



## (FAQ) FREQUENTLY ASKED QUESTIONS

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### **HOW DOES IT WORK?**

After providing your details (gender, age, nationality, meal type and booking dates) we will then look at the best and closest option to your school. We will send you an invoice and full homestay profile of the accommodation for your booking. Full payment of the invoice will need to be made to confirm the booking.

### **WHAT'S INCLUDED?**

For meal accommodation you will have a private room, shared washroom, Wi-Fi, laundry once a week, toilet paper and hand soap for the bathroom, along with the meals depending on your meal option. For the no meal option its more for boarding so only internet is included but you can use the kitchen to prepare your meals.

### **WHAT INFORMATION WILL YOU NEED?**

We will send you a request form with the details needed. Basically, this will just be your personal details; full name, gender, arrival and departure date, meal option, country and which school you will be attending. We will need this personal information, flight information and school in order to place you with the best host.

### **HOW FAR IN ADVANCE SHOULD I BOOK?**

The sooner the better! The more time we have to make the booking for you the more options we will have available. When we have less time there will be less options for us to choose from.

### **CAN I BOOK FOR MORE THAN 4 WEEKS?**

You can book for any period you wish to stay for. The booking along with the invoice will reflect the actual booking with the host. The invoice can still be sent for 4 weeks even if we book for a longer period. In the case that we book for 4 weeks, it will be your responsibility to confirm your extension 2 weeks prior to your end date if you would like to stay for longer.

### **WILL I GET A DOCUMENT WITH PHOTOS?**

Yes! Each placement with a host will have a full profile with both; the host and your details along with a few photos. This includes basic information about the place, whether or not the host takes other students and the host contact details. This profile will confirm your booking as long as the payment is made before your check-in date.

### **CAN I CHOOSE MY HOMESTAY?**

You won't be able to choose your host. We have experience with all of the hosts and know them very well. We will look at the best host available that is also the closest to your school. Looking at a second option will just be further away and the host may not be as good as the first option.



### **CAN I VISIT THE HOME BEFORE MY CHECK-IN DATE?**

No unfortunately not! For homestay the prices can be cheaper and a good starting point for you but because the booking is only for 4 weeks and there is no lease agreement, we can't arrange for students to visit each home every 4 weeks to see if they like it. We do, however, give you the first week to make sure there are no issues and ensure that everything is fine. This is your trial period. If there is a major problem or something we cannot resolve, we will move you to a new host or issue you with a refund.

### **SHOULD I CONTACT MY HOST BEFORE MY CHECK-IN DATE?**

We always say yes, getting in contact with your host before you arrive is a good start. It's good they have your number for any emergencies or if they need to get a hold of you but please keep in mind each host is different, with varying work schedules, so not every host will have time to chat!

### **CAN I DO LAUNDRY?**

Laundry is done once a week either by the host or the student depending on the home

### **CAN I COOK?**

The meal options available are 2 meals (Breakfast and Dinner), 3 Meals (Breakfast, Lunch and Dinner) and Roomstay (No meals). With the no meal option, you are provided with no meals and all the food will be purchased by you. With this option you will be able to use the kitchen. For 2 meals and 3 meals there is no cooking allowed as your meals will be provided for you, however, you will be able to use the microwave and kettle.

### **SHOULD I BRING A TOWEL?**

A towel is considered a personal item. Most students do bring their own towel and it is expected, but hosts can provide one if you forget to bring it.

### **CAN I STORE ITEMS IN THE FRIDGE?**

Yes, you can buy some additional food items to be stored, provided it's not entire groceries for the week as space is limited and there are other students in the home.

### **DO I NEED TO BRING A HAIRDRYER?**

Yes, a hairdryer along with any other personal items should be brought by the student.

### **ARE THE ROOMS PRIVATE?**

All the rooms are private unless a shared room is requested, all common areas are shared. The bathroom is also shared unless a private washroom is requested at an additional fee



### **IS THERE A DISCOUNT FOR SHARED ROOMS?**

Yes, we give a weekly discount to both students sharing a room. It will be either two beds in one room or one queen bed for couples.

### **WHAT IS THE TTC AND TRAVEL DISTANCE?**

The TTC is the public transportation for Toronto. The host home may be 20 minutes by car but 40 minutes travel time using the TTC. We will choose your host based on the school you will be attending and travel time using the TTC. Most hosts are between 35 – 55 minutes travel distance. We prioritize a better host over the distance as your experience will be better. We do still try to place you as close as possible to your school.

### **IS THERE A CURFEW?**

Most hosts will not have a curfew during weekdays and weekends, but the student needs to be considerate of the host and other students sleeping when arriving home late. No noise is to be made past 10pm.

### **How can I make a payment and when is it due?**

The first invoice is made for 4 weeks even if you will be here for a few months. The whole invoice for 4 weeks along with the placement fee needs to be paid in full (in Canadian dollars) before your check-in date. You can do an E-transfer from a Canadian bank or a wire transfer for international payments (additional \$40 fee for bank charges with wire transfers). Wise is a cheaper option with low charges.

### **WHAT ARE THE RULES?**

The rules are usually similar according to a common standard which you will find in each home. They may differ slightly from each home, so on your first day that you arrive the host will give you a list of the house rules. This will be things like shower times and coming home late during the week.

### **CAN I REQUEST A SPECIAL DIET?**

The special diet fee if required is an option that will be charged in the case the student has any special any dietary restrictions /requirements. This fee will aid the host in preparing your meals more aligned to your diet; lactose intolerant, vegetarian, halal diet etc. Small requests like “no eggs, peanuts or vegetables” for instance wont incur the special diet fee and the host will only be advised of these restrictions. The special diet fee will always be charged for; Lacto-ovo vegetarian, Lacto-vegetarian, Ovo-vegetarian, Vegan, Raw vegan, Macrobiotic, Flexitarian, Pollotarian, Pescatarian / Pescetarian, Halal, Kosher, Lactose intolerant, Gluten-free, Low-sodium – limited salt intake, Low-sugar / Diabetic-friendly, Organic-only – requires certified organic, Keto (Ketogenic) and Paleo



### **HOW ARE HOSTS SELECTED AND EVALUATED?**

Each host submits an application form, goes through an in-person inspection and feedback from students placed is recorded and kept to continually make improvements. The inspection is done before the first student placement to make sure every student will be going to a safe and friendly environment. The standards are set by Languages Canada for each inspection and they are done regularly. Most hosts have been taking students for a number of years and each profile has a 24 / 7 emergency number you can contact in case there are any issues.

### **WHERE WILL MY FAMILY BE FROM, ARE THE CANADIAN?**

All of our hosts are Canadian, although Toronto is a multicultural city and is ethnically diversified. We have hosts from all over, some have a different background and heritage but were born in Canada while others immigrated a few decades ago and are now Canadian. All hosts speak English and try their best to help students learn!

### **IS THE ACCOMMODATION PROVIDED ONLY FOR STUDENTS?**

This is student accommodation offered at cheaper price for students but some hosts are willing to take people that are not students, we also have other accommodation options available so you can always check with us! Eventually out students are not students anymore and still stay with our hosts.

### **HOW FAR IS THE HOST FROM THE SCHOOL**

On average we will place you within 40 - 50 minutes on the TTC to your school

### **CAN I CHANGE MY HOMESTAY**

If there is an issue that we cannot resolve we will place you with a new host as soon as possible, most of the time within the same day but depending on availability and the issue we could place you with a new host on the upcoming weekend

### **WHERE ARE THE HOMESTAY FAMILIES FROM? ARE THEY ALL CANADIAN.**

All homestay families are Canadian. However, not all Canadians are Caucasian. Canada is an immigrant country and Toronto is the most ethnically diversified city the world. This means that your Canadian homestay may originally be from another country. All homestays however must always speak English in the house, and speak English proficiently.