




GREATWAY
GUARDIANSHIP & EDUCATIONAL SERVICES

 **inlingua**[®]
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 supplementt 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.



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.

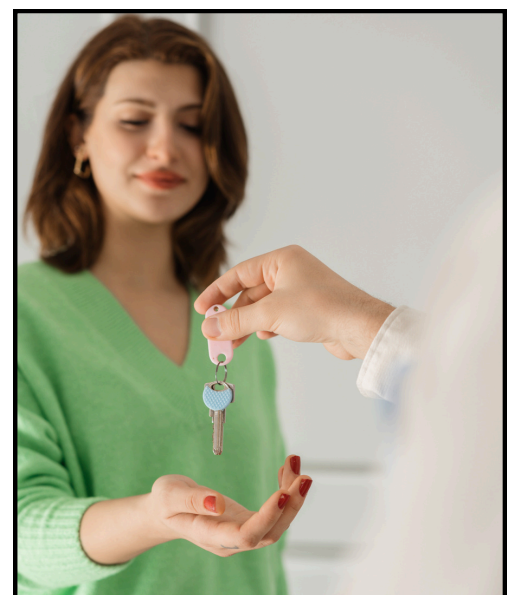
Internet

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.

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 school'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

A certain measure of tactful supervision is advisable for students between 16 and 17 years of age. Students of this 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.

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 and Other Students in the Home

Homestay families must strictly adhere to the AEGIS / British Council's 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.

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: <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.

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).

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.

We advise all host families to take this short online course and pass on your certificate to the Accommodation Officer once complete:
www.safeguardingchildren.co.uk/learning-improvement/nyscb-basic-awareness-elearning

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 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.

Safeguarding Guidelines

Prevent Strategy

Exposure to extremist materials and influences can lead to poor outcomes for students, even if they do not appear to be easily influenced. Schools and childcare providers can also help build pupils' resilience to radicalisation by promoting fundamental British values like tolerance and free speech and enabling them to challenge extremist views for themselves.

It is important to emphasise that the Prevent duty is not intended to stop pupils debating controversial issues. Extremism comes in many forms to include left wing, right wing, religious, materialistic, nationalist or animal rights etc. Should you have any concerns regarding a student's behaviour or internet activity you should report your concerns, suspicions or uneasiness as soon as you are able to the school's Principal or Welfare Team.

Training is available for host families for **PREVENT** through Channel General Awareness http://course.ncalt.com/channel_general_awareness

Support from Our Staff

Our DSL and DDSL are available from Monday to Friday, 08.30 to 17.00, on the school's main number (01242 250493) and they will assist you with any enquiries that you may have with regards to your student. Where possible, please try to avoid student break times (10.30 to 10.45 hours, 12.15 – 13.30, 15.00 – 15.15) as staff will be dealing with student enquires at reception. You can talk to them in confidence.

Emergency Telephone

In the event of a serious emergency arising outside office hours, the homestay family should first try to telephone the school, as members of staff may still be in the office. If necessary, however, a member of staff on duty at this time may be contacted by dialling the emergency telephone number which is 07539428055. This telephone number should only be used in the most serious of emergency situations.

The Welfare Team

If a student has a personal problem during their stay, our qualified DSL and DDSL are here to help them. They offer a professional and completely confidential service to the students.

Communication

All Homestay families are required to complete a 'Homestay Accommodation Register Application Form/Review Form' so that inlingua Cheltenham / Greatway can have an up-to-date picture of the accommodation and family life that you can offer our international students. This, in turn, assists our staff in placing the most suitable students in your home. Please would you inform the staff in the Accommodation Office 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. Items of note would be if any new members join the family, like grown up children coming to live with you, or elderly parents as they may need to have a DBS check before you can continue to host for us. We would also need to know if you have had a baby or have adopted a child, as some students prefer to be in a home without children.

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 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 English Language 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, an adult lodger starting to live in the home or a new partner staying overnight. The adult lodger and 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 normally be reviewed every 18 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.

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

