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*“Global Experience is dedicated to delivering
Cross Cultural and Educational Experiences
that Embrace and Enhance the World”*

Home Stay Conditions and General Information FOR STUDENTS

STUDENT OBLIGATIONS FOR HOME STAY

1. General

We suggest you be polite, respectful and friendly to all members of the Home Stay family and respect their privacy. Please follow any house rules on matters such as smoking, playing music, eating etc.

2. Cleanliness

Keep your bedroom tidy, your clothes in the wardrobe and make your own bed every morning. Change your sheets when asked by your Home Stay family, your host will endeavour to give you privacy in your room. Please leave other rooms, such as the bathroom, toilet, kitchen etc, tidy after you use them.

3. Damage

Do report any accidents in or around the home to your family. You must pay for anything that you and/or any of your visitors break or damage.

4. Visitors

Ask permission from your Home Stay family before you have people visit you at the Home Stay. Visitors should not inconvenience the Home Stay family.

5. Telephone

Do make sure that you do not monopolize the phone. You need to make arrangements with your Home Stay family about making calls and how you will pay for them. It is a good idea to buy a phone card (from a newsagency) to make international calls; this can save you money and time.

Your Home Stay family will allow you to receiving incoming calls; however please try not to spend too much time on the phone as other members of the family might also want to use the phone. Make sure you always ask before using the phone.

You must pay for all the phone calls you make from the phone in your Home Stay.

6. Coming home late

You should tell the Home Stay family in advance if you will be coming home late or not coming for a meal. If your host family is aware you will be home late, they will not worry about you.

CANCELLATION POLICY

- Please be advised that accommodation Placement Fee, first 4 weeks of Home Stay & Airport pick-up will not be confirmed unless fees are paid in advance.
- Full Home Stay fees are only refundable if done within 48 hrs of receiving details.
- Accommodation Placement Fee and Airport pick up are not refundable.
- Students must book their accommodation for the first 4 weeks or the length of stay if shorter.
- Student should commit to stay in their accommodation for the first 4 weeks at least, unless extreme circumstances where Global Experience will act immediately.
- Cancellations after 48hrs of details received incurs a 2 weeks cancellation fee.
- If you want to leave or change the Home Stay you must tell the family 14 days before you go. (This is called 14 days notice)
- If a Home Stay is terminated and Home Stay family has been paid for more than the 14 days notice, then the money will be repaid to you by the Home Stay family.
- The Home Stay family is paid for the 14 days notice period, whether you live with them or not during that period.
- If a Home Stay is terminated because the Home Stay family did not do what they were supposed to do under the Home Stay agreement, all money that you paid in advance will be repaid to you, or repaid to “Global Experience” to pay you. (In this case, 14 days notice is not required).
- If Global Experience refunds you money, there will be a 10% administration fee deducted from the total amount to be refunded to you.

GENERAL INFORMATION

7. What is in your bedroom?

Each bedroom has a comfortable bed, a desk for studying, wardrobe and adequate heating if needed.

You are responsible for keeping your room neat and tidy. Australian families do not have servants.

Do not to leave valuables or large amounts of money in your room. You can put any large amounts of cash in the bank.

8. What about food in the Home Stay?

Breakfast and dinner are provided for you everyday.

Breakfast - is usually self-serve.

Lunch - is provided on the weekend if you are at home. Your family will normally serve a light salad or a sandwich with tea, coffee or other drink. Please note that Australian families usually eat a very light and quick lunch, as it is not considered as the main meal of the day.

Dinner - will be cooked for you, and will be the largest meal of the day. This is a good opportunity to have a chitchat with your host family.

If you will not be home for dinner, or if you will be late, it is important that you notify your Home Stay family so they know where you are.

If there is any food that you do not like, do inform your Home Stay family ‘as soon as you arrive’.

9. Are there any rules about my Home Stay house?

- When you use the bathroom, make sure you leave it clean and dry afterwards. Try not to use the bathroom for a long time as there might be other people waiting.
- Your Home Stay family will provide you with clean sheets, towels and washing powder regularly. However, please bring your own toiletries.
- You will be able to use the washing machine in your Home Stay. Check with your Home Stay hosts first how to use it. We are very careful with water usage in Australia, so do not use the washing machine for only a few items, a full load once a week is more practical.

10. Water Usage in Australia

Australia is the driest continent, and has one of the most variable rainfall climates in the world. Our current drought is the worst on record. One of the measurable impacts of drought is a reduction in water storage levels. Changes in water storage levels can lead to the introduction of water restrictions, which limit the volume and way users can utilise water, especially in urban settlements.

Please assist your host family in conserving water as much as possible. Below are some guidelines you can follow:

- Taking short showers not longer than 10 minutes
- During the drought period, do not take baths
- Keeping the tap closed while you brush your teeth
- Washing only full machine loads (not one or 2 items)
- Asking your host if they have other rules regarding water safe-keeping

11. Assisting with the housework.

Although it is not required it will be appreciated if you could assist with the housework.

The more you participate in home activities the sooner you will adapt to your new environment. In some cultures the guest is expected to be served, in Australia the guest is encouraged to participate.

12. What should I do if I have a problem?

Global Experience has staff available 24 hours a day to deal with emergencies, so there will always be someone available to help you. If you have a problem, please tell us about it. We want to help and assist you.

Usually, if you speak about the problem, it is possible to find a solution. Try speaking to your Home Stay family first.

If this is not satisfactory or if you do not feel comfortable about doing this, please phone Global Experience on **Ph: 02 9948 3599** or **Mobile: 0416 067 060**, we will try to help you.