



HANDBOOK

HOMESTAY



Celtic English Academy

Students - 2016

STAY WITH US

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Welcome to Celtic!

Celtic English Academy has been welcoming international students to the UK since 2004. We are a friendly and welcoming English language school in the centre of Cardiff which takes pride in its small classes, great teachers and wonderful support staff. Our small class size provides a friendly student-focused learning environment, ensuring that each student will get the attention that he or she needs to succeed.

Celtic English Academy believe that living in homestay accommodation is the best way for students to experience life in Wales. Celtic would like to ensure that both hosts and students get as much enjoyment and satisfaction out of the homestay experience as possible.

The key to a successful hosting experience is mutual understanding and mutual respect. We believe that this can be achieved by providing hosts and students with sufficient information in advance. That is why we have created this handbook for you so that you know what to expect from this experience.

Homestay Coordinator

Cherry Wrightson

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Monday to Friday 09:00 – 13:00



EMERGENCY NUMBERS (24 HOURS A DAY)

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Part 1: Homestay accommodation

Homestay accommodation is a great way to learn English, make friends and enjoy your stay in Cardiff. Living with a British family is the highlight of many students' stay in Cardiff, and lasting friendships are often made long after the courses at Celtic English Academy ends. However, you should be prepared to adapt, as it will be different from living in your own home.

Please remember that your home is not a hotel but a way to experience life with a British family and use your English every day.

There is, of course, no typical homestay situation. The home may be a house or a flat, and your hosts may be young, middle-aged or retired, with or without children. Their attitudes may range from 'modern' to 'old-fashioned', and their interests could include anything from art to football. Whatever their situation though, they will be kind and friendly and want to show you the best of Cardiff. During your stay you will learn more about them and, hopefully, begin to feel like part of their family.

In modern Britain, couples are not always married and both partners often work. It is normal for the whole family to help with household chores, e.g. doing the washing up. Although you are not expected to clean the house, it is polite to help with little things such as clearing away the dishes or laying the table. You may feel that this helps you to feel more like part of the family.

If the family has a pet you may be surprised to find that they are treated as important members of the family and they are likely to live indoors. The British are famous for their love of animals!

When you arrive, your host family will be waiting for you in the house to greet you.

On the first day please give your homestay family your mobile number and take theirs. If you are ever late back from a trip, or in the evening, please let your family know.

PART 2: Your home and your room

The family home may be different from your own, but it will be safe and clean. Towels and bed linen will be provided. Your room will be cleaned and your towels and bed linen will be changed once a week. Your host will clean your room, but you should keep it tidy and make your own bed everyday. Your host will do one load of light laundry for you each week, but is not required to iron your clothes. They may allow you to use the laundry facilities at other times, but this is up to them.

Please be careful with ink, nail polish, etc. If you damage something, tell your host family immediately and offer to pay for the damage.

Please do not keep food in your room. It is unhygienic. Please ask your host family if you can use their fridge or the cupboards in the kitchen.

Bathrooms can be busy in the mornings, so please be considerate about the amount of time you take and check when other people in the house will be using the bathroom. Please leave the bathroom as you find it. You are not responsible for cleaning the bathroom, but you should ensure that it is left clean and tidy after you have used it. You should provide your own toothpaste and toothbrush, shampoo, soap, etc.

PART 3: Meals

If you have chosen HALF-BOARD, you will get breakfast and an evening meal seven days a week. You will also get a light lunch on Saturdays and Sundays.

If you have chosen FULL-BOARD, you will get breakfast a packed lunch and an evening meal seven days a week.

British food is quite simple compared to most other cuisines. Please try everything. If you do not like something then let your family know.

If you have any allergies, please tell your hosts on arrival.

British people usually eat around 6pm, and you may find that not all the family is present. Please ask when your dinner will be ready. Always let the family know if you will be late or will not be home for dinner.

Your family may make drinks between meals, or tell you to help yourself. However, don't expect this, and always ask if you would like to take something to eat. Please do not just help yourself.

Please be considerate to other people in the house; close doors quietly and don't play music or have the TV on too loud or make phone calls, late at night.



PART 4: Going out in the evening

Cardiff is a very safe and friendly city and many students like to go out in the evening. However, there are always dangers in any city. Should anyone start calling you names, or harassing you in the street, please ignore them and walk to the nearest safe place, where there are other people about. Do not react or retaliate.

Please be aware that the buses and trains stop before midnight so if you want to take a bus home to your accommodation you will need to leave the city centre before this time. Check bus times with your family and if travelling late at night sit at the front of the bus near the driver.

PART 5: Keys

If you are not given your own set of keys, your host family will make arrangements so you are able to get into the house. Please take care not to lose keys as you will have to pay for a replacement set. Take care to lock all doors as asked and do not leave windows open.

PART 6: Visits by friends

Some hosts may be happy for your friends to visit you during the day or evening, but please ask first. Always introduce your friends to your host and ask if they may go to your room. Don't invite your friends home when your host is not there unless they say it is ok.

PART 7: Smoking

Smoking is not allowed in the homestay. Some hosts smoke outside themselves or in one room only. Please respect the request of your host and smoke outside if this is what they have asked you to do.



PART 8: Evenings at home

You will be welcome to spend evenings at home and conversations with your host are a very important part of your stay. They will be interested to know about you and your country and you will have plenty of opportunities to chat with them, particularly when you are having your evening meal.

Just as you need privacy at times, they will need theirs so please respect this. You may want to spend time or study in your room, but try not to isolate yourself too much.

PART 9: Telephone and Internet

Please do not use your homestay family's phone or computer without asking first. Please note, there is free internet access at the school. Celtic English Academy can also provide you with a free Lebara SIM card when you arrive at the school. Please ask at reception if you need one of these.

PART 10: Problems with or questions about your homestay

We hope your homestay experience will be very happy, but if you have a problem speak to the homestay coordinator (Cherry). You can normally find her in the office next to reception! Her email address is cherry@celticenglish.co.uk. Whatever the problem is, even if it is only small, please tell us so we can help you.





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