



## RULES FOR LODGING IN A HOST FAMILY

Welcome to your French family ! Your host family is delighted to welcome you and hopes that you will enjoy a fulfilling stay. You will find numerous differences compared to your home country. This is part of the experience awaiting you in France. Your hosts will do everything they can to ensure you a pleasant stay. With this in mind, please see below some basic rules which need to be followed. Naturally, please feel free to contact us whenever you require our help !

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**ALCOHOL & DRUGS** The use of drugs or alcohol is forbidden in the families and will result in the immediate discharge of the student. In this case, no refund will be made. According to the seriousness of the infraction, SFF reserves the right to expel, without reimbursement, any student violating the rules.

**ARRIVAL** Please note that arrival time in the families are between 6 pm and 8 pm. It is essential that you let the family know your time of arrival at least one week before the start of the stay. If the family is not informed of your arrival details you take the risk to have to wait or even spend the night in a hotel.

**BATHROOM** In most cases, it is shared. It is important that you avoid spending too much time in the bathroom and that you leave it clean after use (pay attention to hair, which can often clog up washbasins and showers). Feel free to use the cleaning products made available by the family. Please pay attention to your water consumption. If you would like to take a bath, please ask before because water is very expensive in France. It is recommended that you limit the length of showers to 3 to 5 minutes. Please clean after each shower. Soap and shampoo are not provided by the family.

**BEDROOM** Your bedroom will include the following as a minimum: bed, bedside table, desk, chair and storage areas. Please take care of your bedroom, keeping it clean and tidy. You will be informed which day of the week your bedroom will be cleaned. On that particular day, please tidy your bedroom; otherwise the housework may not be done correctly. You should air your bedroom each day. For hygiene reasons, please do not store any food in your bedroom. Take a particular care of the belongings of the family (mattress, stains on furniture and floor etc...)

**CONTRACT** You have signed a contract for a determined length, and every started stay is due. It is not allowed to take direct arrangements with a host family depending of Sejours France Famille under penalty of law. Any kind of financial matter is to be treated with Sejours France Famille.

**BREACH OF CONTRACT 1** : Both parties (the family and the student) remain free to break their commitment at any time for serious reasons respecting one month delay. If the student wishes so, Séjours France Famille agrees to provide him with a new host family as far as possible. If the delay or conditions are not respected, one month will be charged to the student.

**BREACH OF CONTRACT 2** : Séjours France Famille has the right to ask a student to leave the host family in case of non respect of the house rules or serious behaviour problems. In this case there will be no possible refund.

**BREACH OF CONTRACT 3** ; The room is hired for a period determined in advance (week, month, semester) that cannot be broken except in the event of force majeure (natural disaster, major political events). Apart from this clause, every stay started is due. In this special case of force majeure, the refund will only be taken into account if the student has informed Séjours France Famille before departure. If this procedure is not respected, there will be no refund.



**COMMUNICATION** Please do not use the telephone during family meals in order to be attentive during conversations. Therefore we strongly recommend to leave your mobile phone into your room during at meal times.

**DEPARTURE** on the day of your departure, please leave your room tidy and with the drawers and cupboards empty. Make sure that you have not forgotten anything under the bed or behind furniture. Very important : do not forget to give back the keys to your host family ☐

**ELECTRICITY** electricity is quite expensive in France so please do not forget to turn off the lights when you go out of a room and to switch off the radiators when airing. Please do not leave the lights on during the night.

**EXTENSION OF STAY** Please inform Séjours France Famille at least three weeks in advance if you wish to extend your stay.

**HELP** Do not hesitate to request help and advice from your host family. It is always easier to communicate with them directly in order to solve a problem, especially one of a material nature (noise, a tap which doesn't work properly, a creaking door, a mattress which isn't comfortable, the content of meals, etc.). If the problem continues, please contact the accommodation office.

**FRIENDS** You are not allowed to invite your friends or family over to sleep. If you wish to have visits during the day, you will need to obtain prior authorization from the host family. The family is free to accept or deny.

**INSURANCE:** All students must imperatively have an insurance (for health and civil liability) and must be in a position to provide written proof of their insurance. Séjours France Famille and the hosting-family cannot be held responsible for any loss, damages, or theft concerning the student.

**KEYS** : A set of keys will be given to you for the length of your stay. You are entirely responsible for this set of keys and for any access passes (please read the LOSS/BREAKAGE clause below).

**KITCHEN:** There is no access to the kitchen during the day. You can usually use the family kitchen between 6:30 PM and 8:30 PM. The family will provide you with a specific place to store your groceries (in the refrigerator and on shelves, etc.). You may not carry out any real "cooking" as such, but you may heat up a meal. Please leave the kitchen in the state in which you found it, and take good care of the kitchen utensils and household appliances.

**LINEN:** The bed linen and bathroom towels are supplied by the family. Most of the families agree to do your washing once a week. Use of the washing machine will be subject to the family rules. Regarding the formula "Room Only" the host-family is justified in asking to the student to go to a Lavomatic to wash his own linen.

**LOSS/BREAKAGE/DAMAGE** You are responsible for any possible damage caused in the apartment (loss, breakage, or deterioration). The refund costs will be at your charge. For this reason, it is compulsory that you take out an insurance policy. Please note that the loss of keys can be very expensive since in most cases the lock has to be changed.



**MEALS** In France the evening meal is usually an important family moment. Your hosts will tell you at what time dinner is served. It is capital to inform the family if you will be absent or late for a meal.

**Breakfast:** This meal is not “served” as would be the case in a hotel, but is taken informally with or without the family according to everyone’s schedule. You will be offered a complete “French style” breakfast (bread, butter, jam, hot drink and fruit juice) Time : usually between 7am to 9 am.

**Dinner:** You will be served a complete meal including a starter, a main course, cheese and/or dessert. These meals will be varied and adapted to any particular health requirements you may have. Every meal not taken will not be reimbursed.

**NIGHT-TIME** If you decide not to return to the host family's home to sleep, please inform your host family early enough.

**NOISE** Please try to be as discreet as possible when coming back in the evening.

**PHOTOS** : it is strictly forbidden to take and communicate on the social networks (Facebook, Twitter..;) photos of the apartment without the authorisation of the family.. In France, privacy is protected by law.

**SAFETY & SECURITY** If you are returning late in the evening, we recommend that you take a taxi. Do not carry too much money with you, and whenever possible leave your passport at the host family's home, and take photocopies of your identity papers with you.

**SKYPE** please be as discreet as possible if you use Skype in the evenings.

**TELEPHONE/INTERNET** We recommend that you purchase a french card for your mobile phone as soon as you arrive in France. Unless emergency you do not have access to the family's telephone. Don't forget to record the host family's number in your mobile phone, and give them your own. Please do not use your phone when you have meals with your host-family.

**Wi-Fi** : All families have an Internet access.

**WALLS** please do not attach or tape anything on the walls in order to avoid holes or marks.

**We wish you a very pleasant stay in your host family !**