

IELA-DUBLIN HOST FAMILY GUIDELINES, INCLUDING TERMS & CONDITIONS

IELA-Dublin host family accommodation is **not the same as staying in a guest house or in a hotel**, it is a stay with a friendly, welcoming family where students are treated as members of the family and have the opportunity to speak English and interact with an Irish Family. Students should be encouraged to join in family life as much as possible and **behave with respect and courtesy to the host family at all times. Junior students should always respect the authority of the adults in the household.** Students are placed in families from our selected panel of host families and these families reflect the diversity in Ireland with a range of different ethnic backgrounds which includes families, single people, young and old, with and without children.

Host families will have house rules which they will tell students at the beginning of their immersion programme, these rules will include information on the use of the kitchen, bathroom, laundry, WI-FI etc. Student emergency cards (these have the name/address/phone number for host family and also contact numbers for IELA-Dublin) and **must be kept in student's wallet at all times**

[It is the IELA-Dublin policy that:](#)

Meals

Meals are provided by the host family in accordance with normal family life and household routine and should be varied and nutritious. Potatoes do feature regularly in Irish meals.

Breakfast normally consists of cereal, toast, fruit or yogurt and juice, lunch (a packed lunch for camp and excursion days) should be varied and normally consist of wraps/sandwiches/soup, a drink, a piece of fruit and a snack (please ask the student what is their preference for sandwich fillers). Dinner will be the normal family evening meal. Students should eat with the family.

We advise students to inform their host families if there are any foods they cannot eat, but in general students are expected to fit into the normal household routine.

Tidiness & Manners

Please remember that students are living with the host family as part of the household and therefore should keep their bedroom clean and help the family clear up after dinner etc.

Families should provide towels, and change bed linen once a week and will also do a students' laundry once a week. **In Ireland, it is customary to say PLEASE and THANK YOU, when asking for or receiving things, and families may be offended if you don't use these polite terms.**

Use of the Bathroom / Kitchen, TV, Wi-Fi etc.

- Students should have access to have one shower a day in the host family, but should be careful of the time they spend in the bathroom and the amount of hot water they use as homes are often busy and students should be aware of other peoples' needs. It is also normal to clean the bath/shower/wash basin after each use and hang up towels etc.
- All personal toiletries must be supplied by the student i.e. Shampoo, conditioner, toothpaste etc.
- Students should not take food from kitchen presses without permission. Should students require extra snacks they must purchase (sweets, crisps) from the local supermarket.
- Students should respect the use of communal areas including the living room, TV room and must not take over any space that is normally shared by other members of the family.
- Should a student damage or break any item, their parents will be asked to compensate the family where appropriate, (in certain instances household insurance may cover some of the cost).
- IELA-DUBLIN takes no responsibility for any such damage.

Smoking/Alcohol

- Smoking is **not allowed** in the family home
- Students **under 18 years of age** or those attending school / summer programmes are not allowed to consume alcohol, **whether it is inside the home or outside the home and should not enter pubs**. This is regardless of what is permitted in their own homes or home countries. **Such use of alcohol or drugs will result in immediate expulsion from the programme and no refund of fees.**

Going to School/Coming Home

- Host families & IELA-Dublin always accompany students to school on their first day and their host family will assist with orientation of the area. Families are not obliged to drive students to school or collect them after school, unless an alternative arrangement has been made with IELA-Dublin.
- Students need to fit into the family routine which will continue during their stay. In some families parents work and will not be home before 5pm, students should check this with the family.

Home Supervision

If a family, for any reason, will not be at home with the students in the evening or be away for the night, IELA-Dublin must be informed and the family should arrange for a responsible adult minder for the student. Under no circumstances should a student be left to look after themselves, regardless of the freedoms they have in their own country. This is in order to protect the student, the family and the family home.

Students attending a youth programme/under 18 years of age, should **NEVER** stay out overnight unless IELA-Dublin receives written notification with parental permission in advance. Students over the age of 18, staying out overnight must inform their host family in advance and must be contactable at all times.

House Key

It is up to the discretion of the host family whether they give students a key to their home.

Free Time

- Students have free time most evenings, when they are not taking part in extra-curricular school activities or IELA-Dublin activities. We advise host parents of students of 18 years and under, that upon arrival, to set their own limitations and not allow students to leave the local area during this time. **Students are not permitted to go to the city centre at night, or attend discos/other such events unless by special arrangement with IELA and their parents' written permission to info@iela-dublin.com**
- During their free time (evenings/Sundays) host parents should note that students need to be given limitations/rules/curfew etc. by the them to ensure their own safety and students must inform host families where they will be at all times.
- If a student is going to miss an evening meal, they should inform the family in advance. Permission for such absences is at the host parents' discretion.
- Sunday is a day where students can choose to spend the day with their host family or with friends or attend an activity. **IELA-DUBLIN** would ask host families to include students in family activities on a Sunday and not to leave the student alone at home.

Curfew

- All students attending an **IELA-Dublin** Programmes **must** abide by curfew times: This means students should not return home later than the times stated below. Host families are requested to contact the Emergency contact number in the event of a student not returning home.
12- 14yrs – 21.00 15-16yrs – 22.00 17-18yrs 23.00
- It is the host family's responsibility to ensure that students are home and safe by curfew. If a student is not home, the host family must inform an **IELA-Dublin** co-ordinator by using the **OUT OF HOURS contact number +353858129215**
- Students who disobey this curfew rule may be expelled.
- Students attending an **IELA-Dublin** adult immersion programme should inform the host family of any late night home arrivals/overnight absences (over 18's/adult students only)

Social Media

- **IELA-Dublin** reserves the right to expel any student found abusing or insulting any other **IELA-Dublin** student, or homestay accommodation, on any form of social media.

Medical Emergencies

- Host families should deal with any emergencies in the same way they would with a member of their own family. This may require phoning the police/ambulance or doctor. IELA-Dublin co-ordinator is available each day from 8.30 – 19.30 and should be informed immediately +353876788039/+353863949271. Out of hours contact number: +353858129215
- Each student will have their details along with their medical history registered with our local General Practitioner.
- IELA-Dublin should be informed of any such emergencies.
- European Students should have a **European Health Insurance card** (EHIC) with them and this will cover both hospital and private practice visits and some prescriptions.
- Students from outside the EU should arrange private medical insurance for the duration of their stay.
- All medical costs and associated costs should be covered by the student where insurance does not cover costs. Students should have sufficient funds to cover necessary visits to doctors/dentists etc.

Problems with Host family Stays

While it is unlikely that you have any problems during a home stay, here are some recommendations in the event of a problem:

- ✓ First of all talk and discuss any problem and try to find a solution between student and host family
- ✓ If the problem continues or you feel you cannot deal with the situation call IELA-Dublin family Co-ordinator, Nicky who can visit and offer a helpful solution.
- ✓ It is important to look at any problem from both perspectives in order to find a solution.
- ✓ In the event that either the Host family or the Student is unhappy with the arrangement, IELA-Dublin will, where possible and appropriate place the student in alternative accommodation.

School:

- ✓ If at student does not attend school for any reason, e.g. illness they must contact Emer or Nicky immediately.
- ✓ Students cannot decide they do not want to attend school unless they are ill.
- ✓ Free Classes do not mean you do not attend school. Students are required to attend morning registration as instructed. The school calendar has the full listing for the academic year and is available on the school website.

- ✓ Students cannot leave school unless the school & IELA-Dublin is notified and receive prior notification.
- ✓ If a student leave their school without permission IELA-Dublin is not responsible

Please note:

At **IELA-Dublin** we organise a homestay service to facilitate students wishing to study under our programmes. We have policies in place to ensure that host family homes are of a high quality standard and we receive feedback from students and host families on an immersion homestay. This feedback along with regular inspections by our host family coordinator allows us recommend families to students. **IELA-Dublin** accepts no responsibility for any incidences occurring during the home stay programme for damage or loss incurred etc.

We at **IELA-Dublin** hope students and host families have an enjoyable experience and we are on hand to assist.

Please note that we cannot supervise every student 24-hours a day, so there will be times when your son or daughter has free time. However, we try as far as possible to ensure that someone in authority knows where they are at all times and that they have clear guidance as to what they may and may not do.

IELA-DUBLIN EMERGENCY CONTACT NUMBER
(ECO – Emergency Calls Only) +353858129215

Nicky and Emer are available during office hours.

Outside of these hours please see emergency contact number.

IELA-DUBLIN OFFICE HOURS: 8.30 – 19.00

NICKY RUDD +353863949271

EMER CURRAN +353876788039

TERMS & CONDITIONS

Medical Insurance Ireland:

Medical Insurance can be arranged through **IELA-Dublin**, please contact us in advance to arrange same. We advise all clients to take out full medical insurance prior to their arrival.

IELA-Dublin cannot be held responsible for medical costs incurred if a student does not specifically request medical insurance cover. Citizens of the European Union countries should bring the EHIC card with them.

IELA-Dublin will also forward all medical and consent to travel forms in advance of arrival for completion by parents/guardians.

Phone Calls

Students can only make emergency phone calls from the host family telephone under supervision. Agents will be responsible for recouping costs of calls made without permission.

Accommodation

It is important that Clients make special requests (i.e. no pets, vegetarian, etc.) on their initial booking. It is too late to make these requests after students have been placed. Where a number of special requests are made for one student, IELA-Dublin reserve the right to fulfil what we feel to be the most important request. Agents should advise IELA-Dublin of any special dietary needs, such as lactose intolerance, gluten intolerance, coeliac or vegan. There will be an extra charge for students requesting a special diet of approximately €30p/w.

Smoking: Smoking is not permitted in any public buildings in Ireland (schools etc.). It is not acceptable to smoke in a host family home.

Cancellation & cancellation fees

All cancellations must be notified in writing.

1. Notice provided of up to 14 days prior to arrival date – cancellation fee of deposit paid.
2. Notice provided of less than 14 days prior to arrival – no refund given.

Individual Bookings

1. Accommodation Fees - notice provided of 2 weeks - full refund given.

2. Tuition and other fees:-

- 2.1 Notice provided of up to 14 days prior of the arrival date - cancellation fee of €250
- 2.2 Notice provided of less than 14 days prior to arrival - no refund given.

Where a visa has been refused, IELA-Dublin will refund fees to the Agent on receipt of evidence of the visa refusal plus the refusal number.

All fees which have been paid will be refunded, less the deposit paid. Where refunds are made by bank transfer, the bank charges will also be deducted from the balance. If the intended commencement date of an English Language Programme is delayed because of visa problems, IELA-Dublin will not adjust your tuition or accommodation end date and no refund will be made.

Curtailement: There is no refund of fees for curtailment of a course after commencement. These terms also apply to students who are part of a group. The cancellation fees will be waived if there is a replacement student.

Independent course selection arrangements: If, for any reason, students make their own arrangements for further study in Ireland the contract between IELA-Dublin and the student will be considered broken and no refund will be made.

Expulsion - No refund.

IELA-Dublin reserves the right to terminate the contract in the following circumstances:

- The unruly behaviour of a student.
- Vandalism by a student.
- Where a student takes illegal drugs.
- Where a student consumes alcohol under 18 years.
- The committing of a criminal offence on the part of a student.
- In circumstances where the accommodation and facilities offered by **IELA-Dublin** are unsuitable to the special needs of a student.
- In circumstances where the behaviour and conduct of a student is such as to adversely affect the proper administration of the School.
- Where a medical condition needing special medicine and care is not advised on the Registration Form or when the booking is made.

Insurance

Students are not insured by the School, or by the host family, against illness, theft or loss of personal effects. Therefore the school accepts no responsibility in the event of such occurrence.

Personal insurance cover is **highly recommended**. Insurance should cover the loss of personal possessions such as laptops, cameras, and mobile phones as well as the loss of tuition fees if a student decides to cancel their course or return home early. **IELA-Dublin** does not assume any liability for loss, delay or accident of any kind whatsoever which may occur due to the fault or negligence of any company, hotel proprietor, campus, hostel or any other persons carrying out ancillary

General Conditions

- IELA-Dublin does not accept responsibility for costs incurred due to flight delays, (i.e. accommodation etc.)
- IELA-Dublin does not take responsibility for any loss or theft of belongings.
- Students are expected to have appropriate medical and baggage insurance.
- There is no refund of fees for days missed during the course, or for late arrival or early departure, or for public holidays.
- IELA-Dublin reserves the right to cancel all arrangements and bookings without prior notice if our payment conditions are not met.

All operators working with **IELA-Dublin** will be deemed to have agreed to these conditions without variation once they have made a booking.

Facebook and Social Media

IELA-Dublin reserves the right to expel any student found abusing or insulting any other **IELA-Dublin** student, or homestay accommodation, on any form of social media.

Legal Notice

IELA-Dublin reserve the right to alter and amend information contained in this information leaflet without notice. We reserve the right not to accept applications.

Supplements: **IELA-Dublin** reserves the right, if necessary, to add a supplement for airport transfers and tours to all students and groups.

A €30 REGISTRATION FEE APPLIES TO ALL SUMMER STUDENTS

All prices are valid until 31st December 2019