

STUDENT GUIDE TO THE HOUSE RULES

Including Under 18 and Short Term Groups

Welcome to America! We hope you enjoy your stay. Below are guidelines, which will help to create a happy home for everyone.

Telephone numbers **SRS Concierge 24 hour = 855 385 0911**
Police/Fire/Ambulance Emergency: 911

Write these details down and keep them on you in case of an Emergency

Host Name:

Address:

Home Phone:

Mobile:

Email:

CONTACTING YOU IN AMERICA:

- Between you and your family - please use your cell phone.
- Between you and SRS Concierge/Host: Please be sure your email address is current and update your cell phone number as soon you have set it up.

HEALTH ISSUES

- If you are feeling unwell, tell your host, they will advise you where the nearest medical center is.
- You may have to pay to see the Doctor, however your insurance may cover some medical costs. Dental and Optical are usually not covered under health insurance.
- Under age 18's are required to have insurance coverage.

PRIVACY

It is important when you are sharing a home to respect each other's private time and areas.

- When in your room, toilet and bathroom remember to keep the door closed and if there is a lock please use it.
- Knock Knock! On doors, especially any private use areas (bedrooms and bathrooms) before entering.





SHOES INSIDE THE HOUSE

- Ask your host if shoes can be worn in the house.
- Please do not wear high-heel shoes on polished floor boards.
- Try to avoid wearing shoes on the carpet.



HOUSE KEY

Your host will provide you with your own house key when you arrive. If you lose the key you may be charged for the cost of a replacement key. The key is to be returned to your host before you move out. When leaving the house daily, please ensure that you:

- Turn off lights, fans, heating, laptops etc at the wall or power board switch in your room
- Lock the outside door and close any open windows
- Other _____



YOUR ROOM

- In America, we sleep in a bed, between the sheets, with blankets on top.
- Ask your host about changing bed sheets and towels.

We ask you to please;

- Keep your room clean and tidy.
- Do not cook or keep food in your room.
- Do not leave any wet clothing or towels in your room.
- Do not stick anything to the walls. If you wish to hang anything, see your host.
- Ask your homestay family if you need extra blankets if you are cold or a fan if you are hot.



NOISE

- Your host won't mind you playing music or chatting with your friends via mobile or internet but please try to do this before 10:30pm at night.
- If you need to call your family after this time due to time zone differences, please check if this is ok with your host first.
- Always try to keep the noise level at a point where it doesn't upset other family members or their sleep.



INTERNET

- Ask your host how this works in their home. The internet is NOT for downloading music, TV shows, movies or playing games, this may exceed the limit. The internet is there for study purposes. The hosts have the right to turn it off at night and back on the next morning at a time which suits them. You are always welcome to purchase your own data to utilize for this type of viewing.



TOILET

- Never squat or stand on the toilet seat.
- Never flush anything down the toilet except for toilet paper.
- Don't use too much toilet paper as it may block or cause the toilet to overflow.
- Always wash your hands with soap after using the toilet.
- After use - please wipe down any spills on the toilet.

WOMEN/GIRLS

- All sanitary items such as tampons and pads should never be flushed down the toilet.
- At home, there will be a bin in the toilet or bathroom area or you may need to ask your host mother where to dispose of sanitary items.
- If you are still unsure, wrap the sanitary item in toilet paper and put in a plastic bag and then put it in the garbage bin outside.

MEALS

Students have different meal options with their homestay. Your host or SRS Concierge can show you which meal option you have chosen (check your invoice or placement report). If you have chosen to have meals, here is some information below:

- Breakfast, let your host know what you want and you can help yourself – for example - cereal, toast, sandwich, fruit juice, tea or coffee. Americans normally have a cold breakfast.
- Lunch - typically is again cold food such as sandwiches, salads, fruit, granola bars, but can be noodles or a hot meal. 'Leftovers' is food cooked the night before and put into containers in the fridge that you can then heat up again at your Education Provider.
- Dinner can be hot or cold. Discuss with your host what food you don't like so that this can be considered when they make their family meal. It is normally served early in the evening in America, find out from your host what time. It is polite to let your hosts know by 3.00pm if you will not be home for dinner or will be late so that food is not wasted.

When you use the kitchen please make sure that you leave the kitchen clean and tidy. Under 18's are not allowed to cook on their own and must ask permission before using the kitchen, this is not allowed in all homestays.

WATER USAGE – WATER RESTRICTIONS

- In America water is expensive and its use is restricted.
- Please help us save water by keeping showers to a 5-minute limit and turning off the water when you brush your teeth.
- Please do not waste water. Ask your host family about other ways to save water.

PERSONAL HYGIENE

- Remember that America can have very warm weather; students should maintain good personal hygiene by putting on deodorant each morning before dressing.





BATHROOM

- Please only bathe in the bath or shower cubicle so water does not splash onto the bathroom floor.
- When using the bathroom, close the door. There may be a privacy lock on the door, please use it.
- There is usually a bath mat on the floor, stand on the mat when you get out of the shower so you do not slip.
- Hang your towel up to dry after you use it. Check with your host family where you should hang your wet towel.
- Have a toiletry bag with your own shampoo, soap, tissues etc.
- Leave any wet items in the bathroom or hang out to dry - please do not leave them in your room.
- If you make a mess, please clean it up.
- Please complete all shower activities by 10pm, if for some reason, you need to shower later please chat with your host.



LIGHTS, FANS AND HEATING

- Please make sure you turn off all lights when you go to sleep (ask your host for a small wall light if needed).
- Please turn off fans and heating in your bedroom when you are not home.



LAUNDRY

Ask your host family about clothes washing. Your host family may want you to:

- Do your own washing - your host will instruct you on how to put the clothes in the machine and they will add the detergent and operate the machine for you. Once the washing is done they will ask you to hang it on the put it in the dryer. Full loads only please. Only perform 2 washes per week due to water restrictions.
- Some host may ask you to put your laundry items in a basket provided and your host will wash them for you.
- Ask your host if you would like to hang your underwear to dry in a private place.
- Your host will advise you what day you need to change the sheets on your bed. Also when to change your towels.



CLEANING

Is part of family life and you can be asked to help with:

- Help with tidying up after meals including washing or drying dishes.
- Keep your own room clean and tidy and make your bed.
- Keep your bathroom clean and tidy - do not leave wet towels and clothes on the floor.
- If you make a mess anywhere in the home please clean it up, if unsure what to use, chat to your host they will help.



BROKEN OR DAMAGED SOMETHING IN THE HOUSE?

- Don't worry, accidents can happen sometimes.
- Please let your host know if something has been broken or damaged.
- Give SRS Concierge a call or email if you have any questions.



SMOKING (not permitted for students under the age of 18 years old)

Do not smoke in the house –

- If you are over 18 and your hosts allows smoking at the house, you can only smoke outside and use the container provided for the butts.
- You cannot smoke inside the hosts home. Please ask if you have any problems or questions.



FRIENDS

- If you wish to have friends visit you at your homestay, please ask your host for permission before you invite your friends over.
- It may not be permitted to have friends visit or sleep over night.



GOING OUT

- If you are under 18, prior to going out at night you must advise your host where you are going and when you will be home. You need to be home by the curfew set by your Education Provider and Local Curfew Laws.
- Guests under 18 must follow the SRS Concierge Travel Policy.
- Guests under 18 years of age are not permitted to stay away from the homestay overnight without written permission from SRS Concierge.
- If you go out with friends at night or on weekends you must find your own way home either by public transport or taxi. Travel with friends especially at night!



PUBLIC TRANSPORTATION

- Download the local transport app on your phone and computer to work out the best and quickest route to travel.
- Ask your host and Education Provider about a transport card as this is cheaper than buying a paper ticket when using public transport. Most transportation systems now require an app to be downloaded to your phone in which you can purchase tickets. You must carry your valid student ID card to receive a concession or you may be fined a fee by the Transport department inspector.



INTENDING TO LEAVE HOMESTAY?

You are **required to give SRS Concierge and your Host family two weeks' notice** in writing. Send SRS Concierge a message through the system or email your local office if you wish to give notice.

You are not permitted to enter into a private arrangement with your host.



PAYMENTS FOR YOUR STAY:

- Homestay invoices are sent to you via email and can be viewed in the SRS Concierge system.
- If you have forgotten your login details, please reset your password via thislink: https://app.studentroomstay.com/users/forgot_password

Payment Reference - Please use your GUEST ID as your payment reference so that SRS Concierge can match your payment to your invoice.