

## GUIDELINES FOR LIVING WITH A HOST FAMILY

This document will provide you with information that will help you better understand how to live in a Spanish family and acclimate to your new home. [By opening this document from the application, you are confirming that you agree and accept the conditions described in it.](#)

Every student who decides on a host-family accommodation in Spain with **T4L**, assumes the responsibility of living in someone else's property and treating it as their own. Our housing policies are designed to protect our students and that property and to abide by Spanish laws.

We enforce these regulations strictly and occupants must agree to abide by them. By signing this document, you agree to abide by these policies and acknowledge that failure to do so can result in warnings or sanctions such as fines and/or disciplinary probation and can ultimately result in forfeiture of your living accommodations and all associated fees.

### Health Emergencies

Every student of Alcala University has an **Adeslas Policy that covers any accident, illness or health problem.**

#### HOSPITAL ISSUES

The hospital you should attend in case of an emergency or illness is **EXCLUSIVELY** to:

**URGENCIAS 24 HOURS:** Hospital HM Vallés - Calle de Santiago, 14 - Phone: 0034 919370000

**DAILY HOSPITAL:** Hospital Quironsalud - Calle República Dominicana, 6 - Phone. 0034 918 77 57 80

#### AWAY FROM ALCALÁ DE HENARES:

Search any location on this website. <https://saludybienestar.seguraixaadeslas.es/landing>

Call this free number for further information: 0034 900 50 50 40

### Housing ISSUES

We are available 24 hours a day for "Real Housing Emergencies". "Real Housing Emergencies" are Fire, Flood, Gas Leak, Break-in (or any time that the police are in your house).

If you have a "Real Housing Emergency", take the followings steps:

1. Call the police, fire department or other relevant authority (**DO THIS FIRST**) by dialing **112 from a Spanish phone** for the police or the fire department.
2. Call your host family Emergency Number: **+34 613 563 310**.
3. Notify your host family of the situation.

Individual student: **T4L** reserves the right, for necessary maintenance, interpersonal relations or other reasons, to change a student's homestay assignment during the course of the stay.

### General Policy for Living with a Host Family

The students assigned to each homestay are collectively responsible for any infraction(s) of the policies detailed below that may take place in their host family's apartment unless individual students assume full responsibility for said infraction(s).

Students in **T4L** homestays are expected to behave appropriately with the members of their host family, roommates, neighbors, and the community at large, in all respects. Violence or threats, sexual harassment, other inappropriate Behaviour, loud noise or disrespect for communal rules set by the community of neighbours or by the family will not be tolerated.

Homestay students are expected to treat their host-family house with respect and, at departure, to leave it as they found it.

Homestay students found in violation of this agreement may be obligated to vacate their host family, will not be due any refund of fees and may be responsible for administrative and legal penalties or subject to a fine.

### Health and Safety Policy

It is against **T4L** regulations to:

1. Tamper with fire or other safety equipment.
2. Possess flammable items, appliances or other property that may be considered a fire hazard in any way.
3. Smoke in any part of a **T4L** apartment or building including common areas such as hallways and elevators.
4. Start or cause a fire in any **T4L** apartment, bedroom or building.
5. Cause a false fire or safety alarm in any **T4L** apartment, bedroom or building.
6. Possess weapons or items that resemble weapons.
7. Throw objects or any substance from, into, or onto **T4L** housing windows, doors, walls, terraces, ledges, roofs or other areas.
8. Bring unauthorized furniture into your **T4L** apartment, bedroom or building.
9. Tamper with devices and furnishings, such as windows, doors, shutters, cranks, stops, locks, door and smoke detectors, or closing devices.
10. Install an unauthorized lock on a bedroom, bathroom, or front door.
11. Leave apartment windows and entry doors open when not present in the apartment and/or fail to lock the apartment door.
12. Enter without authorization, or contribute to the unauthorized entry of another individual, into your house. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any **T4L** housing.

### Guest Policy

No visitors are allowed in your home. Arrange to meet your friends elsewhere. It is

extremely rude to bring friends into your host family's house, even if they are not at home. If a special request arises, you must ask permission first from your host family. On special occasions, host families may invite your friends or family to visit them, for example for a birthday celebration. Obviously, no overnight guests are allowed, just in any other **T4L** house.

### Administrative Policy

You may not:

1. Move to another accommodation facility without authorization or a previous request.
2. Occupy a housing space assigned to another student.
3. Sublet a room or space or apartment or allow an individual to reside in any **T4L** house without authorization.
4. Fail to properly complete and comply with the check-in/out procedure.
5. Modify or paint any room in your apartment.
6. Hang posters, photographs or other items using tape, nails and/or tacks that can damage walls.

Loss of Keys or Magnetic "Bips" will result in a **50-euro** administrative fee, plus the actual cost of the replacement item (key and/or bip).

Replacing Locks: In the case of a lock-out or any other situation that you have caused to require the use of a locksmith (such as inserting objects into doors, breaking doors or locks), you will be charged a) the full cost of the locksmith (this can be very expensive if we need to replace a lock), plus b) all costs of replacement items (locks, doors, keys). As Spanish locksmiths are notoriously expensive, please do not call one on your own.

Key Return at Check-out: If you do not return your key at check-out, the penalty is 50 euros plus the costs of the replacement key and/or electronic bip.

Damages: Students are responsible for any damages in their homestays. In case the responsible party is not identified, all apartment residents will be charged in equal amounts for the total damage. **BE SURE YOU CAREFULLY FILL OUT THE HOUSING DAMAGE REPORT FORMS UPON YOUR ARRIVAL**, making note of any damages you see. Always immediately notify to T4L Housing Coordinator of damages that may occur during your stay. Damages to or loss of **T4L** apartment property and furnishings will be assessed during the term or at check-out, and students will be billed according to the itemized costs for their repair or replacement.

Utilities: Act in a responsible manner about the use of electricity, water, and gas in your family's apartment. Unreasonable gas and electric bills may result in additional charge to the homestay student(s). **Given the high cost of utilities in Spain**, you are expected to use electricity, hot water and gas **MUCH MORE SPARIOUSLY** than you normally would use it in your country. All apartment meters will be read after one

month for information purposes. Students will be responsible for combined monthly utility charges (divided equally among apartment occupants) exceeding 75 euros/month/person. **TURN OFF ALL LIGHTS AND ELECTRICAL DEVICES WHEN LEAVING YOUR ROOM.**

**Meal plan:** *Media pensión* (half board) consists of a continental breakfast (coffee, tea or milk and toast or pastry, cereal), usually 7:30 am to 09:30 am, and one meal a day--either the midday meal (usually served between 2:00 pm and 4:00 pm) or late supper (between 8:30 pm and 10:00 pm), seven days a week. If you are not going to attend any of the provided meals, please, notify your family

Breakfast (el desayuno) in Spain is lighter than other places you might be used to. The norm is coffee (café con leche) or hot chocolate (colacao), toast, cereal, cookies or muffins and maybe a glass of juice. Lunch (la comida) is usually the main meal of the day, while dinner (la cena) is often a lighter affair. These meals are served seven days a week. The *sobremesa* is a time spent talking during and at the end of a family meal and is important in Spain. Unless you have an urgent appointment and must be excused by notifying the family, you really should take advantage of this time if your host family eats together.

You do not have kitchen privileges and food is not available outside the set mealtime. Keep in mind that it is considered bad manners to take food into the bedroom. You may request a complete bag lunch for the first day of an excursion, but make sure you notify the head of the household at least a day ahead.

WHAT YOU CAN EXPECT	WHAT YOU CANNOT EXPECT
More flexibility for mealtimes	To be able to cook
More flexibility to cater to special diets	American or international cooking
Use of microwave, toaster, coffee maker	To eat the host family's food outside the set mealtimes unless specifically invited
Reduced fridge or food storage space	To be compensated for meals you miss
Spanish-style cooking	To eat in your room or outside the designated dining area
To share dinner with the family and a relaxed chat during and after the meal	

**Showers:** You may take one shower per day. We ask that you keep it short. In keeping with established Spanish schedules and in consideration of others, showers are only to be taken between 7:00 am and 11:00 pm. Note: hot water may not be as hot or as plentiful as you may be used to.

**Telephones:** Fixed telephone costs are much higher in Spain than in other countries, so for this reason you are not allowed to use the host family's home phone except in case of emergency or to receive calls. You must buy a basic cell phone with some

credit on it for your immediate communication needs.

**Internet Access:** All host families offer wireless Internet. The password will be given to you by the family. Be aware that the reliability and speed of this service may not be as good as what you are used to.

**Laundry/ironing:** You are entitled to two loads a week (one dark, one light), as well as a change of bed linens and towels that are provided to you by the family. Your host family will do the laundry and ironing for you. Dryers are not common in Spain, so most families hang their clothes to dry, either in the apartment or on an outside line. Delicate clothing items should be washed by you personally, by hand. You are responsible for paying for any clothing requiring special handling (e.g., dry-cleaning).

**Escort Service** your family will accompany you on your first day, from your home address to the university to guide you on your daily journey.

**Correspondence:** the student will have the right to receive correspondence but not to the mailbox key.

**Going out & travelling.** you can go out whenever you wish. As a matter of courtesy, you must give advance notice whenever you are going to be out late, and keep in mind not to make too much noise upon arrival. If you are planning to travel at weekends, let the family know your plans and provide them with information (Hotel, telephone numbers...) so they can contact you should the need arise.

### Community Standards Policy

The following are examples of Behaviors which are in violation of Standards Policy for students residing in host family accommodation:

1. Disorderly, disruptive, or aggressive Behavior that interferes with the general comfort, safety, security, health and/or welfare of your host family.
2. Behavior that causes annoyance to neighbors. (As noise in many apartments can be heard clearly in adjacent apartments—next door, above and below—, students are specifically cautioned against speaking in loud voices, playing music or TV at high volume, slamming doors and wearing high-heeled or other hard-soled shoes while at home.)
3. Hanging, displaying or leaving personal items such as clothes or food items outside of your apartment, on balconies, or any other place that may be visually disturbing to your neighbors.
4. Presence, possession or consumption of illegal drugs and/or of alcohol.
5. Harassment or abusive Behaviour toward another individual or group by any means (including electronic), for any reason.
6. Physical violence (actual or threatened) against any individual or group.
7. Engaging in, or threatening to engage in, any other Behavior that endangers the health or safety of another person, group or oneself.
8. Vandalism or damage to personal or apartment property.
9. Theft or unauthorized use or possession of personal belongings.
10. Excessive noise as defined by your city ordinances or by **T4L**.

11. Failure to maintain acceptable standards of personal hygiene or room/apartment cleanliness to the extent that such failure interferes with the general comfort, safety, security, health or welfare of a member or members of the family.
12. Keeping or caring for pets or animals in **T4L** houses.
13. Smoking in any part of the apartment or building.
14. Conducting any business for profit in **T4L** houses.
15. Exhibiting or affixing any unauthorized sign, advertisement, notice or other lettering, flags or banners, that are inscribed, painted or affixed to any part of the outside of a building or the inside of a building.
16. Attaching or hanging any projections (including television dishes or antennas, awnings, etc.) to the outside walls or windows of **T4L** houses.
17. Gambling in **T4L** houses.
18. Using Internet connectivity in an illegal manner. (Downloading and/or torrenting protected, copyrighted material is a criminal offense in Spain; your Internet provider may terminate your apartment's Internet service as a result of such Behaviour. We will not be able to restart this service in the event of such an occurrence, thus affecting the ability of you and your fellow students to access the Internet.)

### Policy on Cleanliness and Tidiness

You must do your best to maintain your room and the common areas that you use neat and clean.

1. Follow your host family's instructions regarding disposal of garbage. Garbage must be collected, and bags must regularly be thrown into the property's garbage collection bins, usually located within your building's courtyard or on every street, according to the schedule set for pick-up. Separation and recycling of paper, glass and plastic/metal containers from other types of garbage and trash is required by your Spanish city's law.
2. Host families may report students who do not keep their rooms adequately neat, particularly if the disorder prevents the room from being cleaned on a regular basis.
3. If students find bedbugs in their homestay room more than one week after their arrival, they will be held responsible for any fumigation/extermination fees (150 euros per room and per student). **T4L** inspects every apartment and makes certain they are free of bedbugs before your arrival. Therefore, if bedbugs are found in the apartment beyond a week following check-in, it is because students have brought them into the apartment.
4. The family is under no obligation to provide cosmetics (bath gel, sprays, skin creams, tissues, deodorants etc.). In case of need, please ask before using theirs (the same is true for hair dryers or any other electrical devices). The family will provide towels for your own use, but these must remain in the house - you cannot take them away on day trips or to the beach/pool.
5. Keeping your room clean and tidy (making the bed, tidying your things...) is your responsibility. Please make sure you do so. Remember it is a family home, not a hotel.

## Maintenance Policy

**T4L** and the property owners/managers provide maintenance service for your house and are responsible for repairing the things that go wrong; accordingly, they will fix them as soon as possible.

## Violations of The T4L Policy

*Should any student violate any of the housing policies established, the student(s) involved will be notified of the alleged violation, and a hearing procedure will immediately begin. Such infractions or violations are considered disciplinary matters; if found responsible for the infraction, the students(s) involved are subject to sanctions that may include, but are not limited to, warnings, fines, disciplinary actions (e.g., housing probation or dismissal from housing), and/or parental information.*

**T4L** and the host family will inform each other of any infractions or violations of the **T4L** Housing Policy that take place in the **T4L** houses. In each case, the alleged violation will be documented. If, at the end of the hearing procedure, the student(s) involved is/are found responsible for the reported infraction, the following sanctions may be applied:

1. For a first violation, a warning may be issued. Nevertheless, depending upon the severity of the violation, a sanction may be applied, which could include partial or total loss of housing privileges, monetary fines, or, in extreme cases, permanent eviction from the housing placement. Costs for damage repair to homestay apartments for which the student is responsible must be paid immediately.
2. For a subsequent violation, whether the same as or different from the first, the severity of the violation will be discussed and documented as part of the administrative hearing process. The sanction will be determined in keeping with the seriousness of the infraction, up to and including eviction from the homestay apartment without refund of fees. Any damage, repair, or fine must be paid immediately by those responsible before the check-out.
3. A third violation may be grounds for immediate removal from **T4L** houses. Any damage, repair or fine must be paid immediately by those responsible. Hosting parties or allowing apartment mates to host them, or consumption of drugs or alcohol are considered very serious violations of **T4L** housing rules and therefore may result in removal from **T4L** houses.
4. Physical/verbal abuse, whether towards a fellow student, a representative of **T4L**, a member of the homestay family, a neighbor, or any other person, is NEVER tolerated in **T4L** houses and will result in immediate eviction from said housing.
5. **There will be no refunds for lost of housing/eviction due to violations.** The student will be given 24 hours to evacuate his/her housing placement. THERE ARE NO EXCEPTIONS. All expenses related to dismissal and/or forfeiture of housing are the sole responsibility of the student.