



GUIDE FOR HOMESTAY ACCOMMODATION



Many students choose to live in a homestay when they come to study in Canada. Living in a homestay lets you experience what real life is like for Canadians. It helps students adapt to their new environment, providing them support and helping them to deal with the differences they find here compared to their home country.

Living in someone else's home can be an interesting and rewarding experience, but it is not unusual to find it a little stressful, especially at the beginning. You may feel homesick or experience a form of culture shock. It can be challenging to adapt to the way other households do things as you slowly get used to a new culture and language.

If you know what to expect from your homestay, you will feel more comfortable.

MEALS

If you have chosen the half board option, your hosts will provide you with breakfast and an evening meal on weekdays. On weekends and holidays, your hosts will provide you with brunch and an evening meal.

If you have chosen the full board option:

Your hosts will provide you with breakfast, a packed lunch, and an evening meal on weekdays. On weekends and holidays, your hosts will provide you with brunch, a mid-afternoon lunch, and an evening meal.

BREAKFAST

Breakfast time is between 7:00 am to 11:00 am.

It is likely that your hosts work, so you will need to prepare your own breakfast. Your hosts may offer you tea, coffee, milk, juice, toast, and cereal. They may also offer you eggs once or twice a week, but will not serve hot breakfasts that include bacon and eggs every day.

Find out where the cereal, coffee, tea and juice are kept and ask how to use the kitchen appliances such as the toaster, coffee maker, and microwave if you are unsure.

LUNCH

If you have chosen full board, your host will provide you with food for lunch to take to school. The lunch may include salad, sandwiches, soup, and a snack.

If you have chosen half board, you can buy lunch at any of the restaurants around the school. You can also buy food at a supermarket, and prepare it at your homestay.

Ask your hosts to give you a place in the refrigerator and cupboard to keep your food. Always keep food in the kitchen, not in your room; in your room it can attract insects.

SNACKS

You should buy your own snacks and keep them in the kitchen.

DINNER

Try to include being home for dinner as a regular part of your day. This is a good time to practice your new language and get the most out of your homestay.

MISSED MEALS

There is no compensation or substitution if you miss a meal at your homestay. You may not substitute meals; this means that you may not have lunch because you did not have breakfast. You may not have dinner for lunch unless you did not finish your meal the night before.

EATING CUSTOMS IN CANADA

You may find that meals in Canada taste different from meals in your own country. Canadians eat a lot of pasta, stew, chicken, fish, salad, and vegetables. They rarely eat steak and do not eat rice every day. They usually serve dessert after dinner and this is likely to be fruit, pie, ice cream, or pudding.

Canadians do not use a lot of spices but spices are often available in the kitchen. Feel free to add spices to your own plate. Canadians also enjoy "fast food" such as pizza, hamburgers, and hot dogs and sometimes eat these for dinner.

ALLERGIES

If you have allergies to any foods, please let your hosts know right away.



DON'T BE AFRAID TO ASK FOR MORE

If you would like a second helping at dinner time, do not be afraid to ask, you could say, "That was very good, could I please have more?"

If your host asks if you want more, say "yes," the first time. It is not a Canadian custom to say "no" when you mean "yes."

LET YOUR HOSTS KNOW WHAT YOU LIKE

You should tell your hosts what you like. What if there are only bananas in the house and you don't like them? Don't be afraid to tell your host, "I prefer oranges to bananas."

The phrase, "I prefer" is a useful one to know. You can let your host know what you want without being negative. If you say, "I hate bananas," your host may be offended. It is more helpful to say what you like instead.

EXPECT CANADIAN FOOD

Expect your hosts to serve you Canadian food. Don't expect them to know how to cook food from your country. Be adventurous and open-minded. We know nobody can cook as well as your mom!

ASK PERMISSION BEFORE COOKING

Ask your hosts if you would like to use the kitchen; avoid cooking at unusual hours.

Canadians usually do not like to have people cooking in their kitchen very early in the morning or late at night.

ASK HOW TO USE APPLIANCES

Appliances, such as toasters and microwaves often differ from one country to another. The first time you use an appliance, ask your host to show you how. If you happen to break an appliance, offer to replace it or repair it.

HAVE AN INTERNATIONAL NIGHT

From time to time, you will probably long for food from your own country. Why not offer to cook a meal for your hosts? This will give you a chance to eat what you really like and introduce your hosts to something new.

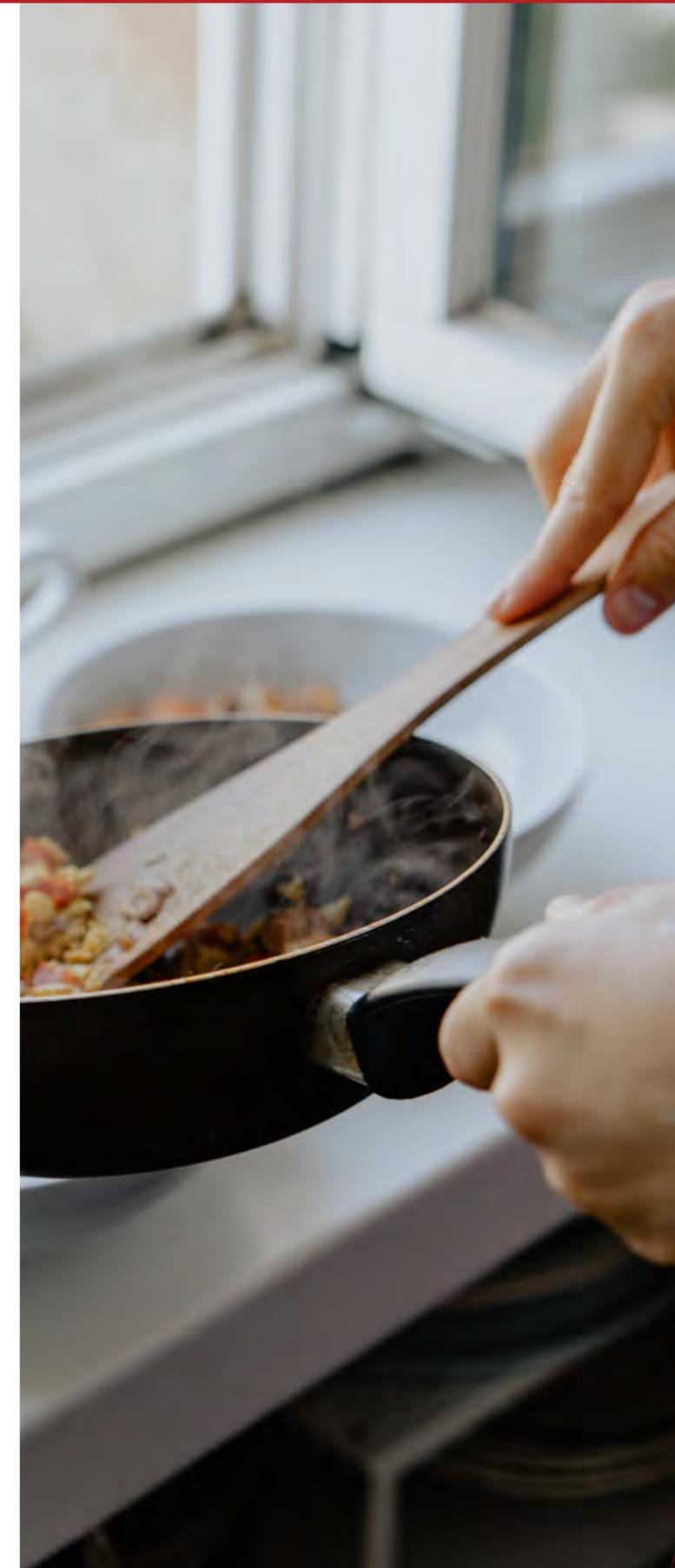
- Suggest this to your hosts and ask permission to use the kitchen.
- Make a list of the ingredients you need at least one or two days in advance so that your hosts can buy them.
- Ask your hosts to remind you how to use all the appliances you will need.

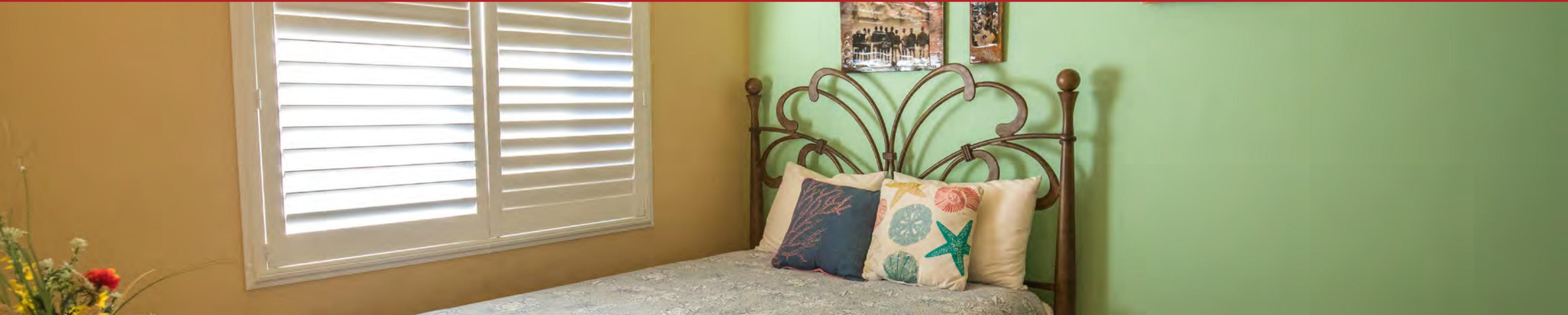
PHONE IF YOU ARE GOING TO MISS A MEAL

If you are going to miss a meal, phone and tell your hosts. Do this at least two hours before the meal. It is impolite to have your host cook for you if you are not going to be there.

You need to let your hosts know before they begin to prepare the meal. If you are going to be late for dinner, your hosts may keep your meal warm for you until 9:30 pm, but no later.

You may have to use the microwave to reheat your meal.





YOUR ROOM

You have your own room and a key to the house. You cannot have overnight guests in your room.

Some older Canadian homes have very small closets in the bedrooms. If you need more closet space, ask your hosts for a space outside your room where you can hang or store clothes.

Always lock the doors when you leave if you are the last person in the house and after you enter.

LAUNDRY

Your host will wash your sheets and towels around once per week. If they forget to do this, please remind your hosts to give you clean towels and sheets.

You are responsible for your personal laundry. Buy your own detergent and fabric softener and ask your host when the best day and time to do your laundry is.

Ask your hosts to show you how to use the washer and dryer and wait until you have a full load of clothes before you do a wash. Canadians are concerned about the environment and do not like to waste water.

BATHROOM

You are responsible for your personal items such as shampoo, conditioner, soap, and other items. You will probably share the bathroom with others and this means you may need to be flexible about shower and bath times. Very few students have their own bathroom.

Try not to spend more than 10 minutes in the bathroom at any one time. If you want to take a longer time in the bath or shower, check to see that nobody else is waiting to use the bathroom. Canadians usually shower or take a bath once a day, try not to shower or take a bath more than this unless it is really necessary.

You do not have to clean the bathroom but make sure you leave it the way you found it. Don't leave it wet or messy for the next person. Some hosts might ask you to dry the tub and the tiles after you take a bath or shower. If they do, ask them where they want you to put the wet towels.

If you have your own bathroom, you may be asked to clean it yourself.

CHORES

You do not have to clean the house, babysit, or do any outdoor work. Canadians usually do all major chores once a week, on a Saturday or Sunday.

Most Canadians do not have maids to do their housework. Because most men and women work outside the home, you will see men, women and even children sharing in the household chores. You can offer to help, but you do not have to.

Always keep your own room clean and tidy. Make your bed and put your belongings away. Once a week, clean and dust your own room. You are also responsible for cleaning up after snacks, and for washing your own dishes after breakfast. It is polite to help clear the table after dinner.

TELEPHONE CALLS

Remember that you are sharing the phone with the rest of the people in the home so try not to spend more than 10 to 15 minutes on the phone at any one time, unless you ask your hosts first. Tell your friends and family to call you after 7:00 am and before 10:00 pm Canadian time.

EMERGENCIES

The telephone number for emergencies is 911. You call this number for police, ambulance, or fire services. Give the telephone operator your name and address and tell them what the emergency is.

TIPS ON HOW TO BEHAVE

As an adult, you may come and go as you please. Here are some tips about being independent while respecting your hosts at the same time.

- "Please" and "thank you" are international phrases. Use them when you ask for or receive something.
- Always try to communicate clearly with your hosts. Your hosts will not know what you want if you do not tell them. If you are cold and need another blanket, say so. If you need more towels, ask.
- Always let your hosts know where you are going and when you will be home. Your hosts will worry if you are late. If your family calls, your hosts need to know where you are.

- Remember that you are a guest in the home of your hosts. You may make local calls and collect calls from your homestay. Ask your hosts to make the collect call on your behalf. Give them the country code, area code, and telephone number.

Unless you are using a calling card, you cannot make long-distance calls from your homestay.

- If there are machines you can use, such as a fax or computer, ask how to operate them
- If the house has a security alarm system, learn how to use it.
- If you want to take part in homestay activities, do not hesitate to say so. If there is a cost involved, you may be expected to pay your share. Feel free to invite your hosts to take part in your activities. For example, if your host is going to the park, you can ask to go along. If you are going to a movie, you may want to invite someone from your homestay to go with you.
- Canadians are respectful of the privacy of others. If you come into the house and go to your room and shut the door, your hosts will think that you do not want to be disturbed.
- Do not wait for your host to invite you to watch TV or talk to them. It is normal to join in these activities without waiting for an invitation.
- If you want to bring a friend home for dinner, phone first to see if that is okay
- Please do not smoke in a non-smoking homestay



- You may not have an overnight guest
- Do not keep alcoholic beverages in your room
- You may not use any kinds of drugs in your homestay
- If you come home late, be careful not to wake the other people in your home when you come in. If you wake people or forget to tell your hosts where you are going, your hosts may find it necessary to set a curfew.
- If you are not sure about “the Canadian way of doing things,” ask your hosts or the staff in Student Services. Be independent. Your hosts are not responsible for organizing entertainment.

If you have a concern about your homestay accommodation, discuss it with your hosts first. It is important to discuss your concern right away. Do not wait until it becomes a problem. Your host may be able to provide a solution right away.

If you continue to have a concern after you have spoken with your hosts, please come to the Student Services office and feel free to speak to the accommodation staff at any time.

We are here to help you in any way we can.

EXTENDING YOUR HOMESTAY

If you want to extend your homestay past the date of your original booking, please come to the office at least 2 weeks before your last paid date. We cannot guarantee that your extended stay will be with the same host.

OTHER ACCOMMODATION:

The Toronto School of Management offers other types of accommodation, including halls of residence and hostels.

Please speak with the accommodation staff or email Accommodations@TorontoSoM.ca for further information on these types of accommodation.



Terms and conditions

The terms and conditions below apply to our campus in Toronto. We have separate application forms, and separate terms and conditions for campuses operated by our affiliates outside of the U.K., Germany and Ireland.

The conditions below set out the terms and conditions of the relationship between you (the student) and us (Toronto School of Management).

These terms and conditions should be read in conjunction with Toronto School of Management, Terms and Conditions for Registration.

You must read, understand and agree to the terms and conditions below. It is a condition of enrolment in our courses that you accept and agree to these terms and conditions.

YOU SHOULD ASK FOR HELP IN YOUR OWN LANGUAGE, IF YOU NEED IT.

If you do not understand, accept or agree to any of these terms and conditions, you should not apply for accommodation with Toronto School of Management.



1. GENERAL ACCOMMODATION

- 1.1 The student requesting accommodation from Toronto School of Management must be 18 years old or over.
- 1.2 All accommodation requests are subject to availability. The student will be required to provide their first and a second choice of accommodation. If the first option is unavailable, the school will try to book either the second option or find the student alternative accommodation.
- 1.3 There is an Accommodation Booking Fee of \$250 per booking. This administrative fee must be paid for each new booking and is non-refundable.
- 1.4 All the information in the brochure and the application form about prices and accommodation options are guidelines; they cannot be guaranteed and may be subject to change at any time. Any increases on the price will not exceed 10% per any academic year.
- 1.5 The student must follow the student Code of Conduct, which can be found at /about-us/guidelines-policies, homestay guide and any health and safety guidelines at all times. If the student fails to do this, they may be removed from their accommodation and charged for the entire duration of their stay. In this instance, the Accommodation Manager has the right not to provide alternative accommodation to the student.
- 1.6 If the student causes any damage to the accommodation, they will be charged in full for the damage or any payment the school has to make on their behalf. If it is unclear who caused the damage, then the costs of the damage will be shared by the students in the accommodation.
- 1.7 The student is strongly advised to arrange insurance cover for their possessions. The school is not responsible for any damage, loss or theft of the student's property.
- 1.8 The student cannot smoke in any part of student residences or homestay accommodation. The student will be told about places where they can smoke.
- 1.9 The student must tell the school of any problems with their accommodation immediately. If the school cannot find a solution to the problem, it will find you an alternative accommodation provider.
- 1.10 The school will not provide accommodation for more than 1 week outside of the duration of the course. Only students of Toronto School of Management are permitted in Toronto School of

Management accommodation.

- 1.11 If the student books accommodation with the school, the student must pay the school and not the provider for all accommodation services, including any extensions.
- 1.12 If the student wants to extend their stay, they must request this from the school at least 2 weeks prior to their current end date. They must not approach the accommodation provider about accommodation extensions.
- 1.13 The minimum homestay booking period is four (4) weeks. This does not apply to student residence accommodation. For further details regarding minimum booking periods in residences, please email accommodations@TorontoSoM.ca
- 1.14 The school will provide the student with the accommodation details approximately 5 – 10 days after the school has received the full payment. The time in which the school receives accommodation details may vary depending on availability period. This information is in the Confirmation Letter. The student must make sure they have received all the information before coming to Canada, in line with study permit processing requirements.

2. TRANSFERS

- 3.1. For airport transfer services arranged by the school the taxi driver will be waiting in the Arrivals area, holding up a sign with the Toronto School of Management logo and student's name on it. The taxi pick up includes a 1.5 hour waiting time; if the student is delayed longer than the required wait time, the driver will leave the airport. If for any reason the student cannot see the transfer driver, he/she MUST contact the driver or the school's emergency telephone number provided in the Confirmation Letter. If the student arrives and does not see the driver and has not made contact with the driver or the emergency telephone, the fees will not be refunded.

3. PAYMENT & CONFIRMATION

- 3.1 The student must pay for accommodation services in full by the date stated in the Accommodation Offer Letter provided by the Accommodation Officer. Accommodation is only confirmed once a Confirmation Letter has been issued.
- 3.2 If the school does not receive payment before the date given by the Accommodation Officer, the reservation is not confirmed. In such

cases, the school will not be responsible if the same accommodation is no longer available.

- 3.3 If the student wants to extend their stay at their accommodation, they must inform the accommodation department at least 2 weeks before their departure date. The school will try to help as much as possible, but cannot guarantee any extensions as it is subject to availability.
- 3.4 If the student arrives late at the accommodation at the beginning of their stay, he/she will still have to pay the full fees and will not get a refund.

4. CANCELLATIONS & REFUNDS

- 4.1 The Accommodation Booking Fee of \$250 is non-refundable.
- 4.2 If the student wishes to cancel or change their accommodation after arrival, the student must inform the Accommodation department by writing to the campus email address: Accommodations@TorontoSoM.ca. Changes may take up to 2 weeks to be confirmed. Cancellations may result in extra fees.
- 4.3 The student must provide the appropriate cancellation period as outlined:

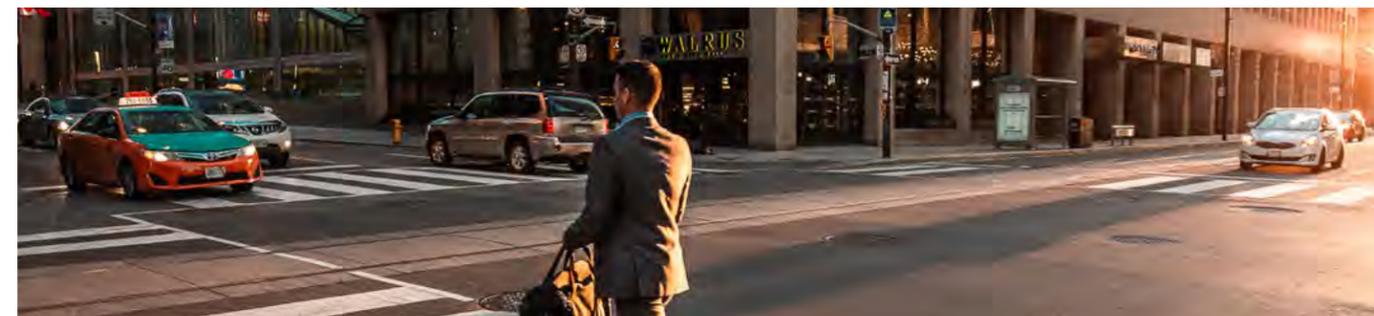
The cancellation notice period prior to arrival is the following:

- 4 weeks – Homestay
- 3 weeks – For all non-homestay bookings

The cancellation notice period after arrival is the following:

- 2 weeks – Homestay
- 3 weeks – For all non-homestay bookings

- 4.4 If the student decides to cancel or change the accommodation without providing the appropriate written cancellation notice, they will be charged accordingly and will not be entitled to a refund.
- 4.5 All refund applications must be made via the accommodation department at Toronto School of Management.
- 4.6 Refunds can take a minimum of 60 days to be processed.
- 4.7 Accommodation bookings cannot be transferred from one student to another.



5. LIMITATION OF LIABILITY

- 5.1 Students' attention should be drawn to the following clause: The liability of the school, London School of Business and Finance, Inter-Active Pro Limited, Language Gallery Inc, and/or Interactive World Wide Limited (and their Group, Associated and/or Affiliated companies) for losses arising from their negligence (except in the case of liability for death or personal injury), breach of contract or otherwise will be limited to the full amounts paid by the relevant student for the accommodation. Except in the case of liability for death and personal injury, and to the maximum extent permitted by applicable law, such companies will have NO LIABILITY FOR ANY OF THERE DIRECT, INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWEVER ARISING.
- 5.2 FORCE MAJEURE: the school cannot be held responsible for damage to an accommodation or failure to check-in or complete a contract with an accommodation provider due to an act of God, terrorism or war.
- 5.3 MAINTAINING ACADEMIC REPUTATION: the school is an accredited academic institution which is committed to maintaining and improving its reputation. Therefore, by agreeing to become a student of the school, the student must not engage in any action which might cause either their own personal academic reputation or the reputation of the school to fall into disrepute.
- 5.4 Students' attention is particularly drawn to this section: signing the declaration constitutes full and irrevocable acceptance of these terms and conditions.

6. GOVERNING LAW

- 6.1 These terms and conditions are governed by the laws of Ontario and shall be subject to the exclusive jurisdiction of Ontario courts.

7. PERSONAL INFORMATION AND PRIVACY

- 7.1 TLG protects the personal information and privacy of its students. Please review the Toronto School of Management Privacy Policy for further details.



22 College Street - Suite 300
Toronto, Ontario, Canada, M5G 1K2

+1-416-800-2204 | accommodations@TorontoSoM.ca
www.TorontoSoM.ca

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Designated Learning Institution number DLI #O131394510557
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