



  
**GREATWAY**  
GUARDIANSHIP & EDUCATIONAL SERVICES

 **inlingua**<sup>®</sup>  
Cheltenham



# The Homestay Handbook inlingua and Greatway

Guide and Conditions for homestay families providing accommodation for international students attending inlingua and Greatway.



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# Introducing Greatway

Greatway was started by Yingxia Zhang (known as Stephanie Zhang) in 2001. Her family still runs several English language schools in China. In 2013, she and her husband, Daniel Foulkes, set up Greatway Guardianship and Educational Services, UK. Stephanie now lives and works in the UK and she is also one of the owners of inlingua Cheltenham, a busy and friendly international language school in the beautiful Cotswolds.

Stephanie and her team provide a supportive and lively atmosphere for students to integrate into British life and get the most out of their school programme in the UK. She has worked with some of the most prestigious boarding schools in the country for many years and has built up strong links with the admissions and academic staff working at these schools.

Our team will work together with teachers, parents and host families, in collaboration with inlingua Cheltenham, to make sure that we take care of our visiting students. We hope that each student will have a safe, fun and memorable experience staying at one of our partner schools, learning English and exploring the United Kingdom. We are committed to ensuring the safety, wellbeing, academic progress, and personal development of international students during their time studying in the UK. This handbook explains the role of hosts and provides essential information on safeguarding.

## Important information

All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by Greatway. Failure to comply with the Homestay conditions, will result in Greatway removing a student from a homestay without notice and payment will cease immediately with their departure. Under these circumstances, Greatway is under no obligation to find a replacement student or to pay a notice period.

# Introducing Inlingua Cheltenham

inlingua Cheltenham 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. 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.

The educational facilities provided by inlingua Cheltenham 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.

Our school is a leader in English language tuition and testing. inlingua Cheltenham has offered English language courses for 35 years to over 35,000 students from 50 different countries.



# Your role as a Host Family

At inlingua Cheltenham / Greatway, our primary concern is that the student's homestay in Cheltenham is a happy experience. Hosting a student can be very demanding but also an extremely rewarding experience for everyone in the family. We pride ourselves on our high standards and our host families are also a part of this too, representing inlingua Cheltenham / Greatway. We expect our host families to:

- 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 encourage the student to ask for clarification.
- 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 Accommodation Officer or Welfare Team.
- Teach the student about the British culture and learn about the student's culture.
- Speak clearly, slowly and be patient giving plenty of opportunities for conversation.



# Homestay Services and Facilities

The details of homestay families, accepted by inlingua Cheltenham / Greatway, are included in the Homestay Accommodation Register. All rooms in the homestay, be it at the initial registration visit and at review, must be seen by an inlingua Cheltenham Accommodation Officer and a Greatway Guardianship and Educational Services staff member.

## **Standard and Executive Homestay**

We offer two types of homestay to students: Standard Homestay and Executive Homestay. If a Greatway student requests Chinese food, a supplement of £10pw will be applied

## **Executive Homestay**

Executive Homestay offers everything mentioned in this guide as Standard Homestay, but it is accommodation that has been assessed by the Accommodation Officer to provide a high level of comfort and furnished to a high standard. Executive Accommodation provides the sole use of a bathroom on the same floor, or as an en-suite. We suggest a high standard of comfort and attention to the client that suits their needs and somewhere to study or work peacefully.

## **Access to the House**

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



# Homestay Services and Facilities

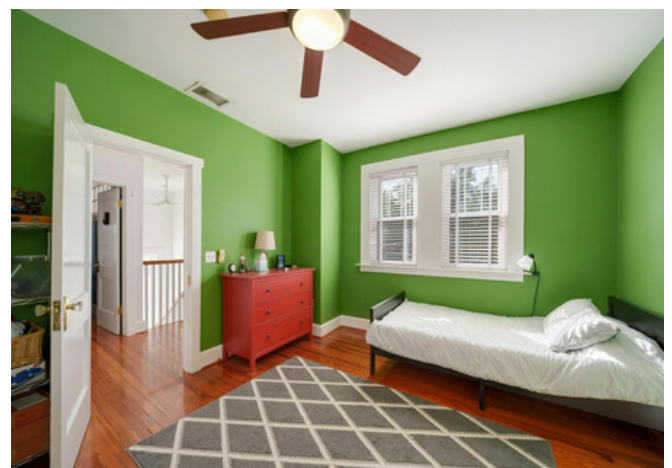
## **The Student's Room**

inlingua Cheltenham / Greatway undertakes to provide each student with his/her own suitably furnished bedroom, which must have been approved by its representative. Rooms that have not been specifically approved by inlingua Cheltenham / Greatway 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 and have adequate heating and ventilation. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, futons and sofa beds are not acceptable) and adequate hanging and drawer space for clothes. Bunk beds may be used only if the student is aged 14 and under. The room must allow for the student to keep their possessions and while some storage of the family's possessions is understandable, students wish to feel like the room does belong to them and we ask that host families bear this in mind. Please provide a box/drawer or cupboard that is lockable for the students to store their valuables. There must be sufficient room to store their suitcase and the suitcase cannot count as an option for storage. If space allows, it is preferred to have a desk for study in the student's room. It is a fire hazard to leave lap tops on top of bedding. It can be acceptable to provide a proper study area somewhere else in the home, but this has to be a quiet room with adequate space.

If you have more than 1 room for guests/students, the rooms must be referred to as 'Room A' and 'Room B'. inlingua / Greatway must be aware of which student or guest is in which room.

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 for groups of young students if you wish to accept this type of student. In addition, the student must not be asked by the homestay family to share a room with another student from inlingua Cheltenham / Greatway, with a student from another school or with another member of the homestay family, unless this is agreed in advance with inlingua Cheltenham / Greatway.



# Homestay Services and Facilities

## 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. 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. Please refrain from providing microwave or frozen meals for students. Please see our menu suggestions on the back page of this booklet.

## Full board accommodation

**Breakfast, evening meal and lunch is required at weekends and during the Christmas period when the schools are closed.**



## Extra expenses

Aside from meals and accommodation, hosts are under no obligation to incur further costs, such as trips, cinema and so on. Greatway students have their own allowance for these things. Should you ever need to pay for something, in case of an emergency, please get a receipt and you will be reimbursed.



# Responsibilities of the Homestay Family

## **Showers/Baths**

The student must be allowed at least one bath or shower each day at a reasonable time without extra charge. The duration of the bath or shower should not be limited.

## **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. A higher level of heating than is normally needed for a bedroom, will be required for the student in the room which will be used for study purposes.

**Under no circumstances should a student be asked to pay additional heating charges.**

## **Laundry**

Laundry services are included in the homestay accommodation fees. Standard and Executive homestay families provide a laundry service for one load of washing per week. A small weekly charge may then be agreed directly with the student, if additional laundry is required.

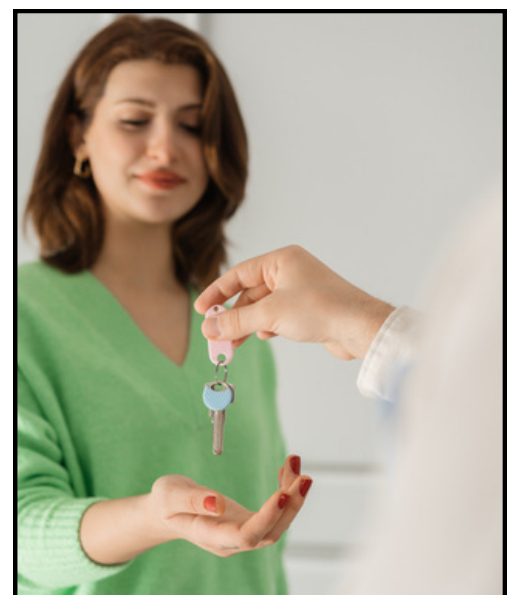
## **Internet**

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. Please refer to our Online Safety Policy included in our Safeguarding and Child Protection policy on our website.

If the family notes any concerns about the student's internet usage for any safeguarding reasons or under the PREVENT strategy (explained in the Safeguarding Guidelines section), then it is their duty to inform the Greatway's Welfare Team for further advice.

## **Keys**

All students aged 18 years and over must be provided with their own keys to allow them free access to the homestay at any given time. It is at the discretion of the host family to provide keys to under 18s, but if a key is not given, hosts should make sure that they are at home for when the student would reasonably arrive home after their lessons for the day or agree a time that someone will be home. In addition, inlingua Cheltenham / Greatway 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 their departure.



# Responsibilities of the Homestay Family

These are the following conditions that inlingua Cheltenham / Greatway expect for the host family to allow the comfort and dignity of all parties and outlay expectations from the school and our regulatory bodies.

## **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 and Guests**

The student is asked to do all that he/she 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 his/her background are carefully considered. Particular attention should be paid to the requirements of his/her religious faith, social customs and attitudes to help make the transition into a new culture as smooth as possible. Students are as keen to show their host family their culture and way of life as a means of reciprocation for what they have learned from their host's family.

The homestay family must help and encourage the student to converse in English as much as possible to improve his/her understanding of the language and assist him/her to adapt to the English way of life.

It is at the discretion of the homestay family if students may wish to bring guests to visit or in the case of students over the age of 18 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 host 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 inlingua Cheltenham / Greatway cannot accept liability for any claim in respect of damage caused by students, whether by accident, negligence or design. 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.

# Responsibilities of the Homestay Family

## **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 in a kind and friendly manner. Helpful information - such as bus timetables and approximate fares should also be given to the student.

## **Supervision and Curfew Times**

For specific guidance on supervising and dealing with our students, it is essential that you refer to our Code of Conduct in Appendix A at the back of this handbook.

Students of 16 and 17 years of age should return during the week to the homestay no later than 22:00. A slightly later curfew time may be negotiated at the weekend/summer time.

Students under the age of 16 must return no later than 19:00 unless it is specifically requested by inlingua / Greatway.

Students aged 18 and over should not have a curfew time imposed on them.

Greatway suggests that student bedtimes should be as follows:

Ages 15 and under: Between 21:00 and 22:00

Ages 16 and 17: Between 22:00 and 23:00

Hosts must adhere to NSPCC advice on adult supervision and ensure that:

Students aged 12 and under are not left home alone for a long period of time;

Students aged 16 and under are not left home alone overnight;

Students are not left home alone regardless of their age if they do not feel comfortable with this.

## **Getting Around**

Students may need to travel during their time in the UK. This will include travelling to and from the homestay, to and from school, to the airport or any places that they wish to visit. Prior to organising any trips, the student or host family should contact Greatway, who will get parental permission if travelling further afield and will arrange transport if required. They use trusted drivers who have had the necessary safety checks. Guardianship staff or homestays may be permitted to provide transport. Walking to and from school and visiting the local area and shops are allowed with due precaution.

## **Overnight Stays**

If students request to stay overnight elsewhere, Greatway must be contacted before this is arranged. The necessary checks will be made and parents will be contacted for formal, written parental consent.

## **Legal Age**

Please make sure any underage students are aware of laws for drinking and smoking in this country.

Make sure to make a note of the mobile number of your student so that you can make direct contact with them if they are out later than expected. If there is any cause for concern regarding a student's behaviour, the homestay family must inform inlingua Cheltenham / Greatway.

## **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 inlingua Cheltenham / Greatway must be advised in advance of this. 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, inlingua Cheltenham / Greatway must be notified of your new address and your new home must be approved by inlingua Cheltenham / Greatway for use and visited by the Accommodation Officer before new students are assigned to you.

# Responsibilities of the Homestay Family

## **Driving Students**

If hosts are likely to be transporting students in their car, you must provide the school with your full driving license and car insurance document. It is a requirement that you notify the school if your circumstances change (driving ban, points on their licence, failed MOT, lapsed insurance etc.)

If a daily pick up and drop off service has been requested by the inlingua / Greatway, then you will receive an additional supplement for this service (included in your usual payment).



## **Student Safety**

If hosts are advising the best route for students to travel to school, please consider the safety of the route and the time of day the student will be travelling. Avoid using poorly lit lanes and parks at night. If you are lending a student a bicycle, please ensure you provide them with a helmet and ensure the bike is fitted with a suitable light. Advise them of the rules of the road and inform the inlingua / Greatway they will be travelling by bicycle.

# Safeguarding Guidelines

## **AEGIS and British Council Ruling on Other Students in the Home**

Homestay families must strictly adhere to the AEGIS ruling of a maximum of 3 adult students per household. This also includes students who are hosted through other local organisations.

In the case of students who are under 16, there must be no other student in the house who is over 18 at the same time. If a host family is hosting from another organisation, they must disclose this to inlingua Cheltenham / Greatway, so that the student can be placed with a suitable host family. This is in accordance with safeguarding regulations.

For host families who take students under the age of 18, all family members over the age of 16 must be DBS checked. This includes all visitors including grown-up children visiting from university. Another requirement is that hosts do not to have any other paying guests or run a bed and breakfast arrangement when looking after students from Greatway.

Except at the specific request of our clients, it is not the inlingua / Greatway's policy 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 of their native language accommodated with the family. inlingua Cheltenham / Greatway must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately.

## **Fire Escape Plan**

In the event of a fire, homestay families should ensure that they have in place for their home a fire escape plan, and as best policy, explain the plan to everyone in their household including the students that are staying with them. The host family will also need to ensure that smoke alarms are provided and maintained. Further information on smoke alarms and planning a suitable fire escape plan can be found on the Gloucestershire Fire and Rescue Service website: [www.glosfire.gov.uk](http://www.glosfire.gov.uk) to make a satisfactory fire risk assessment. The Accommodation Officer is on hand to advise in the event of any questions and a fire risk assessment will be carried out at your home on inspection visits by the Accommodation Officer and Greatway Director. For specific information it is essential that you read the Welfare, Health and Safety Policy in Appendix B at the back of this Handbook.

## **Gas Safety Certificates**

All homestay providers are classified as landlords under the Gas Safety (Installation and Use) Regulations 1998. Consequently, in providing a room for an international student, you are agreeing to abide by our terms and conditions and this booking is subject to you accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues; including arranging a documented annual gas safety check.

Without a valid gas safety certificate, you are breaking the law and are therefore liable to prosecution. inlingua Cheltenham / Greatway reserves the right to request to see a valid gas safety certificate for any homestay in order to ensure that the property has been inspected and passed by a Gas Safe Registered engineer.

# Safeguarding Guidelines

## 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.

Some students after they have left the homestay do like to stay in touch with their host families for many years to come and social media and e-mail has made this more possible than before.

## Safeguarding Guidelines

The host family has a duty of care to all students who are staying in their home to ensure that they are safe and are not exposed to abuse while in their care either from family members in the home or visitors to the home.

The host family should, with the below guidelines, have enough information to be equipped to deal with any disclosed situation in a sensitive manner. The purpose of the following guidelines is to raise awareness of safeguarding issues that may arise within a homestay family setting and to ensure that you know what you must do if a disclosure of abuse 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'. (Please see our entire Safeguarding and Child Protection Policy on our website, under Resources [www.greatwayeducation.com](http://www.greatwayeducation.com)). The relevant DSL, DDsl, LSP & LADO contact details can be found here.

An 'Adult at Risk' is a student who is 18+ and is receiving health care or has a disability and who is, or who may be, unable to take care or protect themselves against harm or exploitation.

Safeguarding issues usually cover four 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/scars on their body or frequent accidents 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. Host 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, isolation, threats as well as verbal or cyber-bullying.

A person can be abused by anyone in their life, at any time of their life and could be a close family member, partner, family friend, teacher or an adult related to their after school activities and hobbies.

# Safeguarding Guidelines

If a student discloses to you that they are or have 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 they are doing the right thing and reassure them that this information will only be passed on to people that need to know and that you now need to contact Greatway via inlingua Cheltenham. If this occurs during office hours (**Monday to Friday, 08.30 to 17.30 hours**), then please contact the Accommodation Officer and ask to speak to the DSL - Mitzi Powles or the DDSL - Stephanie Zhang.

If the incident happens outside office hours, please contact the **Emergency Line 07539428055** for advice. Write a short report on the main points and this should include details of the incident, using as far as possible the student's own words and information on dates, times and places.

If the event has happened – for example in the event of a mugging, then the police or an ambulance should be called, and then Greatway via inlingua Cheltenham to assist where they can.

It is a requirement for all host families to take this short, free online course and pass on your certificate to the Accommodation Officer once complete:  
<https://www.care-learning.com/course-details/safeguarding-children-11-12-children-first>

## **Safeguarding Children in the Homestay**

We do not carry out a DBS or any background check on our students so you are accepting them at your own risk. We would advise the following:

- Always have an adult present in the home.
- Never leave children alone with a student.
- Tell the children they are not to enter student's bedrooms and they need to know it is not ok for students to go in their room also.
- Use supervised communal areas for the children to be with students.

## **Responsibilities during a pandemic**

Pandemics can cause major disruption to travel and schooling. It is important in such events that Greatway takes advice from the government, UK Health Security Agency and the World Health Organisation. AEGIS also provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic Greatway may not be able to offer homestay accommodation for your child as this could place students, homestay families and the wider community at risk. Greatway will work with you to find flights to home countries where required. Greatway will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Greatway will work with you and your child's school to find suitable quarantine accommodation for students where required.

# The Responsibilities of the Student

## **School Attendance**

inlingua Cheltenham / Greatway insists on punctual and regular attendance at school, and absence is permitted only for legitimate reasons like illness. 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 or in the case of visa students, their course terminated and required to leave the country. Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason. When students under the age of 18 are absent from school, the homestay will be contacted to ascertain why the student is not at school and their whereabouts.

## **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 he/she is able to work quietly in his/her free time. If it is not possible to provide a desk in the bedroom, then a designated area like a kitchen table is also acceptable.

## **Illness or Accident**

Students from the European Union and the EEA are covered by the National Health Service for medical care, as long as they have their EHIC card, although please note that students may have to pay for some services, although this will be clearly outlined at the point of delivery, like prescriptions.

**For non-EU students**, they can receive emergency medical treatment at "Accident and Emergency" or walk in centre. A student staying for 6 months or more may qualify for some free NHS treatment as a temporary resident. The student may require help from you to register with your family GP. Students should register with a doctor as soon as they begin their studies in the UK and 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 help arrange the necessary treatment (take to Accident and Emergency, or call an ambulance) and to notify inlingua Cheltenham / Greatway immediately, using the on call mobile number if outside of office hours.

# The Responsibilities of the Student

## Overcoming Cultural Differences

It is not uncommon for students and homestay families to have misconceptions of 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 about any cultural misunderstandings and what behaviour that you find acceptable and unacceptable and allow for the student to tell you if you or your family's behaviour makes the student feel uncomfortable.

What challenges might the student experience during their stay?

- Homesickness
- Language difficulty
- Challenge making new friends
- Homestay family/student conflicts
- Different rules and expectations from their home
- Various emotional difficulties

## What should I do?

- Talk to the student
- Allow the student to talk freely without interruption or judgement
- Help the student to find activities to become involved in
- Encourage the student to talk to the DSL or DDSL if needed
- Notify the Accommodation Officer, who in turn will notify the DSL/DDSL, if you or your student needs help

# Booking Procedures and Payment

An accommodation week consists of 7 nights, students typically arriving and departing on a Sunday. This may not always be the case due to the length of stay of the student, particularly when they arrive in school groups as they may have a different situation arranged.

All bookings are first agreed verbally with the homestay family and then confirmed by the Accommodation Officer. We will be in contact in the method of communication that you have already chosen with us. We will send arrival information of when we expect the student to arrive in Cheltenham. E-mail confirmation of acceptance of the student would be appreciated.

## **Collection of Students**

If the student(s) you are expecting are part of a group, then homestay families are required to collect their students on arrival from inlingua Cheltenham and also to drop them off at inlingua Cheltenham when they depart. Greatway students will have arranged transfers and hosts will be informed of specific dates and times, when hosting Greatway students.

## **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 company'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 student and this will have a bearing on future bookings.

# Booking Procedures and Payment

## **Non-Arrival**

Homestay families are not entitled to receive compensation payments when a student cancels or delays their arrival date. Where this occurs, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student.

## **Change of Dates**

If a student wishes to curtail or prolong his/her stay, inlingua / Greatway Cheltenham will notify the homestay family and will confirm by email the reservation of accommodation in accordance with the revised dates.

## **Early Arrival and Late Departure**

Payment will be made only for the exact period stated on the reservation confirmation. If the student arrives early or departs late under arrangements not made by inlingua Cheltenham / Greatway, he/she is responsible for making payment direct to the host family as it is outside of our arrangement with the student. Payment may be made on a pro-rata basis depending on the departure date.

If a student departs before the date specified in the letter of confirmation, the homestay family is asked to inform inlingua Cheltenham / Greatway without delay.

# Booking Procedures and Payment

## **Change of Accommodation**

If a student requests to move from their accommodation, then in normal circumstances, 48 hours' notice will be given to the homestay family. However, if it is deemed necessary by inlingua Cheltenham / Greatway, because the situation that has arisen relates in a detrimental way to the well-being of the student or complaint made by the student, then the student may be moved immediately. In this case, the school may not be able to give 48 hours' 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.

## **Placement of Students**

inlingua Cheltenham / Greatway will only place students into homes and rooms which have been approved by an inlingua Cheltenham and Greatway 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 inlingua Cheltenham / Greatway will place students in any given family at any time.

## **Temporary Absence/Holiday**

If it is necessary for the homestay family to be away for a short period during a student's stay, it is imperative that inlingua Cheltenham / Greatway is made aware of this and approves the arrangements made to take care of the student. Absence of the family for holidays or other reasons during a student's stay is not acceptable to inlingua Cheltenham / Greatway and in such cases, inlingua Cheltenham / Greatway reserves the right to cancel the reservation and cease payment without notice and withdraw the homestay family from inlingua Cheltenham's / Greatway homestay register.

## **Christmas Holidays**

During the Christmas/New Year Holiday period the schools will be closed. Students who have chosen to stay with a family over Christmas will require full-board accommodation as homestay families will be paid a supplement in addition to the standard weekly rate of pay. The student should be included in the family celebrations with food and a Christmas present of course. The requirements for this period will be verbally confirmed with each family prior to the commencement of the Christmas/New Year Holiday.

# Booking Procedures and Payment

## Payment to the Host Family - Method of Payment

Accommodation fees are paid by bank transfer, fortnightly, in arrears.

Our computerised system processes payments every two weeks, starting from the first Sunday that the student is present in the host family. The payment includes all students that have been with us for 7 days or more and short stay students that have departed within the 2-week date range.

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

## Payment to the Host Family – Current Fees. Rates shown are per day

Accommodation	Standard half board (twin)	Standard full board (single)	Executive Full board*
	£50 per day	£65 per day	£75 per day

**\*A supplement of £10 is applied if Greatway students require Chinese cuisine**

## Payment to the Host Family – 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 inlingua Cheltenham / Greatway without delay, so that arrangements to repay the excess amount are confirmed.

# Booking Procedures and Payment

## Acceptance of Conditions

In accepting a booking for the accommodation of a student, the homestay family agrees to these conditions and gives consent to the disclosure of any relevant information about their home and family to the agent/representative making the reservation. The homestay family also agrees to abide by the English UK Code of Practice for the Providers of Homestay Accommodation for international Students. Homestay families should regularly check on the above website for any updates to our Homestay Conditions.

## Checks for Homestay Families

If the homestay family takes students under the age of 18, they must inform inlingua Cheltenham / Greatway of any changes concerning people living in their home, e.g. a new police conviction, or a new partner staying overnight. The new partner will also require a DBS check. Any family members over the age of 16 must also have a DBS check. An inlingua Cheltenham / Greatway representative will be required to meet all family members of the homestay family currently residing at the address.

## Force Majeure

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

## Review of Accommodation

inlingua Cheltenham / Greatway reserves the right to review the Homestay Accommodation Register and to re-inspect any homestay family. You will be reviewed every 12 months by the Accommodation Officer and a member of staff from Greatway. 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.

## Cancellation and Termination

If a student requests to cancel a confirmed homestay within 2 natural days before check-in due to personal reasons, we can compensate the host family with 30% of the total homestay fee. If a student requests to cancel a confirmed homestay after check-in due to personal reasons, the full amount for the time already spent will be paid according to the agreement, and half of the remaining homestay fee will be paid to the host family for the remaining unspent time. Host family must inform GREATWAY as early as possible for the cancellation. A last-minute cancellation is not permitted unless it is an emergency. If a student is not happy with the accommodation, this may result in a request to leave your home early. If repeated complaints are received with no improvements, GREATWAY retains the right to terminate the contract immediately.

## Validity of Conditions

These Conditions are valid from 1 January 2017. inlingua / Greatway reserves the right to make changes to these conditions without prior notification. Please view our [website](#) for more information or please contact any member of inlingua / Greatway staff.

# Top 10 Tips for Successful Hosting

- 1) Many students like to get to know their host family before their arrival and will like to get in touch by phone, Zoom, Teams or e-mail. Please make every effort to respond to these communications in a timely manner to start the relationship on the best footing.
- 2) Please take your students mobile number and give them yours on arrival so you can both contact one another in the event of an emergency.
- 3) Ensure that you keep a Visitor's Book with your students' passport or registration document number and their home address.
- 4) Please inform your student of the closest bus stop and relevant times and routes. They also may wish to travel independently at the weekend if they are over 18 and would welcome your advice on travel arrangements and where is good to visit.
- 5) Treat your student as you would like your own family to be treated if they were travelling overseas.
- 6) 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. We do expect our families to eat with and spend time with in the evenings and weekends as much as possible. Some students require more attention than others, so please do be mindful of this.
- 7) Inform us of any changes concerning people living in your home or any structural changes that you are planning.
- 8) Be prepared as there will inevitably be changes and cancellations to your bookings due to circumstances outside our control!
- 9) Communication is so important to understanding everyone's expectations and don't be afraid to discuss any areas that may cause friction or resentment, so everything can be resolved quickly
- 10) 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.

## MEAL SUGGESTIONS

### BREAKFAST:

should consist of a choice of one or more of the following:

selection of food & beverage:

Orange  
Apple Juice  
Water  
Tea  
Coffee  
Milk

Selection of Cereals  
Eggs  
Toast/ Bread Rolls  
Preserves  
Fruit



### LUNCH

Soft drink  
Water  
Tea/Coffee

Sandwich/baguette  
Salad  
Pasta



### EVENING MEAL

Evening meals should consist of a choice of one or more of the following selection of food & beverage.

Soft drink  
Water  
Tea/Coffee

Salad  
Meat & vegetables  
Pasta or noodle dish  
Rice dish  
Fish & vegetables  
Pies, meat/fish/vegetarian  
Casseroles/stews, meat/fish/vegetarian

Dessert/Pudding  
Fruit



## **Appendix: A**

# **Greatway Staff/Homestay Code of Conduct**

### **Statement**

The following code of conduct for staff and homestays gives clear guidance on behaviour that Greatway expects from all members of staff and homestays working within the organisation. These guidelines confirm and reinforce the professional responsibilities of all staff and homestays. They help adults establish safe practices and reduce the risk of false accusations or improper conduct.

### **Code of Conduct**

#### **Power and positions of trust**

In your role of a member of staff or homestay, you will have power over students and will hold a position of trust. It is imperative that these are not abused in any way. Greatway staff and homestays should be aware of their own conduct and ensure that their professional practice is clear and unambiguous. Staff should ensure that they work in an open and transparent way, not showing favouritism and by treating students respectfully and fairly irrespective of culture, disability, gender, language, racial origin, religious belief and sexual orientation.

#### **Duty of care to children and young people**

All staff, volunteers and homestays have a duty of care to children and young people. As such they must adhere to the various policies, including the safeguarding and child protection policy that outline how we safeguard students in our care.

#### **Exercising professional judgement**

Greatway recognises that this guidance may not cover every eventuality. There may be times when staff use their professional judgement to deal with situations not outlined in this section. In such circumstances staff should always advise their senior colleagues of the justification for any action taken or proposed.

#### **Use of appropriate language**

It is important to remember that whilst undertaking your role, you are representing Greatway. We expect all staff and homestays to be polite and courteous whilst undertaking their duties. It is inappropriate to swear or use abusive language.

#### **Sexual contact with young people**

Any (contact or non-contact activity) sexual behaviour (including grooming of a child so sexual abuse can take place), by a member of staff or homestay with or towards a student is unacceptable and could be a matter for criminal and/or disciplinary proceedings. Students are protected by the same laws as adults in relation to non-consensual sexual behaviour, and by additional legal provisions depending on their age and understanding.

### **Communication with Students**

Communication with students should only be in a professional capacity, using appropriate language and tone. Any communication, for example via telephone or WeChat should be via a guardianship organisation device.

### **Social contact with Students**

Staff members should not give their personal contact details to students for example email address, home or mobile telephone numbers or details of web based identities. If students locate these by any other means and attempt to contact or correspond with the staff member, they (staff member) should not respond and must report the matter to their line manager. Students and staff should communicate for professional reasons using the company email addresses and telephone numbers. It is inappropriate for staff or homestays to befriend students and mix with them socially as a friend.

Social contact with Parents / Agents / staff at partner schools

As for students, it is inappropriate for guardianship organisation staff or homestays to befriend parents, agents or school staff on social media (unless they were previously friends). Greatway expects any contact that staff or homestays have with parents, agents and staff at partner schools to be courteous and polite as the individual is representing the organisation. It is inappropriate for staff or homestays to befriend parents, agents or staff at partner schools and mix with them socially as a friend unless of course they were previously friends before working with them.

### **Physical contact**

Guardianship organisation staff or homestay family members are advised to avoid physical contact with students as even when well intentioned, this contact may be misconstrued by the student, an observer or any person to whom this action is described. There may also be cultural, gender sensitive or religious reasons about touching which the homestay member is not aware of. Guardianship organisation staff and homestay family members must be aware that any physical contact with a student may need to be explained and would be open to scrutiny. Homestays and staff may only use reasonable, appropriate and lawful means of control to maintain safety.

### **An outright ban on any corporal punishment**

It is illegal to use corporal (physical) punishment. Any reported incidences of corporal punishment will be reported by Greatway to the police.

### **Care of distressed Students**

Where a student is upset or distressed (for example due to homesickness) remember that sympathy and help can be given using kind words. Also, sitting with the student and listening to them until they feel better can also be of great comfort. Staff and homestays should, therefore, use their professional judgement at all times and in cases where this may be unavoidable (for example a young child who has fallen over, makes physical contact with the primary carer first or is crying with homesickness), we would recommend asking a child if physical comfort is wanted before giving it. However, in the majority of cases it would not be appropriate and we do not recommend physical contact, and would encourage comforting the child as detailed above.

### **One-to-one meetings**

Members of staff and homestays should be mindful when meeting students on a one-to-one basis. Staff meeting students should do so in a public space, such as a school classroom, meeting room or common room. If meeting students outside of school, the meetings should take place in a public area such as a coffee shop. In the homestay environment, homestays and their families should avoid going into the student's bedroom or inviting them into their bedroom.

### **Students' entitlement to privacy**

Guardianship organisation staff and homestays must respect student's right to privacy. That means not entering their bedrooms (unless the homestay is required to clean the room, and this should only be undertaken with prior warning and when the student is not in the room), ensuring that bathrooms have suitably locks and respecting the student's right to retreat to their rooms or a quiet area in the home if they feel the need. When students wish to email or call home, they should be allowed to do so in privacy.

### **Transporting Students**

Staff may at times be expected to transport students, for example to the airport, homestay, school or other out of school activities. A log of these journeys should be recorded. Any cars used must meet all legal requirements (e.g. MOT and insurance). Students should travel in the back of the vehicle and must wear seatbelts. Booster seats should be used where required. Homestays transporting students should do so in line with the guidance included in the Homestay Handbook.

### **Gifts and rewards**

Greatway staff should not give gifts to students on a regular basis and should not give gifts of any significant value. Similarly, such gifts should not be given to the families of students as this could be interpreted as a gesture to groom or bribe a student. Where a reward is given to a student, this should be in accordance with agreed practice, consistent with the behaviour policy and not based on favouritism. On no account should any monetary gifts be given. There may be occasions where students or their families may want to present you with a gift, for example as a thank you. You can accept gifts (not monetary) and hospitality, which are small gestures and are of low value. Any gift or hospitality which is more than just a token, defined as a having a large value should be politely refused or returned.

### **Use of photographs and videos**

Staff should ensure that only photography, videos or images of students are taken with their and their parent's consent and that these are published where such consent has been obtained. Images should be securely stored and used only by those authorised to do so. Under no circumstances should staff take images of students without consent or without the students knowing that the images are being taken. Staff should always be able to justify images of students in their possession and avoid making images in one to one situations.

### **Searching Students and their belongings**

It may be necessary in certain circumstances to search students and belongings. This may be due to suspected possession of a prohibited item. This includes:

knives or weapons;

- alcohol;
- illegal drugs;
- stolen items;
- tobacco and cigarette papers;
- fireworks;
- pornographic images;
- any article that a member of staff or homestay reasonably suspects has been, or is likely to be, used to commit an offence or injure a person or damage property.

Consent should be sought by the student, although a search may still be conducted if consent is not received. It is important that such a search is handled sensitively. Homestays should contact **Greatway** who will attend the house to undertake the search, unless it is felt that a delay may put individuals at risk. The search should be conducted by a member of **Greatway** staff of the same gender as the student. The search should be conducted with the room door open and with a witness and the student present. If a search is conducted on students, please be aware that only outer clothing (not worn next to the skin or immediately over a garment being worn as underwear) may be removed. Staff cannot carry out an intimate search; this can only be carried out by the police. A full incident report must be completed and parents informed.

## **Self-Reporting**

Should any member of staff or homestay find themselves in a situation which could appear compromising or misconstrued, or where behaviour has fallen below standards outlined in the code of conduct, it is essential to self-report.

## **Low Level Concerns**

The term 'low-level' concern does not mean that it is insignificant, it means that the behaviour towards a child does not meet the harms threshold set out in our safeguarding policy. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working in or on behalf of the school or college may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, and does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the LADO.

## **Examples of such behaviour could include, but are not limited to:**

- being over friendly with children;
- having favourites;
- taking photographs of children on their mobile phone;
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door; or,
- using inappropriate sexualised, intimidating or offensive language.

Such behaviour can exist on a wide spectrum, from the inadvertent or thoughtless, or behaviour that may look to be inappropriate, but might not be in specific circumstances, through to that which is ultimately intended to enable abuse. [Name of GO] has a Low-Level Concerns policy that outlines the processes followed in the event of a concern being identified.

## **Whistleblowing**

The Greatway Whistleblowing Policy provides guidance to staff on how to deal with malpractice in the workplace where there is concern for the safety of children.

## **Review**

We are committed to reviewing our policy and good practice annually. This policy was last reviewed on: 12 January 2026.

## Appendix B

### Greatway Guardianship and Educational Services Welfare Health and Safety

**Greatway** places the highest priority on ensuring the health and safety of the students in their care. On top of our stringent recruitment procedures, outlined in our safer recruitment policy, we make thorough checks on the accommodation provided by our homestays.

#### Responsibilities

The member of staff responsible for any welfare, health and safety issues is **Stephanie Zhang**. She can be contacted on **07539428055**.

#### Procedure

**Greatway** will conduct an initial assessment visit in person to each homestay before placing any students within the household. During this visit, suitable health and safety checks will be conducted and a simple risk assessment of the property undertaken along with a check on the suitability of the accommodation.

Comprehensive notes of this visit will be recorded within the homestay file.

#### **The minimum health and safety checks will be undertaken. These are in line with the AEGIS requirements:**

- Check that the home has a minimum of one smoke alarm to be installed on every storey.
- Check that a carbon monoxide alarm is installed in any room containing a gas, liquid or solid fuel burning appliance.
- Check that an annual landlord gas safety has been undertaken by a Gas Safe registered engineer (a copy of the certificate must be provided to the guardianship organisation.)
- The guardianship organisation will check that the homestay has ensured that the electrical system is safe, e.g. sockets and light fittings are secure and not overloaded and any appliances used by the student are safe.
- The guardianship organisation must check that the homestay discusses the possible evacuation routes from the property with students on a regular basis. If doors or windows are locked students must know where to find the key in the event of a fire.
- If fire extinguishers and fire blankets are provided the guardianship organisation will check that these have been suitably serviced.
- Where open fires are used, a check will be made that suitable fire guards are in place when the fire is lit.
- The guardianship organisation will check that any matches / lighters should be appropriately stored.

# Statement continued

- The guardianship organisation will check that a basic first aid kit is available. This should include, plasters, sterile eye-pad, triangular bandage, safety pins, non-medicated wound dressing, disposable gloves, leaflet giving guidance on first aid.
- The guardianship organisation will check that any prescription medication and drugs should be kept safely especially when hosting young students.
- The guardianship organisation will check that alcohol should be appropriately stored.
- The homestay should have an awareness of basic food hygiene when preparing meals for students.
- Advisory: We advise students to use UK plugs only and not to use overseas adaptors as these can be a source of fire. UK mobile phone and laptop adaptors are relatively easy and inexpensive to obtain in most cases.

The guardianship organisation will conduct at least an annual visit in person to each homestay held on their records. During this visit, support will be offered to the homestay and suitable checks for safety and suitability will be undertaken to ensure any changes since the last visit are properly recorded and felt to be acceptable. Comprehensive notes of this visit must be recorded within the homestay file.

Any issues in relation to the welfare health and safety of students should be reported immediately to: **Stephanie (Yingxia) Zhang via email: [stephanie@greatwayeducation.com](mailto:stephanie@greatwayeducation.com) or telephone: 07539428055**. A full investigation will take place, and action taken where necessary. A full record of the concern and action taken as a result will be maintained in the **Greatway** Health and Safety file.

## **Review**

We are committed to reviewing our policy and good practice annually. This policy was last reviewed on: **January 12th 2026**.