






	<p style="text-align: center;"><b>STUDENTS GUIDE TO THE HOUSE RULES</b>  <b>Including Under 18 and Study Tour Guidelines</b></p> <p>Welcome to England! We hope you enjoy your stay. Below are our guidelines, which will help to create a happy home for our host and student/guest.</p>
<p><b>Write these details down and keep them on you in case of an emergency</b></p>	<p style="text-align: center;"><b>Telephone numbers</b>  <b>24 hour - 07513871084</b>  <b>Police/Fire/Ambulance Emergency: 999</b></p> <p><b>Host Name:</b> _____</p> <p><b>Address:</b> _____</p> <p><b>Home Phone:</b> _____</p> <p><b>Mobile:</b> _____</p> <p><b>Email:</b> _____</p>
	<p><b>Contact when you are in England:</b></p> <ul style="list-style-type: none"> <li>• Between you and your host:</li> <li>• You need to advise your mobile number once arrived in your host</li> </ul>
	<p><b>Payments for your stay:</b></p> <ul style="list-style-type: none"> <li>• Homestay Invoices/Terms are sent to you via email before the booking, the booking fee payment is needed to confirm a booking.</li> <li>• Payment Reference - Please use your NAME ID as your payment reference so that EHUK can match your payment to your invoice</li> </ul>
	<p><b>Health Issues</b></p> <ul style="list-style-type: none"> <li>• Tell your host immediately if you feel unwell. They can advise and help you to the nearest medical is</li> <li>• Ensure you have your medical card/insurance with you at all times</li> <li>• Please ensure you advise what medication if any you are on before arrival</li> </ul>
	<p><b>Privacy</b></p> <p>When you are in a host home, it's important to respect each other's private time and space.</p> <ul style="list-style-type: none"> <li>• When in your room, toilet/bathroom please remember to keep the door closed and if there is a lock please use it.</li> <li>• Knock before you enter a room, especially any private use areas (bedrooms and bathrooms).</li> </ul>
	<p><b>Shoes inside the house</b></p> <ul style="list-style-type: none"> <li>• Ask your host if shoes can be worn in the house.</li> <li>• Try to avoid wearing shoes on the carpet.</li> </ul>

	<p><b>House Key</b>  Your host will provide you with your own house key when you arrive 18+ only, although not all families do give keys out, as they will always be home. Please ensure you do not keep the key in your bag with the host name and address on it too, in case you lose your bag.  If you lose your key, you will be charged for the cost of a replacement key. The key is to be returned to your host before you move out.  When leaving the house daily, please ensure that you:</p> <ul style="list-style-type: none"> <li>• Turn off lights, fans, heating, laptops at the wall or power board switch in your room</li> <li>• Lock the outside door and close any windows.</li> <li>• Other _____</li> </ul>
	<p><b>Your Room</b></p> <ul style="list-style-type: none"> <li>• In England, we sleep in a bed, <u>between the sheets</u>, with duvets on top.</li> <li>• Ask your host about changing bed sheets and towels, this will be done automatically 1-2 times per week</li> </ul> <p>We ask you to please:</p> <ul style="list-style-type: none"> <li>• Keep your room clean and tidy, ask for a Bin</li> <li>• Do not cook, or keep food in your room</li> <li>• Do not leave any wet clothing or towels in your room</li> <li>• Do not stick anything to the walls. If you wish to hang anything, see your host</li> <li>• Ask your homestay family if you need extra blankets if you are cold or a fan if you are hot</li> </ul>
	<p><b>Noise</b></p> <ul style="list-style-type: none"> <li>• Your host won't mind you playing music or chatting with your friends via mobile or internet, but please try to do this before 10:30pm at night</li> <li>• If you need to call your family after this time due to time zone differences, please try to do it in the daytime</li> <li>• Always try to keep the noise level at a point where it doesn't upset other family members or their sleep, some families do have young children</li> </ul>
	<p><b>Internet</b></p> <ul style="list-style-type: none"> <li>• Ask your host how the internet works in their home on your first day</li> <li>• The internet is for study purposes NOT for downloading music, TV shows, movies or playing games as this may exceed the limit. You are always welcome to purchase your own dongle for this type of viewing</li> <li>• Your hosts have the right to turn the internet off at night and back on the next morning at a time which suits them</li> </ul>
	<p><b>Toilet/Bathroom</b></p> <ul style="list-style-type: none"> <li>• Never flush anything down the toilet except for toilet paper</li> <li>• Don't use too much toilet paper as it may block or cause the toilet to overflow</li> <li>• Always wash your hands with soap after using the toilet.</li> <li>• Please wipe down any spills on the toilet after you've finished.</li> </ul> <p><b>Women/Girls</b></p> <ul style="list-style-type: none"> <li>• All sanitary items should never be flushed down the toilet</li> <li>• At home, there will be a bin in the toilet or bathroom area, or you may need to ask your host mother where to dispose of sanitary items</li> </ul>



### Meals

Students have different meal options with their homestay, EHUK offer Bed and Breakfast or Half Board

The information below should be used as a guide if your package includes meals

- Breakfast: Continental only on a help yourself basis
- Dinner: Can be hot or cold
- Discuss with your host what food you don't like so this can be considered when they make their family meal.
- Special Dietary requirements we need to know when booking
- Dinner is normally served early in the evening in England.
- Ask your host what time they usually eat, in UK it is usually around 5-6pm
- It is polite to let your hosts know by 3:00pm if you will not be home for dinner or will be late so that food is not wasted

When you use the kitchen please make sure that you leave the kitchen clean and tidy.

**Under 18's are not allowed to cook on their own and must ask permission before using the kitchen, this is not allowed in all homestays**



### Water Usage

- In England water is expensive
- Please help us save water by keeping showers to a 5-minute limit and turning off the water whilst you brush your teeth



### Bathroom

- Please only bathe in the bath or shower cubicle so water does not splash onto the bathroom floor
- When using the bathroom, close the door. There may be a privacy lock on the door, please use it
- There is usually a bath mat on the floor. Stand on that when you get out of the shower, so you do not slip over
- Hang your towel up to dry after you use it. Check with your host family where you should hang your wet towel
- Have a toiletry bag with your own shampoo, soap, tissues, etc.
- Leave any wet items in the bathroom or hang outside the home to dry, please do not leave them in your room
- If you make a mess, please clean it up
- Please complete all shower activities by 10:00pm. If you need to shower later for some reason, please chat to your host










### Personal Hygiene

Remember that England can have very cold weather; students should maintain good personal hygiene by putting on deodorant each morning before dressing



### Lights, Fans and Heating

- Please make sure you turn off all lights when you go to sleep (ask your host for a small wall light if needed)
- Please turn off fans and heating in your bedroom when you are not home

	<p><b>Laundry</b> Ask your host family about washing your clothes. Your host family may want you to:</p> <ul style="list-style-type: none"> <li>Put your laundry items in a basket provided and your host will wash them for you</li> <li>Ask your host if you would like to hang your underwear to dry in a private place</li> <li>Your host will advise you what day you need to change the sheets on your bed and when to change your towels</li> </ul>
	<p><b>Cleaning</b> Cleaning is part of family life and you may be asked to help out</p> <ul style="list-style-type: none"> <li>Help with tidying up after meals, including washing or drying dishes</li> <li>Keep your own room clean and tidy and make your bed</li> <li>Keep your bathroom clean and tidy</li> <li>If you make a mess anywhere in the home, please clean it up.</li> <li>If you're unsure what to use, chat to your host and they will help</li> </ul>
	<p><b>Broken or damage something in the house?</b></p> <ul style="list-style-type: none"> <li>Don't worry, accidents can happen sometimes</li> <li>Please let your host know if something has been broken or damaged</li> <li>Students and hosts have some insurance coverage</li> </ul>
	<p><b>Smoking (not permitted for students under the age of 18 years old)</b> Do not smoke in the house –</p> <ul style="list-style-type: none"> <li>If you are over 18 and your hosts allows smoking at the house, you can only smoke outside and use the container provided for the butts</li> <li>You cannot smoke inside the host's home</li> </ul>
	<p><b>Pets in the home</b></p> <ul style="list-style-type: none"> <li>Do NOT tease the pets in the home at any time, do not walk the dog without the host</li> <li>In England some of our pets can bite, to avoid any of this with the house pet, try to avoid being alone with the pet</li> </ul>
	<p><b>Friends</b></p> <ul style="list-style-type: none"> <li>If you wish to have friends visit you at your homestay, please ask your host for permission before you invite them over</li> <li>It may not be permitted to have friends visit</li> </ul>
	<p><b>Health &amp; Safety during your stay</b> On recruitment of the host, we will check fire alarms, gas safety appliances and do a home risk assessment for your safety and the host safety Whilst you are staying in the home you must also use equipment safely and not without the host being in the home</p> <p>Do not use Gas hob without family, gas fire or turn on any electrical heaters due to a fire risk, most families in the UK have central heating and we check all this on recruiting the host.</p>



### Public Transport

- Download the local transport app on your phone and computer to work out the best and quickest route to travel, of course you host will always help you too
- Ask your host, EHUK, college about a transport card as this is cheaper than buying a paper ticket when using public transport. You must carry your valid student ID card to receive a concession



### Intending to leave Homestay?

You are **required to give EHUK and your Host family two weeks' notice in writing.** Send EHUK a message by email if you wish to give notice

**You are not permitted to enter into a private arrangement with your host**

