



2019 Student Homestay Handbook



Welcome to New Zealand!

You have chosen to stay with a specially selected NZLC Homestay Family. This handbook will help you to understand what you can expect and what is expected of you during your homestay experience. If you have any doubts or questions, don't hesitate to talk to the NZLC Accommodation Department.

Staying with an NZLC Homestay Family

During your stay, there will probably be times when living in a foreign country and using a different language will be a little difficult. Please try to understand that your host family might have difficulty in understanding you, just as you have difficulty understanding them. Try to be patient and find other ways to communicate.

It is important that you think of your homestay house as your home – but remember that there are other people in the house, so if you are on the phone or using the bathroom, make it short.

New Zealanders say “please” and “thank you” a lot and your host family will like it if you do too. They will also like it if you talk to them as much as you can and if you offer to help in the house.

Please remember that weekday lunches might not be included in your homestay fee. Please check with the homestay department whether you have requested half board or full board. You are welcome to purchase your own lunch food, which you can heat in the microwaves at school. Host families may allow the student to use their kitchen to make simple lunches such as sandwiches. Unfortunately, most of our host families will not let the student use the stovetop. If students need to use their kitchen, students must seek prior approval of the family and must clean up after use.

If you have any problems or feel uncomfortable talking to your host family, please talk to the Homestay / Accommodation Department.

Leaving your Homestay

If you plan to leave your host family, you must give **two weeks' notice**. You will need to tell both your host family and the Homestay Department. **If you do not give two weeks' notice, then you may still need to pay for up to two weeks homestay payment from the day you gave notice.** All your remaining homestay money will be refunded once you have left your host family.

You must let the Receptionist or Student Services Staff know your **new address** and **mobile number**.

Taking a holiday from Homestay

If you want to take a holiday from your homestay for periods of 7 nights or longer and keep your room, you will need to pay **half the usual homestay rate**. You need to complete an application form and apply **TWO WEEKS** in advance.

Changing your Homestay

You may request to change your homestay if you have a valid reason. If you wish to change your homestay, please follow this procedure:

1. **Talk to the Accommodation Department** and state the reason why you would like to change your homestay.
2. The Accommodation Department and Student Services Staff will discuss any problems with you to resolve them and help you feel more comfortable.
3. If it is agreed to change your homestay, the current family will be advised and a new family will be arranged **after payment of the second placement fee**. The usual two weeks' notice may or may not be required, depending on the case.
4. Approved refunds for homestay or other items will be paid by cheque, two weeks after the change is requested.

Homestay Rules

Your family will probably have 'house rules' which are usually polite things that you should do during your stay. Here are some hints and common 'house rules' to help make your stay more enjoyable.

Your host family will help you to learn English – please talk to them as much as you can.

- ☑ If you will be **home late** for an evening meal, **please always message your host family** as early as possible to let them know (at least **2 hours before** the meal/dinner).
- ☑ Ask your host family about **laundry** and how to use the washing machine. During winter time in New Zealand, clothes take a long time to dry. **Only undergarment and t-shirts should be washed frequently**. Please hang **all WET laundry outside**. Don't hang your wet laundry/towels inside your room or wardrobe.
- ☑ Tell your family if you find **New Zealand food** difficult to get used to. They can help you to buy some food items to add to your food to 'spice it up'.
- ☑ Please, keep your **bedroom clean and tidy** and open your curtains each morning. Turn off the lights and heater before you leave for school.
- ☑ Please, **tell your host family if you find anything broken** in your room or if you damage anything yourself. Don't keep quiet or try to hide it, or your host family may be unhappy when they find out.
- ☑ **Please, offer to help** around the house. For example: Take your plate away, help in the kitchen (preparing a meal or washing up) or stacking the dishwasher.
- ☑ In New Zealand we try to save water and electricity, so please **keep your shower to 5-10 minutes** once a day. Ask your host family where to dry your towel after showering.
- ☑ **Bring your own toiletries** (shampoo, conditioner, etc.) The host family is not expected to provide these items.
- ☑ You always need to **ask permission before using the telephone** to make overseas calls and calls to mobile phones. Mobile phone calls cost a lot more than landline calls. Make your phone calls short.
- ☑ If you have **not got a mobile phone**, **you can buy a cheap one for using** while you are in New Zealand.
- ☑ Our host families will allow the student to use the **internet** for a short time. Some host families do not have unlimited internet usage, so please ask your family before using the internet. **It is illegal to download movies, songs, and other copyrighted material**. Use the internet at school for your other internet requirements.
- ☑ If you are a smoker, you will have to **smoke outside the house**. Please **do NOT smoke inside the house**.
- ☑ If you have a heater/dehumidifier and/or electric blanket in your bedroom, turn it OFF before you go to sleep. Otherwise it can cause a fire!
- ☑ If you want a friend to visit or stay over at a friend's house, you must ask your family in advance. **Student under 18 years old MUST have written consent to stay out**.

Always be polite and respectful. Say **"please"** and **"thank you"** 😊

If you have any doubts or worries, don't hesitate to talk to NZLC staff any time!

Enjoy your stay!

NZLC CONTACT PHONE NUMBERS

School	NZLC Auckland: Level 2, 104 Customs St West, Auckland CBD	09 303 1962
Urgent Matters	First call the school: Mon – Fri 8.30am – 5pm, except public holidays	09 303 1962
	Then call the student’s 24 / 7 line: This number can be called from anywhere in New Zealand Toll Free .	<u>0508 156156</u>
	You can also call the 24 / 7 mobile number: This number can be called from inside and outside NZ.	021 180 6300
	Homestay-related 24 / 7 number:	021 780 509
Emergency Service	Police, Ambulance, Fire	111