



*Thank you for requesting a Host Family with Malvern House.*

Staying with family is a great way to practice your English, and also an excellent opportunity to get to know and understand British Culture, which may be very different from your own.

Here are some guidelines to help your stay more comfortable and enjoyable:

## **Our Host Families:**

Our host families are carefully chosen and regularly visited by our accommodation agency. Many have a lot of experience of hosting students and helping them make the most of their time in the U.K.

A host family does not always consist of two parents with children. Many of our popular hosts include single parents with children, young couples without children, co-habiting adult sibling and retired professionals whose children have left home. This wide choice of families offers an excellent range of environments for hosting international guests.

London is multi-cultural city, so our host families are not necessarily all English. We have host families of other origins such as African, Asian, and Eastern European. They were born, or have lived for many years in the U.K., so they are all fluent in English. This is what makes London such a special city.

## **On arrival to the Host Family**

Please inform your host family of your arrival time before your arrival date. If your flight is delayed, or if you have some problem in arriving at an expected time, please inform your host family as soon as possible. Students who do not advise their host or the school about their planned arrival schedule may experience delays before entering the family home.

## **Travel to and from your host family:**

Your host family will be located around 30 minutes to 90 minutes by underground from the school. Public transport may include busses, trains, or the underground. Remember, London is a big city. Our study centres are located in Central London and host families live in a quiet residential area in zone 2, 3 or 4.

Please check the internet map link and arrival transport information provided to you or your agent in our Welcome Letter. The family will also give you advise on the best way to travel to school.

To plan your journey, check the very useful Transport for London Journey Planner Website: <http://www.tfl.gov.uk/>

## **Meals**

- **Self Catering:** No meals will be served, but you can use the kitchen. Please ask your host family how to use all the kitchen facilities and when you are allowed to use it. All food supplies must be provided by the student.
- **Bed and Breakfast:** Breakfast\* included. The use of kitchen is not guaranteed. Some host families allow the students to use their kitchen for cooking for light meals. Please ask your host family for the rules in their home.
- **Half Board:** Breakfast\* and dinner\*\* included. The use of the kitchen at other times is not guaranteed. Families may only permit access for preparing hot or cold drinks.

\* Breakfast food in Britain may include toast, cereal, fruit juice and tea or coffee. Please do not expect to be given other hot foods or a fried breakfast. Although traditional, fried breakfast is no longer a common breakfast.

\*\*Dinner will usually include meat and some vegetables, rice, or pasta.

If you cannot eat any particular food for dietary, religious, or other reasons, please tell your host family immediately.



You will be expected to be punctual at mealtimes. You MUST tell your host family as soon as possible if you are going to be late or to miss a meal. If you arrive late, your meal may be a selection of cold food such as meat or eggs with salad, or a reheated meal.

Please ask your host family before using the kitchen and if you would like any food or drink outside mealtimes.

## Keys

You will be loaned a key for the front door of the house. The family will trust you to take care of the key to their home. If you lose it, the family may ask you to pay for a new one. Your bedroom door will not have a lock, so you will not have a key for this room.

## Your room

Your room should have a bed, a table or desk for studying, a lamp, and chair as well as enough cupboards for your clothes and personal items. If a table or desk is not available in the room, the host family will allow you study in another quiet part of the house.

Please make your own bed and keep your room tidy. Your host family will clean your room once a week. Your sheets, duvet cover, and pillow case will be changed or provided once a week.

Please be careful with all the furniture as you may have to pay for it if you break or damage anything in the house.

## Bathrooms

Most host families have only one bathroom, and not all have showers. You will be able to have a bath or shower everyday. Please arrange the most convenient times with your host family. Please remember to leave the bathroom, shower, washbasin and toilet clean after use.

In Britain, it is common that hot water is controlled with a timer and not available for 24 hours. Your host family will explain if there is any special information about the bathroom facilities or hot water system in their home.

## Telephones:

Telephone calls are very costly in the U.K. and host families may only allow you to receive incoming calls. Access to the family telephone is not guaranteed.

- Please remember to ask for permission each time you want to make a call.
- Please make sure that your friends and family call you at a reasonable time.
- Avoid making too many calls or having long phone calls, as the phone is for family use, not only for you.
- Pre-paid telephone cards are widely available in any off licence shops and supermarkets. Please try to use those prepaid cards with a free access phone number if you make calls at host family's house.

## Internet

Internet access is not guaranteed in host families. Many families will have wireless or broadband, and may allow student access to it, sometimes for a usage fee. Families may also give advice to students to arrange their own internet, and wireless internet is available free of charge in all Malvern House Centres.

## Heating and Lighting

All houses have some heating in the bedrooms, but you may find the British climate colder than your country. If you are cold, please ask for additional bed covers for bed or extra heating. Please note that most British homes have the heating switched off from late evening to early morning, and in the middle of the working day.



## Electrical equipment

The UK voltage is 240 volts. If you have brought any electrical appliances with you, please check they are compatible before using them. You can buy travel adapters from electrical stores. Before using extra electrical appliance (such as Mobile phone charger, hair drier, lap top computers), please ask your host family.

## Laundry

Generally, one wash per week is standard. Some families will give permission for you to use their washing machine by yourself. Often the host will do the laundry for you with the family washing. The system depends on the individual family. Please check with your family for details. If you wish to have more than one wash a week, you may be charged for it.

Families are not expected to iron clothes after washing but you may be able to borrow an iron when required.

## Visitors

If you have friends coming to visit you, please always ask your host family whether you can have guests. Even though host families are there to make you feel at home, remember, it is not your own house. Please respect the family and make sure your friends are reasonably quiet and do not stay until late at night.

## Absence

You must inform your host family if you are going to be away overnight or coming home later than normal. The family will be advised about your class schedule at Malvern House before you arrive. If you change your study timetable, it may affect mealtime preparations, so please inform your host.

If you are unexpectedly absent, your host family will contact the school.

## Holidays

If you will take an unscheduled holiday away from your host family, you will still be charged as usual for your room, as long as your bags are in the house.

## Problems

If you have any problems or difficulties in your host family, please come immediately to the reception and talk to any member of our reception staff. We will do our best to understand the situation and solve your problems as soon as possible.

## Cancellation or Changing accommodation

Any changes or cancellation of your accommodation, please come to the reception BEFORE you speak to your host family. Please give a full week notice for any changes or cancellation; otherwise, there will be a week cancellation fee.

## Some tips to enjoy your stay with family:

- Please be open-minded and enthusiastic about understanding British Culture.
- Don't be shy! Be friendly and communicate with the family. They will appreciate learning about you, your culture, and your home country.
- Every host family has their own rules. Please find out what they are as soon as you arrive and follow their customs to become a part of the household.
- Please respect the host family and express your appreciation for their help.