



# English in Totnes

A boutique language school in beautiful Devon

## English in Totnes – Guide for Homestay Hosts

### What does 'Homestay Host' mean?

A homestay host can be a single person, couple or family, who welcome a student into their home to stay. You will be acting as the student's family away from home and should treat them as a full member of the household, eating together and sharing the common living areas. We aim to have a team of friendly, caring hosts who enjoy having students to stay in their home. Our students can stay from 6 nights to 12 months!

### Why host students in your home?

We hope that you will enjoy having the company of students from another country in your home. Hosting is an enriching experience for the family and a fantastic way to learn about other cultures and sometimes other religions too. It is also financially beneficial if you have a spare room that is mostly empty. We arrange events where hosts can meet one another and training to help with any areas that can be a worry, such as what to feed students or cultural expectations. We encourage lift sharing for hosts living outside Totnes and are happy to pass on contact details of nearby hosts who agree. Many of our hosts form lasting friendships with their students and stay in contact and many hosts have students who come back to stay with them year after year and recommend them to their friends and family. Some hosts have been working with us for many years and we hope you catch the hosting bug too!

### What we ask you to do?

- Provide a safe and welcoming environment
- Give support – we'd like you to 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
- Ensure that you swap telephone numbers (mobile and landline) with your student as soon as possible and confirm with them that they have the school's emergency telephone number. Please delete this once your student leaves if they are under 18.
- Provide students with 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 school



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

- Teach the student about British culture and learn about the student's culture
- Make sure the student's room has sufficient space, an adequate -sized bed with a proper base and storage space for clothes, as well as natural light.
- Bed linen and towels should be provided and washed on a weekly basis. Please also ensure that there is an adequate supply of duvets or blankets.
- Ensure the student has privacy from the opposite sex.
- Ensure that the student's bedroom and common areas of the home are kept clean and in good repair and as tidy and clutter free as possible.
- Provide adequate heating and lighting, access to drinking water always and ideally somewhere for students to store their own snacks in the kitchen.
- Allow the students shared use of a bathroom, with showers or baths available daily.

## Board types we provide:

**Self-Catering:** Give your student full access to the kitchen, including cupboard and fridge space; they will do their own cooking and washing up.

**Half Board:** Provide breakfast and dinner every day of the week; kitchen access is not promised to your student.

**Full Board SUMMER:** Provide breakfast and dinner every day of the week; we provide lunches during the week at our canteen. Please provide a packed lunch at weekends and on your student's departure day. Kitchen access is not promised to your student. Packed lunch must contain 1-2 rounds of sandwiches (2-4 full slices of bread) or 1-2 rolls filled with cheese, meat or alternative depending on the age and appetite of your student (please use your best judgement as to quantity!), a piece of fruit, crisps, cake or biscuit, drink and a napkin. Can be varied with pizza, quiche or yoghurt. *(This is the board all under 18's and group leaders will be on in the summer).*

**Full Board year-round- not July and August:** Provide breakfast, packed lunch and dinner every day of the week. Packed lunch details as above.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

## Rooms types we offer to students:

Single Room: Single or double bed for one person

Twin Room: Two single beds or bunk beds (if under 14's) in one room

Double Room: Double bed in a room suitable for a couple

Superior: Single or double room with en-suite or separate bathroom for sole use.

## Insurance:

Please ensure that your household insurance covers students in your home (most standard policies do not), **as no refunds for damages can be claimed through the school or student**. If your current policy does not cover you, you can contact the British Insurance Brokers Association to find a broker.

## How do we match students with you?

We use the following main criteria to match students with homestay hosts:

- Student's dates and your availability on these dates
- Student's allergies or dietary requirements e.g. pet or food allergies, vegetarian or Muslim diet (generally no pork and no alcohol, even in food or sauces)
- Age of student (under or over 18) and their sex
- Smoking

We try to be as fair as possible when allocating students. If you haven't heard from us in a while, please don't hesitate to get in touch.

We will normally contact you by email if we have a student who is a good match for you, please reply to the email saying yes or no! We aim to get to know you as individuals which makes placing students with you easier and ensures the experience is a great one for everyone.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

## Food:

If you are providing meals for your students you should offer a varied and well-balanced diet, taking into account any reasonable dietary requirements expressed by the student.

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 on their arrival.

If you are unsure on what to feed your students, please don't hesitate to call us and we can discuss it.

## Payment:

Payment is made on a Friday a week in arrears. Payments are made from Saturday to Friday. So, for example; if your students arrives on a Sunday and leaves on a Sunday and stays for one week you will receive two payments, one for six nights and then one for one night.

We pay the following rates:

Board Type	Per Night	Per week
Self – Catering (no meals)	£11.60	£81.20
Half Board (daily breakfast and dinner, no lunches)	£18.30	£128.10
Full Board- not July and August- (daily breakfast, packed lunch and dinner)	£20.00	£140.00
Full Board- Summer - (daily breakfast and dinner plus packed lunches Saturday and Sunday)	£20.00	£140.00
Superior *+	£25.70	£179.90

*Please note that for all under 18's during the summer they will be on a Full Board- July and August rate and during the rest of the year they will be on a Full Board- not July and August- rate.*



**English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ**

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

*\* When specifically requested and paid for by the student. Host families offering superior accommodation may also choose to accept Standard half board students. In this event the family will be paid the half board rate not the superior rate. This will be confirmed in writing on booking by the school.*

*+ When a couple request Superior Accommodation, we pay the Superior rate for one person and the Half Board rate for the other*

## Rules for the students:

We ask that students follow a few guidelines when they are in our school; if you also have house rules, please ensure you go through them with your students when they arrive.

### Students aged 11-13 years:

- The host family will accompany them to and from school and activities.
- Students are not allowed out in the evenings at all (except for organised activities or on accompanied host family outings)

### Students aged 14 years:

- Students 14 years and older can walk to and from school for daytime activities (maximum 25 minutes' walk from school).
- **They can walk to school for the evening activity but must be collected afterwards at 21:30 (or the time stated on the programme) by the host family.**
- Students can go out in the evenings when there are not activities but have a curfew of 22:00 every day of the week.

### Students aged 15-17 years:

- Students 15 - 17-year-olds are permitted to walk to and from all school activities.
- Students can go out in the evenings but have a curfew of 22:30 every day of the week.

### All students should:

- Abide by UK laws, including no drinking or smoking for under 18s.
- Attend all school lessons unless they are unwell.
- Check with homestay hosts before taking food/drinks from cupboards in their homestay.
- Treat homestay homes and school facilities with respect, trying to keep their space tidy.
- Communicate any unhappiness with the school/host to our school welfare officer.
- Students under 18 must ring their parents when they first arrive at your house to let them know they have arrived safely.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

NB: If a student breaks curfew, they will be disciplined in school. Please do not make private arrangements regarding curfews with your students. Please bear in mind that some countries allow under 18s to drink and smoke, so our laws could be a shock for your students.

## Rules for Homestay Hosts:

- Meet your student(s) on arrival and see them off on departure (normally students travel to Totnes by National Express coach, by train or by coach to Steamer Quay car park). Please be aware that this can sometimes be late at night or in the early hours of the morning. If you do not have a car, please arrange and pay for a taxi. Smile and be friendly when they arrive, whatever time of day or night – first impressions are everything for students!
- Provide a house key (for 16 years and over) and an introduction to your home upon arrival, including what students should do in an emergency and any house rules.
- Give your student the WiFi access code (if applicable) and clearly explain any limits if not unlimited.
- Walk your student to school on or before their first day so that they know the quickest way from your house.
- Provide meals for your student as per the confirmation email we send.
- Provide appropriate privacy measures for your students (including locks on bathroom doors and bedroom door) and ensure family members are appropriately dressed around the house. Encourage lesson attendance and participation in social programmes.
- Never leave students under 18 unaccompanied overnight (if you are away for the night please arrange for a responsible DBS-checked adult to be in the house and let us know their contact details in advance).
- If you have a long-term student staying aged 18+, it is sometimes acceptable for you to go away for a night or more, though not at the beginning of their stay. In this case, you should first inform both the school and the student of the dates you will be away, in case they would prefer to move temporarily rather than be left at home alone.
- Be friendly and chatty, spending time and eating with your students (unless they are self-catering), helping them practise their English and with their homework if asked.
- Inform us immediately of any changes to your home including pets, regular overnight guests etc.
- Arrange an annual gas safety check (if you have mains gas). This is a legal requirement for all landlords and for anyone receiving paying guests / students in their house. We need a copy of your certificate every year to keep on file.
- If hosting under 18s, complete a DBS disclosure for all adults in your home (formerly CRB) every 3 years, unless this is done by your workplace or another organisation on your behalf. We will pay for 50% of the DBS check for the main carer in the house. The money will be refunded in the second week of hosting.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

- Carry out a risk assessment of your house every year in case of any health and safety concerns or hazards. We will provide you with a form to complete for your own records.
- Allow a school representative to carry out a re-inspection of the home every 2 years.
- Share knowledge of the local area with your students and show them around if possible. They love trips to the coast and Dartmoor, shopping in local towns or cities and even going to the supermarket!
- **No more than 1 adult student (18+) can stay in a room and no more than 2 students under 18 can share a room unless previously arranged in writing with the school. There can be no more than 4 students per home (except by special arrangement).**
- No more than 1 student with the same first language can stay in your home (except by special arrangement), including students/lodgers from other organisations.
- **A student who is under 18 cannot stay in the same house as a student aged 18 or over (except by special arrangement), including students from other organisations.**
- If a student asks to extend their stay with you, please ask them to do so through the school.

If your student does not come home for meals without notifying you, breaks curfew or shows any other signs that they may need some support from us, please let us know.

If you have any concerns for the welfare of your student, please contact us immediately on [info@englishintotnes.com](mailto:info@englishintotnes.com) or 01803 865722 or in an emergency outside school hours on **07760 309246**.

## Timetables and Social Programmes:

All students study at **the Gate House, 2 High Street, Totnes, TQ9 5RZ**. Adult students report to school on their first Monday at 08:30.

Junior students' meeting points and times will be on the timetable sent to you at least a week in advance. Please always read these carefully and check your emails on a regular basis when hosting junior students.

If you do not receive a timetable, please call the office or email as it may be that your email has gone into your junk box. We would recommend adding our email address to your contacts list as this will ensure all of our emails make it to your inbox!

## Accidents, illness and other problems:

### Illness and Accidents:

We encourage all our students to take out comprehensive insurance prior to arrival but unfortunately cannot make it compulsory to do so. Some students opt to 'pay as they go'.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

Any person who requires emergency medical treatment in a hospital can be seen for free on the NHS. If your student has an accident or emergency outside of school time, we recommend that you treat them as you would another family member and take them to the hospital. Once you arrive at the hospital please inform us on the emergency phone.

If you are unsure of what to do when a student is ill, then please ring the 111 service. If you need to take a student to hospital, please call the emergency phone to inform us of the situation.

If your student wishes to see a doctor, please make an appointment for them (or we can at the school). If the student is from outside of the EU, they will need to pay to be seen. All students must pay for dental care. Please keep us informed of any medical treatment your student receives or days that your student cannot attend school due to sickness.

## Law Breaking

Any student who breaks the law will be excluded from school and sent home. We appreciate you reporting any instances to us so that we can arrange for this to be done quickly. This includes students under 18 drinking and smoking, even though they may be allowed to do so in their home countries.

## Poor Attendance/Behaviour:

We may contact you from time to time if your student is falling below 85% course attendance or if we are having behavioural issues in school. Please feel free to contact us if you find there are behavioural problems at home. Our students (even adults) sometimes get homesick or have different expectations and we can manage this internally and very quickly.

## Unhappy Students:

If a student is unhappy staying with you and expresses a desire to move, we will contact you to discuss the issue. If we feel the issue cannot be resolved, we will relocate the student and your payment will cease on the date the student moves. You of course have the same right if you find you are not comfortable hosting our student. We generally find that problems are most easily solved by hosts talking through the problems with their students and we will always endeavour to solve these, rather than move students.



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.







# English in Totnes

A boutique language school in beautiful Devon

## Cancellations:

Sometimes students cancel their course at the last minute. We try to give at least a week's notice to the host, but this is not always possible. **Please note that no financial compensation can be made for a cancelled student.**

## Emergency Phone:

In case of a **genuine** emergency when the school is closed, please ensure you contact our emergency phone number so that our staff can assist you.

**Our emergency number is:  
07760 309246.**

**This number is *not* to be used for general questions which can be answered during office hours, e.g. social programme and excursion information. Please note that our staff have been instructed not to continue with non-emergency calls as this may block the phone for a genuine emergency, and we are not qualified to give medical advice.**

If you have a student who is being dropped off at your house by taxi transfer directly from the airport, please note that the arrival time we give you is just an estimate and there is always a chance they could be delayed. In this case, please try to ring the student first if you have a telephone number for him/her and do not ring the emergency phone until at least 30 minutes after the estimated arrival time.

## Student Safety:

DBS: As a British Council requirement, all adult individuals in your household must hold an **Enhanced DBS Check**, when hosting under 18-year-old students. Please notify us if anyone moves into your house who is over 18 and ensure that we receive their DBS number and expiry date. **DBS cost will be taken off your first payment, should you decide to apply for your DBS through us (£50.00/valid for 3 years).** As a contribution



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.





# English in Totnes

A boutique language school in beautiful Devon

English in Totnes is happy to cover half of the cost for the enhanced DBS check for the main carer of the family, this will be reimbursed in the first host family payment. We are happy to apply for your DBS on your and other adult's behalf through our DBS account, but you will need to pay the total cost incurred.

**All** members of the family must have signed an English in Totnes self-declaration. Please note that when children in your family turn 18 if they are still living at home they require a DBS check.

## **Gas Safety:**

In 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 includes arranging for the issue of a documented annual gas safety check. Without a valid and current gas safety certificate, you are breaking the law and are therefore liable to prosecution. Please ensure that you give us a copy of your gas safety certificate when it is updated.

## **Smoke and Carbon Monoxide Alarms:**

All homestay hosts are required to have at least one smoke alarm on every storey of their property. Please also install a carbon monoxide alarm in any room where solid fuel is used or if you have an old boiler. Alarms should be checked on a regular basis.

## **Safeguarding and Prevent Certificates:**

We require one person from each family to have completed these courses. We will host afternoons and evenings throughout the year where you can complete these with our staff or you can do them in the comfort of your own home.

And finally, thank you for taking care of our students- you are central to their stay and without you we wouldn't be able to give such an intensive cultural experience to them.

We hope you enjoy hosting with English in Totnes!



**English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ**

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.

