



Homestay Handbook for Students



Read this Handbook in your language!

Please check the [*instructions on page 6*](#)



Welcome to New Zealand!

This handbook will help you understand what you can expect and what is expected of you during your homestay experience. If you have any questions or concerns, please talk to the NZLC Student Services Department.

The Homestay Family Experience

Your role as a homestay student

As a homestay student, embracing and adhering to the family house rules and routines is essential. This ensures a positive and respectful time, and it will enrich your experience. Here are some guidelines to help you navigate your homestay:

- ***Politeness and Courtesy:*** New Zealanders value politeness, so saying “please” and “thank you” is highly regarded. Your host family will appreciate your courtesy.
- ***Tidiness:*** Keep your room tidy and consider offering to help with the dishes after meals.
- ***Consideration:*** Remember that there are other people sharing the house. Be considerate when using shared facilities and keep noise levels at an acceptable level, especially when others are sleeping. Please respect your host family's house rules and follow their routines. If the hosts have a curfew, kindly comply with it.

Communication

During your stay, there will probably be times when living in a foreign country and using a different language will be challenging. Your host family might have difficulty understanding you, just as you might have difficulty understanding them. Try to be patient and find other ways to communicate. For example, writing things down or using hand gestures. Your host family will help you to learn English so please talk to them as much as you can!

Host Family Nationality

New Zealand is one of the most ethnically diverse countries in the world. Embrace this multiculturalism, try a variety of cuisines, immerse yourself in different accents and enriching experience during your stay.

Shortening your Homestay

If you decide to leave your host family earlier than planned, 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' extra homestay fee. The remaining amount will be refunded to you after you have left your host family. An administration fee of \$100 will be charged.

You must also let the NZLC Student Services staff know your new address and mobile number.

Changing your Homestay

You may request to change your homestay under certain circumstances. If you wish to change your homestay, please follow this procedure:

1. Talk to the Homestay Department and explain the reason why you would like to change your homestay.
2. The Homestay team will help you resolve any issues you are experiencing 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. A full arrangement fee applies (depending on availability, it may take up to 4 weeks to find new homestay).

Extending your Homestay

NZLC can guarantee homestay for the paid period. If students wish to stay longer in the same homestay, they must inform NZLC Accommodation staff at least 2 weeks in advance. The extension is subject to availability.

There is to be no direct arrangements made with your host family. All arrangements are to be made with and through NZLC. An administration fee of \$100 will be charged.

Taking a Holiday

If you are planning to be away from your homestay, read carefully the following:

Holidays of 14 Nights or Longer:

You may apply for a homestay holiday if you will be away for 14 nights or more.

- A holding fee applies.
- A minimum of 2 weeks' notice is required.

Holidays of Less than 14 Nights:

If you are away for less than 14 days, no refund will be provided, your room will be reserved for you during this period.

Homestay Extensions:

If your course end date changes after taking a holiday and you wish to extend your homestay to cover the entire course period, please contact the homestay team.

Extensions are subject to host availability. To proceed, complete the Homestay Extension form and pay the required homestay weekly fee and change fee.

Covid 19

If you test positive for Covid19, we strongly recommend that you isolate for at least 5 days. Please stay at home if you feel unwell and use a mask to avoid spreading the virus.

You can self isolate at the Homestay and If your homestay arrangement is Half Board and you can request lunch on weekdays, the homestay can arrange it for \$30 per week.

General Rules & Guidelines

Your family will probably have some "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:

- Please keep your bedroom clean and tidy, make your bed and open your curtains each morning.
- Turn off the lights and heater before you leave for school.
- Please offer to help around the house. For example: Take your plate away after eating, help in the kitchen (preparing a meal or washing up) or stack the dishwasher.
- Please do NOT smoke inside the house. If you are a smoker, you will have to smoke outside the house.
- If you would like a friend to visit or like to stay over at a friend's house, you must ask your family in advance.
- It's a good habit to say "please" and "thank you" to show that you are a polite person.
- Remember that there are other people sharing the house. Be considerate when using shared facilities.
- Keep noise at an acceptable level, especially when others are sleeping.
- Please respect your host family's house rules and their routines. If your hosts have set a curfew, please follow it.
- Internet - some host families have limited internet usage, so please ask your family before using the internet. It is illegal to download movies, songs, and other copyrighted material.

Meal Times

- Typical New Zealand meals often consist of cereal, toast or yogurt for breakfast, sandwiches for lunch, and dinners that reflect family traditions or preferences. It is Ok to season with salt, pepper or ketchup to your liking at the table.

- Tell your host your preference on the portion size (prefer small or large meal)
- Help your homestay family by setting the table, doing the dishes etc.
- Tell your family if you find New Zealand food difficult to eat. They can help you buy some additional food items to add to your meals.
- All food and drink should be eaten at the kitchen table. No food/drinks should be consumed in bedrooms.
- The homestay family will cook food they normally eat and are not required to cook special meals (unless arranged prior)
- If there is any food/drink you wish to eat/drink that your host family does not provide, then you should purchase it yourself. Ask your host family for the location of the nearest supermarket/Asian grocery store, or you can accompany them on their next shopping trip.
- Do not bring cell phones or any devices to the table during mealtimes.
- Do not start eating your food at the table until everyone has got their food and are ready to start eating.
 When you finish eating your meal, put your knife and fork together to indicate that you have finished. You should wait until others have finished or the host family says that you can leave the table.

Weekday Lunches

Please remember that weekday (Monday to Friday) lunches are not included in your homestay fee if you booked "Half Board". You can ask the NZLC Accommodation Department to check whether you have requested half board or full board. You are welcome to purchase your own lunch which you can heat in the microwaves at NZLC. Host families may allow students to use their kitchen to make simple lunches such as sandwiches. If you wish to use the homestay kitchen to prepare lunch, please seek prior approval of the family and remember to clean up afterwards.

Eating out or staying overnight

It is important to tell your homestay family any of the following:

- **You are going to be home late for dinner** – please text or phone your host family as least 2 hours before to let them know.
- You are eating out and/or staying overnight.
- You are spending the night at a friend's house; provide the address and telephone number.
- You are planning to go on a trip; note that no discount on homestay fee is provided.
- **Students under 18 years old must have written consent from NZLC to stay out late.**

Laundry (washing your clothes)

- Your host family will probably do your laundry together with theirs
- Check with your host family if you prefer to do your laundry by yourself and ask how to do it.
- It is common to wash clothes once or twice a week, not daily.
- Make sure to place your dirty laundry in the correct place.
- During wintertime in New Zealand, clothes take a long time to dry. Only undergarments and T-shirts should be washed frequently.
- **Please ask your host family where to hang your wet clothes.** Do not hang your wet laundry in your bedroom or wardrobe

Using the bathroom and shower

- Most New Zealand houses have one small Hot Water Cylinder for storing hot water. Excessive usage of hot water can result in hot water running out quickly.
- Take a quick shower for maximum 5 -10 minutes. Taking a bath is usually not permitted. Check with your host family for the best time to take a shower.

- When using the toilet please sit on the toilet, do not stand or squat on it. Toilet paper goes into the toilet, not in the bin, but no other objects other than paper should go down the toilet. Put the toilet seat down after use.
- Bring your own toiletries (soap, shampoo, and conditioner). The host family is not expected to provide these items.

Check-out time

The check-out time is 11 a.m. If you need to stay longer at the homestay, please speak with your host to discuss the possibility of vacating the room and staying in other parts of the house for a few hours. If you need to stay in the homestay home past 5:30 p.m., an additional homestay fee will be charged for the day.

Please note that only breakfast is included on your check-out day.

Keeping safe!

- Heaters, power points, lights and electric blankets need to be turned off when you leave the house.
- Check with your host family if it is OK to leave heaters on at night in your bedroom.
- NZ's electricity is 240 volts so check carefully before plugging in any appliances you have brought from your country.
- Remember to close any windows, lock up the house and turn on the alarm (if applicable) when you leave the home. If you are given keys or an alarm code, keep them safe and do not share them with anyone.
- Talk with your family about an Emergency Plan and what happens in the case of evacuation, earthquakes, tsunami, floods etc.
- 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
- Give your phone number to your host family when you arrive so that they can call you in an emergency. If you don't have a mobile phone, you can buy a cheap one while you are in New Zealand.

Important:

If you have any questions or concerns, or feel uncomfortable talking to your host family about something, please talk to NZLC Accommodation Department or call the after-hours number on 021 180 6300

NZLC Contact Phone Numbers

NZLC Auckland school phone: 09 303 1962

If you need to contact the school during school hours or speak to the Homestay Department, please call reception. School hours are Monday – Friday 8.30am – 5.30pm.

NZLC After-hours contact for urgent matters:

- **Airport transfers:** +64 27 676 8703 for flight delays and cancellations
- **NZLC After hours contacts:** +64 21 180 6300
- **NZLC WhatsApp number link:** <https://wa.me/+64211806300>
- **NZLC WhatsApp number QR code:**



- Read this Handbook in your language!

1- Use this QR code to go to NZLC Website and translate the “Homestay Handbook for Students”.



2- Translate the page by clicking on the “Translate” button and selecting the flag of the country where your language originated. For example, if you are from Brazil, you need to select the Portuguese flag for translation.

