



# Homestay Handbook

**Hosting students aged 18+** (Valid from 1 January 2023 until further notice)

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

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Accredited by the



for the teaching  
of English in the UK

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## Introducing Anglo-Continental

Founded in 1950, Anglo Continental is one of the world's best-known accredited English language teaching organisations. As a school, 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.

Anglo Continental has offered English language courses for more than 70 years to over 450,000 students from 120 different countries.

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

All bookings are made in accordance with the conditions in this guide, together with any additional arrangements specified in writing by Anglo-Continental. These conditions can only be waived when confirmation has been received in writing from Anglo-Continental. Failure to comply with the Homestay Conditions will result in Anglo-Continental removing a student from a homestay without notice. Accommodation payment will then cease with immediate effect.



# My Role as a Homestay Family/ Legal Requirements & Obligations



To host a student is extremely rewarding for everyone in the family. We pride ourselves on our high standards and the supportive environment that we offer our students. We therefore ask that you:

- Provide a safe and welcoming environment.
- Support and make the student feel like part of the family.
- Ensure that the student understands important information such as household routines, meal and curfew times, nearest bus stop, times of the buses and the fire escape plan for the home.
- Ensure that you swap telephone numbers with your student as soon as possible and confirm that they have the school's emergency telephone number.
- Provide a quiet place in the home with a desk or table where the student can study.
- Teach the student about British culture and be understanding of the student's culture.
- Voice any concerns and questions regarding the student to the Homestay or Student Support Team.

## Visitors' Book

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



# My Role as a Homestay Family/ Legal Requirements & Obligations



## Gas Safety Regulations

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

## Smoke and Carbon Monoxide Alarm Regulations

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

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

## Fire Escape Plan and Risk Assessment

In the event of a fire, all homestay families must ensure that they have in place a written **Fire Escape Plan** for their home. Anglo-Continental will provide a template form for this. One copy must be given to Anglo-Continental to be kept on file and one copy should be kept by the homestay family and shown to students. Students should be advised of the details of the Fire Escape Plan within 24 hours of their arrival. As best policy, this plan should be explained and practised with everyone in the homestay. Further information on smoke alarms and planning a suitable Fire Escape Plan can be found on the Dorset and Wiltshire Fire and Rescue Website: [www.dwfire.org.uk](http://www.dwfire.org.uk) by clicking on 'Your Safety', then 'Safety at Home' and finally 'Plan your Escape'.

Homestay families are also required to complete a risk assessment for their property. A **Risk Assessment** form must be filled out and supplied to Anglo-Continental. Anglo-Continental will also provide a template form for this.





### THE RESPONSIBILITIES OF THE HOMESTAY FAMILY

#### Privacy

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

#### Family Life/Guests

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

The homestay family must help and encourage the student to converse in English as much as possible to improve their understanding of the language and to assist them in immersing in the English way of life.

If English is not the mother tongue of the homestay family, then they must ensure that only English is spoken when the student is at home.

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

#### Insurance

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

#### House Rules

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. Instead, you are asked to explain any essential rules to the student and to allow a degree of flexibility when applying them.

#### Alterations to the Home/Moving Home

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



### British Council Regulations

Homestay families must strictly adhere to The British Council's ruling of a maximum of four paying guests (not only students) per household. Additionally, no students can be placed in homes where there are others with the same mother-tongue, unless specifically requested by the student. A student may also wish to be the only one accommodated with the family. Anglo-Continental must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately. If it should come to the attention of Anglo-Continental's staff that a homestay family fails to comply with these regulations and there is a need for the school to remove one or more of our students, then an administration charge of £70 per student will be deducted from the homestay's next payment.

### 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 and welcome the student. Homestay families should make a note of their student's mobile number/WhatsApp number in order to be able to stay in contact with them during their stay.

### School Attendance

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





### FACILITIES TO BE PROVIDED

#### The House and Cleanliness

The students must be allowed to use all communal areas of the house in the same way as any family member. While hosting a student, please ensure that your home is always clean and tidy with acceptable standards of comfort. Anglo-Continental reserves the right to spot check a family if it is reported that standards are not being maintained.

#### Student's Room

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

The room must be in a good state of cleanliness and repair, have an acceptable level of privacy and adequate heating. The room should be sufficiently spacious with natural light (windowless rooms are not acceptable), equipped with a standard sized bed and mattress (camp beds, bunk beds, futons and sofa beds are not acceptable) and adequate hanging and drawer space for clothes.

If the room is situated on one of the upper floors of the house, there must be access in the form of a permanent staircase (loft ladders are not acceptable).

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





# Homestay Facilities and Services

## Conditions for the Provision of Homestay Accommodation



### Meals

The rates paid to the homestay family include meals as detailed in the Homestay Accommodation Rates of Payment. Meals should be provided as agreed and will offer a varied and well-balanced diet. You should provide a **substantial breakfast** according to the student's requirements and this should include a choice of cereals, toast and a drink of either fruit juice or tea/coffee. A packed lunch should include two rounds of sandwiches/rolls, fruit or yoghurt, crisps, a chocolate/cereal bar and a drink. The evening meal should consist of two courses with meat/fish, vegetables/salad, rice/potatoes/pasta, and dessert/fruit. However, homestay families are not expected to provide special dietary requirements unless agreed at the time of the booking. A maximum £25 supplement per student will be paid, only if agreed in advance for special diets, e.g. vegan, coeliac,, gluten free, lactose free or serious nut allergy, as these diets incur extra costs for buying specialised products.

All students are expected to eat the same meals as other members of the family and at the same times, unless timing issues occasionally prevent this. If the student is due to arrive later than the scheduled meal time, then the food needs to be saved so that the student can eat this at a later time.

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





### **Showers/Baths**

The student must be allowed at least one bath or shower each day at a reasonable time (between 06:00 and 22:00).

### **Heating**

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

### **Laundry**

Laundry services are included in the homestay accommodation fees. Standard Accommodation and Standard Accommodation with Private Bathroom includes a laundry service for one load of washing per week (equivalent to 5 - 7 kg). A small weekly charge may be agreed directly with the student if additional laundry services are required. This should be no more than £5.00.

### **Bank Account**

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

### **Internet**

Please ensure that your internet is available for students. Students must never be charged for the use of Internet.

### **Keys**

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

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

### **Homework**

All students are required to complete a certain amount of homework and require facilities at home for private study. If the student does not have a desk in their bedroom, a table should be made available elsewhere in the homestay for quiet, private study. It will be of great assistance to the student if they are able to work quietly in their free time.





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

## **What challenges might the student experience during their stay?**

- Homesickness and loneliness
- Culture shock
- Language barriers
- Homestay/student differences
- Different rules and expectations from their own home
- Food expectations

## **What should I do?**

- Talk to the student and keep communication open
- Encourage the student to talk about how they are feeling
- Help the student to find interests to become involved in
- Remain patient and understanding
- Encourage the student to talk to the Student Support team at school

## **Culture Shock**

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

## **Symptoms of Culture Shock**

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

## **Helping to Overcome Culture Shock**

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



### Illness or Accident

Students will need your help to register at your family GP and this should be done when they first arrive at your homestay. They will need their passport/ID, and a 'doctor's letter' from the school (which they can get from Student Services). Students are normally covered by the NHS for **EMERGENCY** medical treatment at Bournemouth A&E, however if they are transferred to a ward they might be charged. Anglo-Continental strongly recommends that all students have travel/health insurance in place prior to arriving in the UK. If your student is ill or has an accident, the homestay family is asked to call 111, or your GP, or if necessary to take them to Bournemouth A&E and notify Anglo-Continental immediately (using the emergency telephone number if out of school hours).

For further information and advice from the UK Council for International Students Affairs: <https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare>

### Safeguarding Guidelines

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

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

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

**Sexual** – this is the most recognised category and also covers any pornographic-related offences, along with grooming. Homestay families should 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 or threats as well as verbal or cyber-bullying;

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

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



If a student discloses to you that he or she is being or has been abused, you have a legal duty to pass this information on and 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 by disclosing this information and re-assure them that it will only be passed on to people that need to know and that you now need to contact Anglo-Continental. If this occurs during office hours (Monday to Friday, 08.30 to 16.30 hours), please contact the Lead Safeguarding Officer Jonathan Jeffery on **01202 411813**, or the Safeguarding Deputy Officer Rina Loder on **01202 411834**.

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

All families will be asked to complete a **Safeguarding Training online course** and submit a certificate as proof of completion.

### **Safeguarding at Home**

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

### **Preventing Extremism and Radicalisation**

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

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



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

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

All families will be asked to complete a **Channel General Awareness online course** and submit a certificate as proof of completion. If a homestay family has any concerns they should contact as a source of advice:

Designated Deputy Safeguarding Officer Rina Loder on **01202 411834** on [rloder@anglo-continental.com](mailto:rloder@anglo-continental.com), or Lead Safeguarding Officer Jonathan Jeffery, on **01202 411813** on [jjeffrey@anglo-continental.com](mailto:jjeffrey@anglo-continental.com). They can also be contacted via the school's emergency telephone on **07831 613193**. Alternatively, advice can be sought from Dorset Police on **101**, or, in an emergency, on **999**.





### Office hours

Our Homestay and Student Support staff are available from Monday to Friday, 08.30 to 16.30 on the telephone numbers below to assist you with any enquiries that you may have with regards to your student booking.

### Emergency telephone

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

Examples of serious emergency situations include:

- Serious illness or accident;
- Safeguarding issues;
- Police-related incident;
- Extreme cases of student misbehaviour;
- unavoidable cancellation of student bookings within 24 hours of the arrival time.

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

### Student Support Officer and Safeguarding Team

If a student has a personal problem during their stay, our Student Support Officer is here to help and offer a professional and confidential service to the students. Our Student Support Officer is a professionally qualified counsellor, who is a member of the BACP (British Association of Counselling and Psychotherapy). The Student Support Officer and Safeguarding Team should be your first point of contact if you have a concern for the welfare or behaviour of your student.

### Communication

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

### Support Telephone Numbers

Student Support Counsellor/Officer **01202 411834**

Student Bookings/Viewing Representatives/Safeguarding Team

**01202 411858, 01202 411845**

Emergency line **07831 613193**

Email: [ACSEaccom@anglo-continental.com](mailto:ACSEaccom@anglo-continental.com)



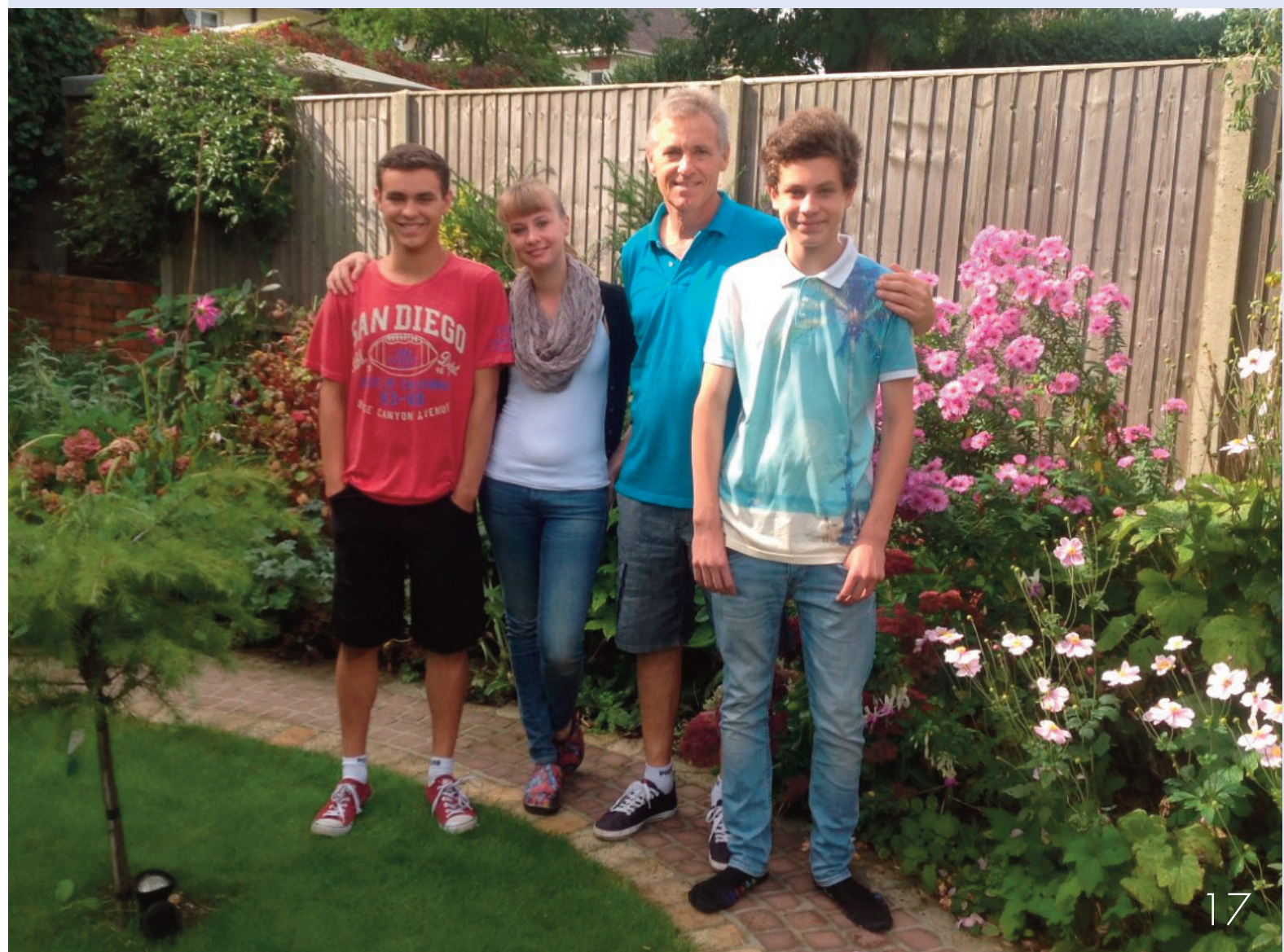
**Amber Weston:** *“It gives me and my family great pleasure inviting students from around the world into our home, giving them a warm safe place to live whilst studying English. All our students tend to learn English faster whilst in a happy home. We enjoy learning about their culture and their families back home. Bournemouth is a beautiful place and offers great entertainment and social events. All our students go home with wonderful memories.”*







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



# Booking Procedures and Payment

## Standard Homestay Rates of Payment 2023

Rates of payment are per person, per week	Room Type	Low Season 01.01.23 to 18.06.23 and 06.08.23 to 24.12.23	High Season 18.06.23 to 06.08.23
<b>Half Board</b> (Breakfast and evening meal Monday to Friday. Breakfast, lunch and evening meal at the weekend and on public holidays)	Single Room	<p>Contact us for rates</p>	
	Twin Room		
<b>Bed and Breakfast</b>	Single Room		
	Twin Room		
<b>Room Only</b>	Single Room		
	Twin Room		

Rate during the Christmas Period

24 December 2023 - 31 December 2023

Full board standard homestay accommodation

# Booking Procedures and Payment

## Standard with Private Bathroom Homestay Rates of Payment 2023

Rates of payment are per person, per week	Room Type	Low Season 01.01.23 to 18.06.23 and 06.08.23 to 24.12.23	High Season 18.06.21 to 06.08.23
<b>Half Board</b> (Breakfast and evening meal Monday to Friday, and breakfast, lunch and evening meal at the weekend and on public holidays)	<b>Single Room</b>  <b>Twin Room</b>	<b>Contact us for rates</b>	

Room retainer rate 2023*	01 January 2023 - 24 December 2023
Standard/Standard with Private Bathroom homestay accommodation	

Rate during the Christmas Period**	24 December 2023 - 31 December 2023
Full board standard with Private Bathroom homestay accommodation  Room retainer over the Christmas period	

### \* Room Retainer rate 2023

The Room Retainer rate is the rate a student pays when they are leaving the homestay family for a minimum of seven days and they want to return to the same family. The students pay this rate to ensure that they can leave their belongings safely in their room and the homestay family keeps this room for the students while they are away.

### \*\* Rate During the Christmas Period

During each day of this period, students who have paid the full Christmas rate will require full-board accommodation (breakfast, lunch and evening meal). Students should be part of the family's Christmas celebrations and invited to participate in the season's festivities.

## Executive Homestay Accommodation

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

Please ensure you provide the following:

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

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



# Executive Homestay Accommodation

## Executive Homestay Rates of Payment 2023

Rates of payment are per person, per week	Room Type	Low Season 01.01.23 to 18.06.23 and 06.08.23 to 24.12.23	High Season 18.06.23 to 06.08.23
<b>Half Board</b> (Breakfast and evening meal Monday to Friday. Breakfast, lunch and evening meal at the weekend and on public holidays)	<b>Single Room or Double Room</b>	<b>Contact us for rates</b>	

Room retainer rate 2023*	01 January 2023 - 24 December 2023
Executive homestay accommodation	

Rate during the Christmas Period**	24 December 2023 - 31 December 2023
Full board executive homestay accommodation  Room retainer over the Christmas period	

### \* Room Retainer rate 2023

The Room Retainer rate is the rate a student pays when they are leaving the homestay family for a minimum of seven days and they want to return to the same family. The students pay this rate to ensure that they can leave their belongings safely in their room and the homestay family keeps this room for the students while they are away.

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During each day of this period, students who have paid the full Christmas rate will require full-board accommodation (breakfast, lunch and evening meal). Students should be part of the family's Christmas celebrations and invited to participate in the season's festivities.





### Booking

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

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

### Students' Arrival

Some students do not inform us or their homestay of their expected time of arrival in Bournemouth, despite Anglo-Continental requesting this information. If no information is received, arrival at any time on the scheduled date should be assumed.

In exceptional circumstances, if a homestay family has a legitimate reason not to be at home to welcome their student on arrival, they must inform Anglo-Continental so that appropriate arrangements can be made.

### Cancellation of a booking by a homestay family

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

### Non-Arrival/Change of Dates

If a student has not arrived by the Monday following the date of the reservation, the homestay family is asked to notify Anglo-Continental without delay. Homestay families are not entitled to receive payments when

**1. a student cancels or postpones their course start date**

**2. a student curtails their stay and leaves with or without notice.**

In these circumstances, **the school is not responsible for making payment for food expenses.** If appropriate, when a student cancels or curtails their course, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student. Any changes of dates to the student's booking will be confirmed with the homestay family by email.



### Early Arrival/Late Departure

If a student arrives earlier than the period specified on the reservation confirmation, please inform the Homestay Department as soon as possible, as additional payments may be required from the student. If a student departs later than the date specified, then the homestay family is responsible for contacting the school so that arrangements can be made for payment. Anglo-Continental should always be informed of any changes relayed to the homestay family by their students regarding their arrival and departure information.

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

### Change of Accommodation

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

### Temporary Absence/Holiday

If it is necessary for the homestay family to be away during a student's stay, it is important that Anglo-Continental is advised so that arrangement can be made to take care of the student. Anglo-Continental reserves the right to cancel the reservation and cease payment without notice.

### Christmas Holidays

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

### Method of Payment

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

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

### Overpayment

If, at any time, the homestay family receives payment in excess of their entitlement, they must inform Anglo-Continental without delay, so that arrangements to repay the excess amount are confirmed.

### Private Arrangements

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



### HOMESTAY REGISTRATION CONDITIONS

#### Placement of Students

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

Homestay registration can only be completed upon the receipt of all the necessary documents (as listed on the Homestay Application form) and upon the receipt of 2 references. If we do not receive all the necessary documents plus 2 references then your homestay profile will be marked as "Pending".

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

#### Acceptance of Conditions

In accepting a booking for the accommodation of a student, the homestay family agrees to these Conditions and gives consent to the disclosure of any relevant information about their home and family to the agent/representative making the reservation. Homestay families should regularly check Anglo-Continental's website for any updates to our Homestay Conditions.

#### Force Majeure

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

#### Reviews

Anglo-Continental reserves the right to review the Homestay Accommodation Register and to reinspect any homestay family at any time. You will normally be reviewed every 12 - 18 months by one of our Viewing Representatives. **It is a requirement that an Anglo-Continental Viewing Representative sees all rooms in the family home and not just those to be used by the student.**





# Booking Procedures and Payment

## Conditions for the Provision of Homestay Accommodation



If the Viewing Representative is refused access to any of the rooms in the property, then the review cannot be completed and the homestay will be removed from our register of approved families. If more than 12 months has elapsed since a homestay family last hosted a student, a review will be necessary before another student is placed. We reserve the right, if such action is deemed necessary, to remove a homestay family from the Accommodation Register at any time, and are not obliged to discuss the reasons for any such decision.

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

### **Data Protection Act 1998**

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

### **GDPR**

In order to comply with GDPR regulations, any homestay family who does not host students for two consecutive summers will be removed from the Homestay Register of approved families. Any such homestay family who wishes to host students again will be required to go through the application process for new homestay families.

### **VALIDITY OF CONDITIONS**

These Conditions are valid from 1 January 2023 until further notice. Anglo-Continental reserves the right to make changes to these conditions without prior notification. For the current version of these conditions, visit the website: [www.anglo-continental.com/homestay.html](http://www.anglo-continental.com/homestay.html)

### **COVID-19 Policy**

Due to the continuous changing of government guidelines during the coronavirus pandemic, updated information in regards to our Covid-19 policy can be found on our website: <https://www.anglo-continental.com/more-info/anglo-continental-covid-policy/>

## Top 10 Tips for Successful Hosting

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

INTRODUCE A FRIEND  
AND EARN:

£80

If you introduce a new homestay family to us, we will **credit your account with £80**, once they have successfully hosted their first student from us.

Contact us for further details:  
**01202 411 808** or **01202 411 858**  
[www.anglo-continental.com](http://www.anglo-continental.com)





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**Emergency telephone number: 07831613193**

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