

FAMILY RULES

Please, read this rules carefully in order to have a better relationship between families and students while living together.

ARRIVAL

One week before the beginning of your course **TARONJA** will send you your accommodation details (family name, address, phone...). Please do not forget to tell us your arriving date and time at least one week before coming, so we can inform the family and they will be waiting for you.

You will be given a house key for your use while you are living there. Please take good care of it and do not keep it together with the address of the house. If you lose the key you will have to pay for a total door lock change.

Departure will be at 11:00h. You must leave the accommodation with your belongings. If you need to leave your luggage there are lockers where you can do so.

CLEANING

The family will provide the student with sheets and towels and will change them once a week. The family will clean the house and the student's room once a week. However, students must keep their room tidy and clean at all times.

FOOD

You can choose Half Board (breakfast and dinner) or Full Board (breakfast, lunch and dinner).

The weekly menu will be varied.

Breakfast in Spain is not a continental hotel breakfast.

A normal breakfast in Spain is composed by coffee with milk, or milk with chocolate, juice, bread roll or muffins, toasts, and cereals or biscuits. Students who wish something different from the Spanish breakfast- custom must buy their own breakfast.

Special diets: Before students arrive, they have to inform **TARONJA** if they follow any diet, due to health, religion or other reasons. If the student needs special products different to the usual of the family the student should buy it himself or herself.

TIMETABLE

The time for lunch and supper will be established by the family. The student should respect it. If the student can't go home for lunch or dinner (or if he/she can't arrive on time), he/she will have to inform the family in advance.

As an exceptional case, if requested in advance, the student will be able to change the dinner for a picnic or to leave the corresponding food on a plate or in a tupper in the fridge to be eaten at another time.

LIFE TOGETHER

Home stay is not like living in a hotel. Please remember you are a guest in your host home and that you will be treated like a member of the family. You should treat all house members with courtesy and respect at all times. Please keep your room and bathroom tidy, leaving things chaotically and untidy is unpleasant for all family members.

Try to take advantage when you eat with the family to practice your Spanish telling your stories to them. Students have to respect the hours in which the family is resting. They can't put on the radio, TV or make telephone calls after 23:00. If students want to use their computer they must keep silence. Students can't bring visits home. Only in cases of illness they can ask the family if they could have a visit.

USE OF THE KITCHEN AND TELEPHONE

-Students are NOT allowed to use the kitchen for cooking. It's not possible. The student cannot take food from fridge or the cupboards.

CONSUMPTION OF ELECTRICITY

Students have to moderate the consumption of light and water (for example, they have to switch off the light when they go out of the room). It is permitted to use personal sets like a hairdryer; if they need to use other sets, they should ask the family first.

In the event of excessive use of electricity, water or gas, the student may be required to pay part of the bills. In case of excessive use of electricity, water or gas, the student may be charged for part of the bills.

USE OF THE ROOM

Students will maintain an acceptable level of order in their room. Leaving clothes on the floor is unpleasant for everyone. They should also maintain an acceptable level of hygiene and order in the bathroom. Students can use the living room or other common spaces while respecting the customs of the family.

USE OF THE WASHING MACHINE

Students can wash their clothes twice a week in the washing machine. One with white clothes and another with colour clothes. The family will administer the washing machine. If students need to wash their clothes more than twice a week, they should ask the family and make an additional payment. Please do not expect your host to iron your clothes.

IN CASE OF PROBLEMS

If there's a problem between student and family, both parts should contact **TARONJA** immediately, avoiding such conversations between them. You must remember that if you inform the school on time, it will be easy to solve any complicated situations.



DAMAGES

If you break or damage anything, tell your host family as soon as possible and offer to pay for it.

EXTENSION OF THE STAY

If a student wants to extend his or her stay at the host family he or she should contact the school. The school will process the extension of the stay.

CHANGES

Only in special situations will the student be allowed to change the apartment.

Changes of accommodation requested 5 days in advance will be made on the next Sunday and it will incur a cost of 50€.

Any accommodation change that requires moving the same day will incur a cost of 120€.

Students enrolling in TARONJA and selecting family accommodation AGREE with all things mentioned above.

Changes of accommodation are time-consuming and depend on availability and therefore have an extra cost.

If you are not comfortable, it may be due to cultural and/or linguistic reasons. Please contact us if this is the case.

The cancellation of an accommodation not only involves an administrative charge, but in many cases requires a payment to the provider for the room, at least part of the booking. For this reason we do not give refunds if the cancellation is made within 15 days before the start of the course.

No refund will be made once the course has started. Of course, cases of illness of the student or a family member, supported by a medical certificate, will be taken into account as special cases.



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