



HOST FAMILY HANDBOOK

Language Travel





DEAR HOST FAMILY

Welcome to EF Language Travel! We are pleased that you have chosen to host an international student with EF. By participating in an EF Language Travel program, you have opened the door to an enriching, international friendship that will benefit your family for years to come.

If this is the first time you have hosted a student, there are probably many questions on your mind: How can we make our student comfortable? What preparations should we make for our student's arrival? Will we be able to communicate with each other? What household rules should we set?

For this reason and many others, the Host Family Handbook has been designed to provide you with practical information and advice. This handbook reflects the insights and experiences of our host families, students and staff.

On behalf of EF Language Travel and the students who travel with us, we welcome you to the EF global family and wish you and your family a warm and memorable experience.

Sincerely,
The Staff of EF Language Travel

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WHAT IS EF?

EF stands for Education First. EF was founded in Sweden in 1965 to bridge cultural gaps and break down barriers of language and geography by promoting educational travel, intercultural exchange and language learning. EF began by taking Swedish high school students to the South Coast of England to learn English.

Almost 50 years later, EF is a multinational group consisting of 14 products. EF has offices in over 50 countries and has provided educational service to over 3.5 million people.

EDUCATIONAL TRAVEL

EF Educational Tours allows educators to bring their students to destinations around the world on escorted tours.

EF College Study Tours allows professors and faculty members to lead their students on short-term study abroad tours, putting course work into a global context.

EF Explore America gives North American educators the opportunity to show the diverse landscapes, culture and history of the United States to their students.

EF Go Ahead Tours offers more than 100 international tours to adults of all ages. Dedicated to providing authentic cultural experiences across all seven continents, Go Ahead's broad range of customizable trips and excursions includes something for every traveler, from Food and Wine Tours and Photography Expeditions to Eco Tours and Golf Vacations.

LANGUAGE PROGRAMS

EF Language Travel (North American Division: Educational Homestay Programs-EHP) allows students ages 10 to 17 the opportunity to travel abroad in chaperoned groups, live with a local host family or in a residence hall and improve their language skills.

EF International Language Centers offers intensive language instruction abroad in seven languages, including English, Spanish, French, German, Italian, Japanese, and Chinese. Courses run 2 to 52 weeks for students of all levels, ages 16 and older, and are instructed by qualified native speakers.

EF Academic Year Abroad offers young adults nine months of language and culture studies abroad.

EF Local English Centers allows students of any age (including Kids, Teens and Adults) to learn English in their home countries. Franchised schools operate in Asia, Europe, South America, North Africa, the Middle East and Russia.

EF Corporate Language Learning provides intensive language training in English, French, German, Spanish, or Italian for business professionals and executives.

CULTURAL EXCHANGE PROGRAMS

Cultural Care Au Pair offers young individuals, ages 18-26, the unique opportunity to live and study abroad in exchange for providing childcare for American families.

EF High School Year/EF Foundation for Foreign Study offers teenagers the opportunity to travel to another country, live as family members in a host family and enroll in a local high school.

ACADEMIC AND DEGREE PROGRAMS

The Hult International Business School opened its doors in 2003 to students from around the world. Named after EF's founder, Bertil Hult, the school offers a unique one-year MBA program designed to minimize interruption to a busy career. Our campuses are now in Boston, Dubai, London, San Francisco and Shanghai.

Online Language Training Englishtown.com is the world's largest online English language school. Lessons for all levels of English are offered 24 hours a day, seven days a week.

EF Language Travel (LT) is an organization which encourages international understanding through cultural exchange. Started in 1979, EF LT North America today brings student groups from over 15 countries to the United States and Canada for language study programs lasting between two and eight weeks. To date, more than 100,000 students have participated in our homestay programs. Our program provides the unique experience of living with a host family while participating in structured English language and cultural courses. Students are taught by qualified instructors, using EF's own curriculum and textbooks. Daily lessons improve language comprehension and vocabulary, while building confidence in pronunciation and conversation. Students also participate in special academic field trips, group discussions and organized afternoon activities.

EF LANGUAGE TRAVEL OPERATES TWO PROGRAMS

The General Course: students come in a mono-national group and remain in that mono-national group for the lessons and activities. Students can be hosted with students of the same nationality, unless they request to be placed as the only guest speaking that language.

The International Course: this program brings students from many countries at the same time. Students are mixed for their lessons, activities and at their host families. We try to make sure the students are the only one speaking their language in the host family, unless they requested to stay with a friend.

PARTICIPATING COUNTRIES INCLUDE:

Austria	Mexico
China	Norway
Denmark	Russia
Finland	Spain
France	Sweden
Germany	Taiwan
Hong Kong	Vietnam
Indonesia	South Korea
Italy	

THE STAFF OF EF LANGUAGE TRAVEL

Host Family Program Manager

A Host Family Program Manager will strategize, develop, network, brand, and publicize LT in local communities, recruit and interview potential host families. The Host Family Program Manager works all year round, from their home office. The Host Family Program Manager is your point of contact prior to and during the program.

Center Manager

The Center Manager supervises and coordinates the program while the students are in town. They guide and support the Activity Leaders (US staff) and the Course Leaders (foreign staff). You should always feel free to contact your Center Manager with any questions or concerns during the program.

Activity Leader

The Activity Leader is a summer position and an important part of the local staff team. The Activity Leader is in charge of leading activities and supervising the students during the program. The Activity Leader has joint responsibilities with the Course Leader for the students' security, discipline and well-being.

Local ESL Teacher

The Local ESL Teacher oversees the academic aspects of the program. They facilitate the EF curriculum in the classroom. Through innovative teaching techniques, guest speakers and field trips, the Local ESL Teacher's goal is to improve students' English conversation skills. Local ESL Teachers may play a larger role in the program by chaperoning excursions.

Course Leader

The Course Leader accompanies the students from their native country, and speaks both English and the native language. Hired by their local EF office, Course Leaders are primarily responsible for the safety of the students traveling to and from the course town, and for helping students adjust to their new host families. For some of the LT Groups, the Course Leader will share teaching responsibilities with the Local ESL Teacher. The Course Leader is responsible for student welfare & discipline.

Operations Manager

The Operations Managers supervise several destinations and draw on their extensive experience to provide necessary guidance.

The North American Headquarters Staff

The main office of EF Language Travel is located in Cambridge, MA. The full-time staff works with the extensive network of field staff, assisting with flight arrangements, student insurance and other details that make the programs run smoothly.

HOST FAMILY EXPECTATIONS AND RESPONSIBILITIES

As a host family, you may have certain expectations for your homestay student. In order to benefit the most from your hosting experience, it is important to remember to be open-minded and to always expect the unexpected.

You might expect your student to fit in with your family and lifestyle right away. Your student may be accustomed to different ways of interacting with family members and may be used to different daily routines. He or she should be included in as many family activities as possible to facilitate the process.

You might expect that your student will have no problems communicating and expressing him/herself. Even students with an excellent grasp of the English language can have difficulty expressing their thoughts and feelings precisely. Most learn textbook versions of English and are unaccustomed to colloquialisms, rapid speech and dialects. Make sure your student understands what you are saying. Students tend to say 'yes' to everything without fully understanding.

You might expect that your student will get along easily with your children. Remember that relationships take time to develop.

Every relationship has its ups and downs, especially when teenagers are involved! Don't be alarmed if there are occasional disagreements; just try to talk things through.

You might expect that your student will know how to act and how to complete simple tasks with little or no explanation. For your student, simple tasks such as turning on the shower or using the washing machine might be different from what he/she is accustomed to at home. Explain things clearly, give the reasoning behind certain procedures and write down important points.

What does EF expect from host families?

- > Host families will treat the student more like a family member than like a guest.
- > Host families will set reasonable rules and chores for the student.
- > Host families will let the student know when they are happy or unhappy with the student's behavior.
- > Host families will talk to the Host Family Program Manager about any problems that cannot be resolved among family members.
- > Host families will speak English to their student(s).

Host Family Responsibilities

- > Provide your student with three healthy meals per day, including a bag lunch for school days or afternoon excursions. If your family goes out to a restaurant for dinner, you should pay for your student to eat as well. If your student chooses to go to a restaurant with friends, rather than join the family, you are not expected to pay.
- > Provide a bedroom with a separate bed. If the student is sharing a room, the student can only share a room with someone of the same sex and within 3 years of the student's age.
- > Provide space for the student to hang clothes and store their personal belongings.
- > Provide a bedroom that has adequate ventilation and sufficient lighting for reading purposes.
- > Provide a bedroom with a window.
- > Provide a bedroom with a door that can be opened and closed.
- > Provide adequate living space according to the number of occupants (maximum 3 people per room). There should be no more than 4 foreign students in a house at one time (including other organizations' students).
- > Provide bed linens and a towel for the student(s). These need to be changed once a week and can be washed by the student.
- > Provide laundry for the student's clothing at least once during his/her stay with your family.

- > Provide a phone for incoming calls. The phone should be accessible to the student, so that their parents can contact them, but please explain clearly if there are any rules regarding use of the telephone and/or internet.
- > Provide transportation to and from the course center or to the bus pick-up/drop-off. Carpooling, biking, public transportation, and walking are also alternatives.
- > Make decisions regarding medical attention for your student, consulting with the Host Family Program Manager whenever possible.
- > Provide supervision of your student's activities during free time.

What are host families not responsible for?

- > Paying for your student's activities. Students are informed in their home country to bring additional money for excursions.
- > Loaning money to your student. Do not loan money to the students. Consult your Host Family Program Manager for alternatives.
- > Using your contact info at doctor's visit/hospital visits if an emergency comes up. Always use the North American EF Headquarters' information when filling out paperwork.

EF Language Travel
 8 Education Street
 Cambridge, MA 02141
 USA
 1-800-521-0083

STUDENT EXPECTATIONS AND RESPONSIBILITIES

Students participating in an EF Language Travel program have their own set of expectations. In selecting a Language Travel program, they are looking for a unique learning experience combining aspects of North American culture and language.

Student Expectations

- > To be placed with a loving, caring host family.
- > To improve their language skills.
- > To experience North American culture through planned educational and recreational activities.
- > To establish long-lasting friendships with their peers and host families.
- > To receive guidance and assistance from trained EF LT staff.
- > To have fun!

Student Responsibilities

- > Speak English at all times.
- > Respect and adhere to all household rules and assist with household chores.
- > Respect all program participants, including host families, staff, community members and other students.
- > Use a calling card or call collect whenever using the telephone.
Always ask for permission, and use the phone only during specified hours.
- > Adhere to all laws of the United States.
- > Attend classes daily and participate in all activities.
- > Contact the Course Leader in case of illness.
- > Be responsible for all personal costs

(toiletries, entertainment, lunch if they choose not to take a bag lunch, phone calls, etc.).

- > Pay the insurance policy deductible in case of medical treatment. See your student's Insurance Handbook for more information.

What does EF LT expect from homestay students?

- > Students will be open and will share their culture with their host families.
- > Students will be good representatives of their country.
- > Students will be flexible, adaptive and positive.
- > Students will try their best at all times.
- > Students will attend classes daily.
- > Students will participate in host family and group activities.
- > Students will accept and show respect for their host culture.
- > Students will talk to their Activity Leader or Course Leader about any problems that cannot be resolved by or among their host family members.

EF LT PROGRAM RESPONSIBILITIES AND REGULATIONS

EF LT is dedicated to the promotion of international understanding through cultural exchange. We are responsible for the safety and welfare of all students throughout the program, and expect the highest standards of behavior, manners and respect from program participants. Our aim is to ensure that every student's stay abroad is as happy, secure and successful as possible.

EF is responsible for

- > International and domestic travel arrangements to and from the host country.
- > Local LT staff screening, selection and training.
- > Host family screening and selection.
- > Supervision of all aspects of the program in the community by local LT staff.
- > Orientations for students and host families on program rules and expectations.
- > Organization and supervision of English language classes and included excursions.
- > National and international support and communication through EF offices in the US and overseas.

Rules and Regulations

The following rules and regulations have been established to reach the goals of our program. Violation of these rules by students will lead to disciplinary action, the extent of which will be determined by local LT staff. If a student breaks the law or seriously misbehaves in a manner which cannot be corrected by means of

counseling, the student will be dismissed from the program and returned to his/her home country at the expense of his/her parents.

- > Students will abide by all local, state, provincial and national laws.
- > Students will not buy, sell, possess or use any controlled or illegal drugs unless prescribed by a physician. If a student is placed in a home where the use of illegal drugs is discovered, the student will be removed from that home immediately.
- > Students under 21 years of age will not drink any alcoholic beverages.
- > Students will not commit or take part in any act of violence.
- > Students will observe laws prohibiting theft, including shoplifting, stealing license plates, and stealing from host families, EF staff or peers.
- > Only students who have written parental permission before the start of the program will be permitted to travel apart from the group or their host family.
- > Students will attend all classes and scheduled activities, unless prior permission is received from an EF staff member.
- > Students should be considerate of others' property. If a student causes any property damage, the owner must be compensated before the student's departure.
- > Under no circumstances may a student operate any motor vehicle while in the United States or Canada, as his/her personal insurance does not cover this.

HOST FAMILY ORIENTATION

Your Host Family Program Manager will hold an orientation meeting for all host families prior to the students' arrival to the course town. This will cover general information about the students' nationality and culture, and will provide you with a list of other EF host families in your area. The orientation meeting is an opportunity for you to ask questions and to meet other families who will be hosting with EF LT. We encourage at least one member of each host family to attend the orientation.

To help prepare you for your hosting experience, the EF LT staff has put together the following suggestions about rules and responsibilities, as well as general information to assist in your student's assimilation to North American culture.

Household Rules and Responsibilities

All students are expected to follow EF Language Travel rules and regulations (see page 13). However, your own household rules are also important. Be sure to set aside time soon after your student's arrival to discuss your rules and to ensure that they are understood. When discussing your household rules, it is important to keep your student's cultural and familial background in mind. Students from European cultures tend to be more independent at an early age and have less structured family rules, while students from Asia and South America may have been brought up in a more formal, structured environment. Although your student may be accustomed to different rules, he/she is expected to follow all reasonable family guidelines.

Here is a sample list of family rules

(Feel free to modify these to fit your family's rules)

- > We expect you to act as a member of the family.
- > Keep us informed of where you will be at all times, who you will be with, and when you will return.
- > Maintain a positive attitude and enjoy what this cultural experience has to offer.
- > If you need a ride somewhere, give us sufficient notice. If you no longer need a ride, be sure to inform us of that as well.
- > On weeknights, you must be home by 11 PM.
- > No phone calls after 10 PM.
- > Drug or alcohol use is a violation of national laws and is therefore not allowed.
- > Open communication is very important- if you have a problem, come talk to us.
- > Smoking is not allowed in or around our home.

PREPARING FOR YOUR STUDENT'S ARRIVAL

You and your student should begin to get to know each other as soon as your Host Family Program Manager confirms his/her assignment with you and the student. Here are a few tips to help get your hosting experience off to the best possible start.

Contact With Your Student

If time allows, write a welcome letter or an e-mail to your student. Your new “family member” applied to the program weeks or even months ago, and has been anxiously awaiting news of his or her family-to-be. Describe your family, pets and lifestyle, and include information about the community that would help prepare your student for life in your home.

Your hosting experience can be even more meaningful if you also establish contact with your student's natural family. Parents will appreciate a separate letter reassuring them that you are looking forward to hosting their child and that you will take good care of him or her. If the parents do not speak English, the student can translate the letter for them.

Your Student's Room

Before the day of arrival, you will want to prepare your student's room. Students will appreciate thoughtful gestures that make them feel at home. Host families have done such things as placing a sign on the door, flowers on a desk or a small dictionary by the bed. You could hang a town map with interesting places highlighted, or add local attraction brochures.

Family Preparation

The more you know about your student's culture, the better you will understand the differences between his/her way of life and yours. Your Host Family Program Manager will have cultural background material for you to review, or you and your family can do your own research. Establishing realistic expectations from the beginning can help make your hosting experience run smoothly. It is also a good idea to learn how to pronounce your student's name correctly, and to learn a few words of greeting in his/her native language.

Language	Hello	Welcome
Austrian	Gruss gott (grews goht)	Willkommen (vil-koh-men)
Chinese	Wei	Huan Ying
Danish	Hej or God dag (goh day)	Velkommen
Dutch	Hallo	Welcom
Finnish	Hei or Paivaa	Tervetuola
French	Salut (sah-lew) or Bonjour	Bienvenue
German	Hallo	Willkommen
Indonesian	Apa Kabar	Saya senang bertemu dengan sandara
Italian	Sakve (sahl-vey)	Benvenuto
Norwegian	God dag (goh dahd)	Velkommen
Portuguese	Oi	Bem Vindo
Russian	Privet	Dobro Pozhalovat
Spanish	Hola	Bienvenido
Swedish	Hej (hey)	Valkommen
Swiss German	Gruezi (gree-tsee)	Willkommen
Thai	Pai mai	Yin dee

Arrival

Host families will meet their students at the designated pick up site on the day of arrival. Check with your Host Family Program Manager if you need additional details. All host families are encouraged to prepare a welcome sign and if you would like to bring a small gift, such as flowers or balloons, it is always welcomed, but not required. Use your imagination!

Don't be surprised if your student acts shy or reserved. He or she will probably be tired, nervous, and apprehensive about speaking English. Many students have never spoken English outside of the classroom. Be patient, try not to speak too fast, and enunciate clearly. Most students have studied English for many years and their skills will improve quickly.

The First Few Days

Do not plan anything too ambitious for the first day or two, as your student may need time to rest and adjust to your family's life. Since everything is new to your student, simple activities are usually the best way to introduce him/her to you and your family.

Show the student where to find things around the house. Remember that even simple things like running the shower, dishwasher or washing machine may be different from what your student is used to at home. Be sure to demonstrate their proper use, or ask if the student needs any assistance.

Here are a few suggestions from previous host families on how to make your student's first days comfortable.

- > Show the student how to use the shower/bath/sink. Please be aware that in some countries they may not use shower curtains, therefore it's a good idea to show your student that, before he/she takes a shower, he/she pull the shower curtain closed. (This may sound obvious to us, but it's not always obvious to a student if he/she has never used one before.)
- > Show the student how to use light fixtures.
- > Ignore language mistakes for the first few days, except for the humorous ones!

- > Make it clear what you would like your student to call you.
- > Post a family schedule (meals, wake-up times, etc.) and household rules in a central place, such as on the refrigerator.
- > Help your student feel involved in your family's daily routines.
- > If all members of the family work and there are no teenage children at home, arrange for a "big brother" or "big sister" to spend time with your homestay student.

We suggest that on the first day you should run through a list of your house rules. By doing this, the student will have a better idea of your family's expectations. With some nationalities, it is the norm for them to have a shower just before they go to bed (which can be late at night) or take a shower for an extended length of time. It is recommended that you point out a time for the student to shower that is convenient for you and your family.

Day to Day Reminders

- > Verify Course and Activity Schedule with your Host Family Program Manager
- > Be patient with language difficulties.
- > Speak to your Host Family Program Manager if there are any problems.

CULTURE SHOCK

Although many of our students have traveled outside of their home country before, they will undoubtedly encounter some degree of culture shock during their stay. Culture shock is not continuous—it usually comes and goes in waves. Some people will not experience it at all, while others will be very affected by it. Your support, encouragement and understanding will help your student through this process.

Culture Shock Symptoms

- > Inability to hold normal conversations (the most common symptom).
 - > Feelings of alienation, confusion, inadequacy, homesickness or lethargy.
 - > Yearning for certain foods or personal comforts that are reminders of home.
 - > Seeking contact with own ethnic group to the exclusion of new people.
 - > Blaming innocent parties for problems that arise.
 - > Not leaving the house much; spending unusual amounts of time sleeping, eating, grooming, day dreaming or reading.
 - > Questioning cultural norms.
- > Keep the lines of communication open. If problems arise, discuss them. When teenagers feel homesick or confused, they may channel these feelings into negative comments. Help your student to realize what he/she is doing and why. Don't take these comments personally.
 - > Allow a certain amount of "time out" or "down time" throughout the homestay program. Refrain from having complicated discussions or from teaching your student something new during these times.
 - > Show genuine interest in your student's home country, family and culture. Ask questions and create a dialogue. If appropriate, encourage the student to assist you in preparing a favorite native meal for your family.
 - > Remind your student that he/she is here to experience a different culture, and that you will do your best to help with the adjustment. Take pride in your student's accomplishments and his/her adaptations to new ways and new ideas. This is one of the most valuable lessons of the exchange experience.

Working through Culture Shock

Admitting that culture shock and occasional difficult periods are part of the hosting experience helps to lessen the severity of disappointments and frustrations.

CROSS CULTURAL DYNAMICS

Stereotypes

Breaking down stereotypes is critical to any exchange program. Something that may seem silly or strange to you might be customary in your student's home country. It is important to remember that cultural differences are natural and should be respected.

Cultural Differences

Each culture brings a unique set of values and expectations to the hosting experience. The following are areas where cultural differences tend to be most prominent. Understanding and addressing these differences will help to ensure your hosting experience is as rewarding for you as it will be for your student.

Meals

The food that you serve in your home is part of your culture. In the first few days, find out if there are any foods your student cannot eat. Your student is expected to try everything once, but please be aware of his/her likes and dislikes. Many foreign cultures, for example, do not eat peanut butter. Some students can be embarrassed to tell their families that they do not like peanut butter and find themselves with a peanut butter and jelly sandwich for lunch. Try to balance an appreciation for North American cuisine with comfort foods the student may enjoy from his/her native country.

Personal Hygiene

Cleanliness and good personal hygiene are very important in American society. Your student may not bathe as often as you and may not wear a new outfit every day. This does not mean your student is unclean; it is a simple cultural difference. In many countries, it is common to bathe every few days, or to wear the same clothes several days in a row. If you find that your student's habits are excessively poor, you may feel it appropriate to politely suggest some changes.

Language

Although EF Language Travel students have studied English, they may have never practiced it outside the classroom. Many learn British English, and are unaccustomed to our accents and slang. English language curriculum also varies from country to country; Scandinavian students begin studies in the 4th grade, while students in Italy and Spain begin much later. Asian students are taught with an emphasis on reading and writing, so their conversational skills may be weaker.

Be patient with your student, try to speak slowly and enunciate. This will help your student understand you and to adjust to the North American accent. Don't be afraid to correct your student, but explain that the corrections are meant to help.

Socioeconomic Differences

Our students come from a variety of socioeconomic backgrounds. You may find that your student has a maid at home, or even a gardener. This does not necessarily mean that he/she will expect the same in your family, nor does it mean that your student's family is excessively wealthy. In many countries, domestic help is common in middle class families. It is helpful to learn about your student's upbringing and try to compare the differences between his or her lifestyle and that of your family.

Religion/Rituals/Religious Establishment Services

If your family regularly attends church, you may extend an invitation to your student to join you. If your student is of a different faith, he/she may choose to attend a service of his/her own following. Most countries around the world do not experience the religious freedom that exists in the US. In many cases, there is a state religion, and one or two other prevalent religions. Students, generally, have never been exposed to the plethora of religions that are a part of North American society. You should expose your student to new and different experiences that are characteristic of the host culture, but should not pressure him or her to attend religious services with your family. We ask that the families be sensitive to their student's feelings on religion and that the student, in turn, approach the situation with respect and with an open mind.

Discipline

Your student is expected to follow all EF LT rules as well as your household rules. It is important to anticipate, however, that as with most teenagers, the rules will be tested or even broken from time to time. If behavioral problems persist, or if you feel there is a genuine problem with your student's attitude, please contact your Host Family Program Manager. He or she is there to help, and can assist in mediating a conflict or in determining the appropriate disciplinary action.

PRACTICAL INFORMATION

Student Insurance

All participants in EF Language Travel are required to purchase medical and travel insurance prior to departing from their home country. Most students will choose to purchase insurance offered through EF. If the student has elected not to purchase this coverage, we ask that he/she brings proof of insurance.

Your Host Family Program Manager has a supply of insurance claim forms. Should treatment be necessary, your student should have his/her insurance information and should bring this information to the doctor or hospital. Students may be responsible for a onetime deductible, to be paid at the time of treatment. In most cases, there is no deductible.

Host families should list the following as the student's home address, whenever possible:

EF Language Travel
8 Education Street
Cambridge, MA 02141
USA
1-800-521-0083

EF LT host families should not lend money to students under any circumstances. In particular, host families should be sure to avoid paying for any medical expenses incurred by your student. Students are informed prior to arrival that they will be responsible for these costs. Do not list your home address as the student's place of residence. EF cannot be held responsible for reimbursing medical expenses incurred by students. EF LT also does not cover property damage caused by the student that is not covered by insurance. In the event of damage, please contact your Host Family Program Manager immediately.

If a loss occurs, the student should file a claim promptly to the appropriate Claims Agent. In order for the Claims Agent to process the claim, it is necessary that all paperwork is completed in its entirety, and that all required documentation is enclosed. Required documentation is outlined on the claim form. Payments will be made in a reasonable time after the Insurance Company has had the opportunity to review and evaluate the claim. All Claims Agents can be contacted directly if your student needs any assistance or has any questions about coverage.

If you have any questions, please contact your Host Family Program Manager.

Payment for hosting the student

Your weekly stipend will be paid by check or direct deposit, as preferred by the host family. The payments are issued once per week, beginning with the second week of the student's stay. The last payment will be issued one week after the student's departure. The exact dates of payments will be communicated during the Host Family orientation meeting.

Emergency Procedures

In the event of an emergency, you have the authority to make decisions concerning the health and welfare of your student. Each student application includes an Emergency Release Form, signed by the student's natural parents. This release form enables you to make medical decisions for any student under the age of 18 while he/she resides with your family. This form should be shown to medical personnel in case of an emergency. We suggest that each host family keep a copy of the Emergency Release in a convenient location. If an emergency situation arises, contact your Host Family Program Manager immediately.

Optional Activities

In addition to the standard inclusions, students are offered optional activities at an additional cost. These are activities whose costs have not been incorporated into the students' program fees. Students are under no obligation to participate in the optional activities.

Optional activities include transportation, admission fees, and costs for the chaperones. Final prices are determined by the total number of people participating. Optional excursion prices and destinations are outlined in the orientation materials the students receive prior to departure from their home country.

Students were encouraged to purchase these Optional excursions prior to departing on the trip. If they did not purchase them prior to their departure, they will have only one chance to purchase them at school. The Host Family Program Manager will inform you on which day the students can purchase Optional excursions.

Transportation fee for students

In some destinations, payment for transportation has not been included in the program fee. In such cases, the payment will be collected from students during their first day of class at the course center or another specific day early in the program. The Host Family Program Manager will inform you in advance of the day.

SAMPLE PROGRAM CALENDAR

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
WEEK 1	ARRIVE	Classes Afternoon Activity	Classes Afternoon Activity Welcome Party	Classes Study Visit	Classes Afternoon Activity		
WEEK 2	Classes Afternoon Activity	Day Long Excursion	Classes Study Visit	Classes Afternoon Activity	Classes Afternoon Activity	Optional Weekend Trip	
WEEK 3	Classes Afternoon Activity	Classes Study Visit	Classes Afternoon Activity	Day Long Excursion	Classes Afternoon Activity		
WEEK 4	Day Long Excursion	Classes Study Visit	Classes Afternoon Activity Farewell Party	DEPART			

Classes are held from approximately 8.30-12.30 and 1.30-5.30 (depending on which schedule they are on) for four days a week. Activities include study visits, sight-seeing excursions, art and cultural events, and sports activities.

Feedback

We hope that you will have a memorable and rewarding experience hosting with EF this summer. We ask that every family complete an online evaluation at the end of your student's stay so that we can continue to monitor the success of our programs and to target areas for improvement. Please contact your Host Family Program Manager if you have any questions. Thank you!

EF LANGUAGE TRAVEL NORTH AMERICAN HEADQUARTERS

EF Center Boston-Language Travel
8 Education Street
Cambridge, MA 02141
USA

(800) 521-0083
(617) 619-1201 Fax
www.ef.com/host
LT.USA@ef.com

YOUR HOST FAMILY PROGRAM MANAGER

Name: _____

Phone Number: _____

Email: _____

YOUR STUDENTS

Name: _____

Course Number: _____ Student Number: _____

Home Address: _____

Telephone: _____

Email: _____

Name: _____

Course Number: _____ Student Number: _____

Home Address: _____

Telephone: _____

Email: _____

Name: _____

Course Number: _____ Student Number: _____

Home Address: _____

Telephone: _____

Email: _____

Name: _____

Course Number: _____ Student Number: _____

Home Address: _____

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