay family, the agreement is considered to be firm and binding.

Students' Arrival

Some students do not inform us or their homestay of their expected time of arrival in Bournemouth, despite Anglo-Continental requesting this information. If no information is received, arrival at any time on the scheduled date should be assumed. If a homestay family has to go out on the arrival day, they should make arrangements for an adult member of the family, or, if necessary, a friend, to welcome the student on their behalf.

If there is nobody at home when the student arrives, it will be necessary to place them in alternative accommodation. In this event, no payment will be made to the homestay family. If the homestay family decides not to accept a student due to their late arrival time, then it will be at the discretion of Anglo-Continental whether or not the student remains with the replacement family for the duration of his or her course.

Cancellation of a booking by a homestay family

When accepting a booking, please be aware that while it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our homestay families to cancel (even with several weeks' notice) unless it is absolutely unavoidable. A cancellation not only involves extensive administration for us, but it damages the school's reputation with the agent and the student. It can also cause anxiety for a student who has mentally prepared themselves for their new family away from home. Records are kept when homestay families cancel their students and this will have a bearing on future bookings.

Non-Arrival/Change of Dates

If a student has not arrived by the Monday following the date of the reservation, the homestay family is asked to notify Anglo-Continental without delay. Homestay families are not entitled to receive payments when a student cancels or delays their course start, or to receive payment when a student curtails their stay with or without notice. In these circumstances, neither is the school responsible for making payment for food expenses. If appropriate, when a student cancels or curtails their course, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student.





Early Arrival/Late Departure

If a student arrives earlier than the period specified on the reservation confirmation, please inform the Homestay Department as soon as possible, as additional payments may need to be collected by our staff and homestay payments re-calculated. If a student departs later than the date specified, then the homestay family is responsible for obtaining payment from the student for these extra days on a pro-rata basis. Anglo-Continental should always be informed of any changes relayed to the homestay family by their students regarding their arrival and departure information.

If a departing student should inform the homestay family that they have a late afternoon or evening flight, then it is stipulated by Anglo-Continental that the student is not asked to leave the homestay family before their scheduled departure transfer. The student can be asked to clear and vacate their bedroom if the homestay family has another student arriving later on that day, and in this instance, they should be offered the use of a communal area, such as the homestay lounge, until they are due to depart.

Change of Accommodation

If a student requests to move from their accommodation, one full week's notice will be given to the homestay family. However, if it is deemed necessary by Anglo-Continental, because the situation that has arisen relates in a detrimental way to the well-being of the student, then the student may be moved either immediately, or with less than one week's notice. Payment will cease with the departure of the student. If appropriate, the homestay family may be placed on a priority list for the next suitable student.

Temporary Absence/Holiday

If it is necessary for the homestay family to be away during a student's stay, it is imperative that Anglo-Continental is advised of and approves the arrangements made to take care of the student. Absence of the family for holidays or other reasons without prior notification to Anglo-Continental is not acceptable. In such cases, Anglo-Continental reserves the right to cancel the reservation and cease payment without notice and withdraw the homestay family from the school's register.

Christmas Holidays

During the Christmas/New Year Holiday period, the school will be closed. Students will require full-board accommodation as homestay families will be paid a supplement in addition to the standard weekly rate of pay. The student must be invited to join in the family celebrations. The requirements for this period will be confirmed with each family prior to the commencement of the Christmas/New Year Holiday.

PAYMENT TO THE HOMESTAY FAMILY

Method of Payment

Accommodation fees are paid by direct bank transfer to the homestay family's account. The first payment will be made on the Friday of the second week of the student's stay, and will cover the first two weeks of payment, or one week's payment if the student has a one-week booking. After that, payments will follow on a fortnightly basis.

We recommend that the homestay family should maintain a record, for tax purposes, of all payments received.



Private Arrangements

If a student wishes to pay accommodation fees directly to the homestay family, it becomes a private arrangement and Anglo-Continental should be notified immediately. Anglo-Continental cannot accept any liability for this arrangement.

Overpayment

If, at any time, the homestay family receives payment in excess of its entitlement, it is a strict condition of these arrangements, that they must inform Anglo-Continental without delay. The overpayment will be deducted from your current, or if necessary, your future bookings.



HOMESTAY REGISTRATION CONDITIONS

Placement of Students

Anglo-Continental will only place students into homes and rooms which have been approved by an Anglo-Continental representative. It is essential that English will be the language of communication within the homestay family. Under no circumstances does registration of a homestay family guarantee that Anglo-Continental will place students in any given family at any time.

Homestay families should note that it is not possible to carry out police checks on students who enrol on our English Language courses. Therefore, when agreeing to host any of our students, homestay families should be aware that they are doing so at their own risk.

Acceptance of Conditions

In accepting a booking for the accommodation of a student, the homestay family agrees to the Conditions as stated in the Homestay Handbook and gives consent to the disclosure of any relevant information about their home and their family to the agent/representative making the reservation. Homestay families should regularly check on the following website www.anglo-continental.com/homestay.html for any updates to the Homestay Conditions.

Force Majeure

It shall be a fundamental condition of the contract between Anglo-Continental and the homestay family that Anglo-Continental shall not, in any way, be liable to the homestay family in the event of a visa refusal, late arrival, non-arrival or early departure of a student by reason of industrial dispute or other cause outside the control of Anglo-Continental.

Booking Procedures and Payment

Conditions for the Provision of Homestay Accommodation



Reviews

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family at any time. You will normally be reviewed every 12 - 24 months by one of our Viewing Representatives. It is a requirement that an Anglo-Continental Viewing Representative views all rooms in the family home and not just those to be used by the student. If more than 12 months has elapsed since a homestay family last hosted a student, a review will be necessary before another student is placed. We reserve the right, if such action is deemed necessary, to remove a homestay family from the Accommodation Register at any time, and shall not be obliged to discuss the reasons for any such decision.

Anglo-Continental also reserves the right to carry out spot checks. If homestay families refuse to cooperate with our staff when trying to arrange a review or a spot check, then it will be necessary to remove the homestay from our register of approved families. Any students will be removed from the family without notice and payment will cease immediately with the departure of the students.

Data Protection Act 1998

Under section 7 of the above Act, any adult member of a Homestay Family is entitled to request from Anglo-Continental a copy of personal data held on its database relating to him/her. The request can only relate to an individual member of the family, must be submitted in writing by that individual to the Student Administration Manager and should be accompanied by payment of a £ 10.00 administration fee.

VALIDITY OF CONDITIONS

These Conditions are valid from 1 January 2018 until further notice. Anglo-Continental reserves the right to make changes to these conditions without prior notification. For the current version of these conditions, visit the website: www.anglo-continental.com/homestay.html



Top 10 Tips for Successful Hosting

- 1.** Communication is the key to successful hosting.
- 2.** If a student makes contact with you prior to arrival, please make every effort to reply.
- 3.** Please exchange contact details with your student on their arrival.
- 4.** Make sure that you comply with all legal requirements when hosting a student (please see page 4 for further details).
- 5.** Show your student the nearest bus stop. Inform them of the bus times and, if appropriate, the route to walk to school.
- 6.** Register your student with your family GP when they first arrive, as it may prove difficult to receive immediate treatment if registration has not taken place.
- 7.** Treat your student as part of the family.
- 8.** Students really do enjoy the time that you spend with them, especially if you can involve them in British customs, such as having a cup of tea. A chat at some point during the day is always really appreciated and can help alleviate homesickness and culture shock.
- 9.** Inform us of any changes concerning people living in your home, or any home improvements you are planning.
- 10.** When contacting you with regard to changes and cancellations to your bookings, please appreciate that these are due to circumstances outside our control.



Introduce a Friend and Earn **£80.00**

If you introduce a new homestay family to us, we will credit your account with £80.00, once they have successfully hosted their first student from us.

Contact us on 01202 411817/411800 for further details.

We thank you for your continued support
Anglo-Continental's Homestay Team



**29-35 Wimborne Road, Bournemouth
BH2 6NA, England**

Telephone: (GB Code) + 1202 55 74 14

Fax: (GB Code) + 1202 55 61 56

Email: english@anglo-continental.com

www.anglo-continental.com



The information in this guide is given in good faith and has been carefully checked. Anglo-Continental, however, accepts no legal responsibility for its accuracy.