



# ACCOMMODATION GUIDELINES FOR STUDENTS

# Meet your Key Contacts



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Meet the rest of the team

[www.lilalovetolearn.com/about-lilastar/meet-the-team/](http://www.lilalovetolearn.com/about-lilastar/meet-the-team/)

## Emergency Contact

Office hours: Monday to Friday, 8:30am to 6:15pm

If you require assistance outside of normal working hours, then you can call or WhatsApp **07721 050262**. This will put you in touch with our Directors or one of our Emergency Staff Member. Alternatively, you can contact Victoria at **+44 7725 614 933**.

This booklet explains the guidelines in place for all accommodation options that are available at LILA\*. For each accommodation option, it sets out the rules that students and accommodation providers must follow and their responsibilities.

The booklet is split into 2 sections: **Independent living & Homestay** as there are slightly different guidelines for each accommodation type. It also explains the check-out procedure and how to report repairs/issues and make complaints should you need to report anything during your stay.

## CULTURAL AWARENESS

Leaving home and travelling to study in a new country can be a stressful experience. Even though it may be something you have planned and prepared for, the extent of the change and the effects it has on you may take you by surprise. If you find that you are surprised by the effects of the change, it might be helpful to realise that your experience is quite normal. This applies whatever country you come from, and wherever you are going to study, even though some cultures are more similar than others because of geographic, historic, demographic and other connections.

LILA\* staff are always at hand if you would like to talk about cultural issues, missing home or you would just like a chat. We also have a dedicated student welfare officer who will be happy to help/advise you.

If you would like to understand more about living in the UK as an international student, here is a great website, <https://www.ukcisa.org.uk/Information--Advice>

# ACCOMMODATION T&Cs

1. Should a student be absent from their booked accommodation for a long weekend (i.e. Friday Sunday etc.) charges will still apply and they are not entitled to a refund.
2. Should the student wish to leave their luggage at their accommodation whilst they take a holiday from the school charges will still apply and they're not entitled to a refund.
3. A breach of rolling contract will result in a new booking and all its associated terms. The student will be informed in writing when this has occurred. Please see the terms for the Rolling Contract for further details.
4. Any extensions to accommodation must be applied and paid for a minimum of 10 working days before the extension's start date; otherwise, LILA\* cannot guarantee availability.
5. LILA\* will endeavour to place a student in their accommodation of choice, subject to availability.
6. Should an accommodation placement not be available, LILA\* will endeavour to provide an alternative at similar cost.
7. Should a student want to change their accommodation they must give LILA\* at least 1 weeks' notice. Shorter notice would incur additional charges, usually additional full week's payment.
8. All accommodation changes should take place during the weekend (Saturday or Sunday). All accommodation changes which take place at the weekend are subject to 1 additional night payment (£35.00). Should a student insist on changing their accommodation mid-week, additional charges will apply.
9. Multiple changes to accommodation might result in additional administration fee, unless there is a valid reason, such as for example: the originally requested accommodation not being available or accommodation provider being in breach of their terms and conditions.
10. LILA\* reserves the right to ask student to leave their accommodation with immediate effect should the student breach the terms and conditions or due to the student's misconduct.
11. Accommodation cancelled up to 28 days before the start date will be refunded in full except for the Accommodation Booking Fee. In the case of an independent living accommodation, refund is subject to booking replacement being found and confirmed.
12. Accommodation cancelled between 8-28 days before the start date will be refunded 50% of accommodation fees and the remainder 50% in course fees, in this case booking fee is also retained.
13. For accommodation cancelled between 1-9 working days before the start date, the student will not receive any refund, credit maybe offered in certain circumstances at the discretion of the Accommodation Coordinator & Director of Operations.
14. Some accommodation charges may still apply should a student choose to leave their accommodation early. The student should discuss this with the

Accommodation Coordinator.

15. The Accommodation Booking Fee applies only once, unless the student requests a transfer to a new address/accommodation. In this case the student must pay the booking fee and any additional night charges
16. Any damage to the host property or shared accommodation that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.
17. Any postponement to an accommodation booking (not due to a visa delay) may be charged. LILA\* requires 5 working days' notice to guarantee no extra charge will be incurred.
18. Any postponement (due to a visa delay or otherwise) may result in the student being reassigned to a different accommodation provider.

## ACCOMMODATION GUIDELINES

To have a good experience, here are some rules that you will need to understand and follow. It is very important that you abide by the following rules while staying in LILA\* accommodation:

- Smoking is strictly forbidden inside the building or homestay. You must smoke outside; otherwise, you will be issued with a fine. You will be asked to leave the accommodation if this continues.
- Guests cannot stay in the accommodation unless you have asked for permission beforehand. Please speak to the Accommodation Team if you wish to arrange for a guest to stay with you. This may incur a charge of £35 per night.
- Any damage caused during your stay will result in a fine.
- Do not walk away from kitchen appliances when they are switched on! (e.g. oven, hob). This is very dangerous! When you have finished using them, please ensure they are fully switched off.
- Please respect the neighbours: Noise after 10:30pm will not be tolerated.
- It is important that you clean up after yourselves. Do not forget to wash the dishes and tidy up when you have finished cooking or using the bathroom.
- You are expected to clean up after yourselves whilst living in student residence. This includes emptying the bins, mopping the floors and tidying up after cooking. We do not have cleaners, and it is your responsibility to ensure a clean environment for everyone to live in. Failure to do so can result in being asked to leave the residence.
- If you would like to leave your accommodation early or to extend your stay you must inform LILA\*'s accommodation department at least two weeks prior to your departure by requesting it to the accommodation team.
- Some of our host families and other accommodation have students from other schools. Please be respectful to these students. If you experience any problems with students in your accommodation, please contact LILA\*.

# INDEPENDENT LIVING GUIDELINES

The shared accommodation experience is an excellent opportunity to live and interact with students of different nationalities. To get the most from this experience, you have to be a full participant. The more curious and enthusiastic you are, the more you will learn about life in England. The key to a good shared accommodation experience is to be open to new ideas and experiences and to communicate with your flatmates.

## Independent Living Options

- Residence En-suite
- Residence Private Apartment

The following are examples of things included or NOT included in your accommodation fee:

### Included:

- Key for entry
- Crockery and kitchen utensils
- Internet Access
- Bed linen
- Electricity, water and heat (*please think about the environment!*)
- Use of Washing machine / tumbler dryer (approx. £3.00 to wash and dry your clothes)
- Caretaker Daily to deal with maintenance issues.
- CCTV

### Not Included:

- Toiletries (shampoo, toothpaste, etc.)
- Towels
- Food: This option is self-catering
- Phone line

# HOMESTAY ACCOMMODATION GUIDELINES

The homestay experience is an excellent opportunity to experience English life first hand. To get the most from this experience, you have to be a full participant. The more curious and enthusiastic you are, the more you will learn about your host family and life in England. The key to a good homestay experience is to be open to new ideas and experiences and to communicate with your family.

## Settling In

Your host can help you get to know the local area. They can tell you where to get the bus to and from school, where the most convenient shopping centre is, and of course direct you to the best local spots! Your host will give you your own house keys.

## Host's rules

Although you are paying for your room and board, remember that the household you are staying in is neither a hotel nor a dormitory. Your host will treat you as a new family member and a guest. Each homestay is unique; therefore, you will need to discuss the rules of the house when you move in.

Some questions you might start with are:

- *What time is dinner?*
- *Which meals will I need to prepare for myself?*
- *What time do most family members go to bed?*
- *May I bring friends home with me after class or on a weekend?*

You will think of many more questions; we encourage you to discuss them with your host.

## Host activities

You may be invited to participate in activities and outings. This is one of the main reasons why you are a part of the homestay program, so try to join them whenever possible. If you cannot participate, tell your host in advance and thank them for including you. It's polite to ask them in advance if it will cost extra. You can ask "how much shall I pay?" and "how much spending money will I need to bring?"

The following are examples of things included or not included in your accommodation fee:

## Included

- Laundry detergent (one load of washing per week), toilet paper
- **Half-board:** Breakfast & Dinner (Monday to Saturday) and Breakfast, Lunch & Dinner (Sunday)
- **Full-board:** Breakfast, Lunch & Dinner (Monday - Sunday)
- Towels and bed linen (washed once per week)
- Electricity, water and heat (please conserve!)

## Not Included

- Toiletries (shampoo, toothpaste, etc)
- Snack foods (chips, candy, soft drinks, etc)
- Computer, printer
- Special activities with your host (concert or sports tickets, entrance fees, spending money for refreshments or souvenirs)

## Helping in the homestay

In most households, all members are expected to help with the housework. Always make your own bed and keep your room clean by removing rubbish, vacuuming, and washing your sheets. Ask where to put your rubbish and recycling.

Offer to help set and clear the table for shared meals, and/or put dishes in the dishwasher. Make sure that you know how the kitchen works: what goes down the sink drain, what gets thrown out and what gets recycled. Learn where the utensils, cups and dishes are kept, and always clean up after yourself.

Ask how to operate the washer and dryer and what times and days you can use the machines. Keep the bathroom that you use clean and tidy; learn how the shower and bath work; and what not to put down the toilet, as well as how to keep the shower curtain inside the shower (British homes do not have drains in the bathroom floor!). Wipe the sink and counter area after you are finished.

### LILA\* STAFF CONTACTS

Operations Team [operations@lilalovetolearn.com](mailto:operations@lilalovetolearn.com)

Accommodation Team [accommodation@lilalovetolearn.com](mailto:accommodation@lilalovetolearn.com)

### OPENING TIMES & EMERGENCY NUMBERS

Monday - Friday 8.30am - 4.30pm

Saturday & Sunday Closed

LILA\* Emergency Contact 0044 7721 050262



