

**ETCi Ltd**

85 Great Portland Street London W1W 7LT

T: 0208 123 8896 Skype: etcilimited [www.etc.co.uk](http://www.etc.co.uk) E: info@etc.co.uk

# Home From Home Guide

A brief guide for prospective and existing host families, informing you everything you need to know about providing a “Home from Home” for international homestay candidates.

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# Thank you for choosing ETCi to host with!

## Our Students:

### European School Groups

ETCi regularly host mixed school groups from all over Europe, usually for a period of 2-10 days depending on their age and itinerary. The group travels by coach with up to 100 persons including teachers. These groups come mainly from France and Germany and travel during the school term time, mainly during the more clement months of spring. The students are here to better their English and experience family life in London. The average age of the students is 14-17 years and they are usually placed in families in groups of 2 or 3. **School groups are usually accommodated on half-board (breakfast and evening meal) or full board basis (breakfast, packed lunch and evening meal).**

### Internship Programmes

ETCi offer internship programmes for EU and non-EU candidates for periods ranging from 4 – 20 weeks. Candidates are usually aged between 18 and 30. They are here to complete their work experience in companies within the London area. **They usually require half-board accommodation in a single room (full board at weekends).**

## Our Host Families

Many people assume that the definition of “Host Family” is a standard family with a husband, wife and 2.4 children. This is not true!! All of the following can host for ETCi:

- A married couple, with or without children
- An unmarried couple (including same sex couples), with or without children
- A single mother or father – with children
- A single man / woman – without children.

As long as the standard of accommodation meets our criteria and the members of the family living in the household are free from criminal record any of these people can host.

## Host family and accommodation standards

Our aim is to offer the candidates ‘a home from home’ so we are looking for family homes with a friendly atmosphere where our foreign visitors will be made welcome. Host families need to be able to provide quality accommodation, good food and a high standard of cleanliness.

### Meals

We will always try to let you know if the candidates staying with you are vegetarian or if they have any special dietary requirements.

Groups could be on either Half Board (Breakfast, Evening Meal) or Full Board (Breakfast, Packed Lunch, Evening Meal) basis.

On the night of arrival, students / guests must be provided an evening meal (unless otherwise advised).

On the day of departure, students / guests must be provided a packed lunch if it is a Full Board stay.

### Other Candidates

We never place different groups of the same nationality within one household. This is quite usual as it impairs the candidates’ English learning ability. With short stays we may place 2 or 3 candidates from the same group

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together, but with long stay candidates we will only ever place one of each nationality in any household at any one time. **Families should not host candidates of the same nationality from another agency during ETCi candidates' period of stay.**

### House Rules

It is the family's responsibility to inform candidates of their house rules for the duration of their stay, e.g. meal times, bathroom use, telephone use, curfews etc. If you have any serious problems with breach of house rules you should contact your local organiser.

### Accommodation

The following should be made available to the student to ensure a comfortable and safe living environment during their stay:

- High Standard of cleanliness and repair
- Adequate lighting and heating
- Sufficiently spacious bedroom with an adequately sized bed and adequate storage space for clothes.
- A single bed per student / candidate
- Sufficient washing facilities and access to a bathroom, with baths or showers available daily
- To ensure that an ADULT is present at all times when the candidate is at home.
- To provide or make available one laundry service per week (over 18s, Internship candidates)
- To provide a door key (over 18s, Internship candidates)

### Meeting Points

#### Applicable to school groups:

- Forest Hill (**Meeting Points:** Savacentre car park Bell Green SE26 4PU / Perry Vale car park rear of Forest Hill station SE23 2NJ)
- Upper Norwood (**Meeting Points:** Downsview Church Waddington Way SE19 3XH / Norbury Station / Thornton Heath Station)
- Herne Hill (**Meeting Points:** Herne Hill Station / Townley Road SE22)

Our specially selected Local Organisers inspect homes in these areas on a regular basis to assess suitability for hosting. In the case of group travel, ETCi local organisers will also meet candidates at these specified coach meeting points and will match up candidates with the correct families on arrival. Once you decide to host with ETCi you will be given the telephone number of your Local Organiser who is always on hand to answer questions throughout your candidate's stay.

On arrival you will need to be at the designated meeting points 10 minutes early.

Once the group has arrived, the Local Organiser will introduce you to your students who will be waiting with their luggage.

You will be required to pick up and drop off students each morning and evening of the stay. You must therefore have access to a car.

Drop off times in the mornings are between 8-8.30am.

Pick up times in the evening are between 7-7.30pm (on occasion later times apply if the group has evening program e.g. Musical or Theatre visits).

A Local Organiser will always be present at the meeting point every morning and evening to deal with any queries you may have.

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### Terms and Conditions:

- ALL members of the host family must be free of any criminal record.
- If you rent a property or a room as a host family you must have a current Gas Safety record. This record shows that gas appliances have had an annual gas safety check by a Gas safety registered engineer. Landlords must also maintain gas appliances, so check the date when yours were last serviced as well.
- Any damage caused by a candidate must be reported to ETCi before departure in writing.  
**The host family should accept that there will be a certain amount of wear and tear and accidental damage to their home when hosting students. The host family should ensure that their household insurance provides adequate cover. Host families are advised that ETCi 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 host family against any claim which a student might make against any member of the family.**
- Host families must not accept bookings of the same nationality as our candidates.
- Daily use of bathroom / shower must be provided.
- You must inform the Local Organiser of any illness / accidents affecting the candidate and offer help with obtaining medical assistance.
- Adequate and safe heating, lighting and storage space must be provided.
- The house should be kept clean and tidy at all times.
- Rooms should be of a reasonable size. Study facilities are preferred but not obligatory. The candidate should be able to carry out their English studies, work placement or activity programme satisfactorily.
- Bed linen should be changed once a week.
- Bath towels must be provided.
- Well-balanced meals must be provided.
- All candidates must have access to a telephone as most will want to call home on arrival. However, ETCi will not be held responsible for any unauthorised telephone use. It is the family's responsibility to set telephone rules and verify any phonecards candidates may wish to use. Please also direct candidates to the nearest public telephone where necessary.

### Payment:

Groups: You will receive payment by direct bank transfer the Tuesday after group arrival day.

Other Candidates/Interns: You will receive payment by direct bank transfer 2 weeks in arrears.

### Cancellations:

ETCi cannot be held responsible for the cancellation or postponement of any candidates. We will, however, inform you as soon as possible if a candidate or group cancels their booking.

### Recommend a Friend:

If you recommend a friend you will receive a £10 referral bonus after the friend has hosted two of our groups in the year.

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### Useful Do's & Don'ts:

Our hosts have helped us to develop this list of useful do's and don'ts over the years:

#### Do:

- Let candidates have a bath or shower when they arrive – they have often been travelling all day and need to relax.
- Give visitors a guided tour of your house so they know where things are and what they can use.
- Write down the names of your family and introduce everyone carefully – explain what everyone does.
- Make the house rules clear, meal times etc and let them know what time they will need to get up in order to be on time in the morning.
- Allow candidates to phone home. If they do not have a phone card they can call the International Operator on 155 to make a reverse charge call.

#### Don't:

- Just sit there watching TV all night – they might not be able to keep up with the speed of talking. Think of other ways to entertain guests.
- Make food too complicated. Keep it simple. E.g. Cereal, fruit juice and toast at breakfast, Packed Lunch: 2 rounds of meat or tuna or cheese sandwiches with crisps and a piece of fruit, a chocolate biscuit and a drink (water or juice). Dinner: Pizza, pasta and sauce, meat or fish with vegetables followed by a pudding. Please serve bread or rolls with dinner.
- Let them get away with something because they have said their teacher says it's ok. Always check with the Local Organiser if unsure.

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**Payment by bank transfer:**

Please complete your details below and return it to us as soon as possible.

**Bank Account Details:**

Bank Sort Code \_\_\_\_\_

Account Number \_\_\_\_\_

Account Name \_\_\_\_\_