

# Host Family Guidelines





# Host family information and conditions

## 1. Being a host family

Our students are very much looking forward to their stay with you. The main purpose of their visit is to improve their English and to learn about your country's culture and customs. The most important part of this experience is involving the students in your family life.

As many of our students travel abroad for the first time, they do appreciate a personal letter from you welcoming them to your home. Please include some information about your family, as the students and their parents are anxious to know a little about you before they arrive in your course town.

## 2. Arrival and departure

The arrival in the course town is a very exciting moment for the students. This is the first time they meet you, their host family, and it is the first impression they will get of the course town. **It is very important that you meet the students on arrival** to make them feel welcome. You should also take them to the departure point. If this is not possible, you will need to arrange for a taxi at your own cost to pick the student up for you.

## 3. Laundry

As a host family you are responsible for providing the students with clean towels and sheets every week. As the students have to limit their luggage, they will have to wash some clothes during their stay. We therefore ask you to please include a few of their items in your weekly wash.

## 4. Times to be kept

Our students must be indoors at night by:

11–13 years old – 09.00 pm

14 and above – 11.00 pm

We ask our host families to see that these times are observed unless it is a special occasion supervised by STS leaders. If the student comes home too late, please contact the STS leader.

## 5. Accommodation

**Host families with large space can take four students at the most incl. students from other organisations. Please note: If one of your students is French you are only allowed to host three students at any time.**

If a student has requested to be the only student of his/her nationality in your home, this will be indicated on their booking slip and must be honoured. Furthermore we would appreciate if you, under these circumstances, don't accept bookings of students with similar languages at the same time as the student who has requested only nationality. These could for example be the Swedish/Danish/Norwegian students or Polish/Czech students.

## 6. Meals

The students have been informed of the cultural differences in meals and meal times. As in all matters of the students stay they should be treated as an active member of your family and should eat the same meals at the same table as the host family. You will be required to provide a packed lunch. A packed lunch should contain at least the following: Sandwich, piece of fruit, crisps/biscuit and a drink. The students



expect to have a balanced diet (breakfast, lunch and dinner). Sometimes the students may have activities which makes it impossible for them to be in time for dinner, please discuss this with the students to avoid any misunderstandings.

### **7. Keys**

We are happy to say that most of our host families, who have had students before, have allowed them to have a key. This makes the stay easier for everybody concerned and is a sign of trust. However, if this is not possible **our students do need access to the house at all times** in case of an emergency, bad weather or they may have simply forgotten something important.

### **8. School**

Ideally you should take your student to school yourself on the first day according to details received from STS. If this is not possible you should provide them with written instructions on how to get to and from school.

### **9. Illness**

Should your student be ill and appear to need the attention of a doctor, please do not hesitate to contact your family doctor and at the same time inform the STS course leader. Only genuine illness should be accepted as a reason for absence from school.

### **10. Damages**

The STS Organisation functions only as mediator between the student/s and the host family. For this reason STS regret that we cannot be held re-

sponsible for any damage caused by the students, and that **these matters must be dealt with directly between the host family and the students or their parents before returning to the home country.**

The leader will help by filling in a damage claim form and agree the amount claimable.

### **11. Cancellations**

The STS Organisation cannot be held responsible for any change in the dates of arrival or departure of your student for any reason, or if the student does not arrive at all. Cancellations or non-arrivals within one week of the student's anticipated arrival will nevertheless be compensated by three days payment.

### **12. Problems**

To help us maintain our first class organisation we ask you to make sure that any problem which you may have is brought to the immediate attention of our local STS representative or the course leader. We do not permit unruly, rude or unseemly behaviour and in severe cases students may be sent home. **Alcohol and drugs are strictly prohibited.**

### **13. Telephone**

Telephone calls should not be made unless the host family is present and/or has given the student permission. Any charges incurred must be settled immediately between the student and the host family. Alternatively international reverse charge calls can be made free of charge via the operator. Many students have also purchased a phone card, which enables them to phone abroad via the operator without any cost to the host family.

# STS Student Travel Schools

is an international language school organisation with headquarters in Sweden. For 48 years we have arranged language courses to England, Ireland, Scotland, Malta, France, Spain, Austria, the USA and Australia. The distinctive feature of our organisation is that the students stay with a host family abroad and receive regular language tuition every week day. A course leader, together with a activity leader, accompany all the groups and are responsible for ensuring that everything is carried out in the students' best interests. The leaders have complete responsibility for the students during their trip abroad. The students meet their leaders every day during both school and leisure time. They receive at least 3 hours tuition every weekday and go on excursions or take part in other leisure activities outside school hours.

The students should be treated as one of the family by their hosts. Remember that many of them are abroad for the first time and they will feel insecure and shy in the beginning. Please try and take the initiative yourself to talk to them and please do not misinterpret their probable silence as an expression of an unwillingness to make contact. We strongly believe that you will have a stimulating and enjoyable time together with our students and we wish you a happy STS summer!

**[www.sts-education.com](http://www.sts-education.com)**

