

## A Guide for Host Families

---

### **Kia Ora, our valued host families!**

Thank you for accepting this booking.

Page | 1

Host Families NZ (HFNZL) aims to provide a comfortable and rewarding experience for both host families and students.

This guide is designed to provide key information and outline the host's responsibilities to ensure an enjoyable and safe homestay living environment.

### **What is a homestay?**

Homestay is a popular form of accommodation provided to students and it is a great way to settle in a new environment.

In New Zealand, each family or household can host up to 4 students. Please make sure you always abide by the law.

### **What should you provide for the student (Compulsory) prior to his/her arrival?**

Most of the time, it is the first time for the student to leave their home and stay in a different city/country by themselves. Therefore, a warm and welcome environment is vital. Please remember to always treat the student as a member of your own family.

Prior to the student's arrival, please make sure the bedroom is in a neat condition and ready for the student to use.

Please note the student's bedroom must be a private bedroom. Not a shared room unless it is requested by us. Below checklist will help you to run a final check to ensure you got everything ready.

- A private, warm, and comfortable bedroom
- The room has adequate ventilation, heating, and good lighting
- Please make sure the bedroom has below essentials:
  1. A bed (not a convertible or inflatable bed)
  2. Towels and Beddings
  3. Storage spaces
  4. A lamp
  5. A study-desk
  6. A chair
- Convenient access to bathroom facilities and unimpeded access to the outside of the house in the event of a fire or similar emergency.

A reasonable use of electricity, water and internet are also included in your weekly rate. Please also ensure that laundry facilities are available for the student's use.

Personal things such as toiletries and shampoo are student's responsibility.

© 2010-2021 Host Families NZ Ltd. All rights reserved.

## Meals – what to prepare?

Apart from a comfortable bedroom, you are also required to provide meals. However, this depends on the student's request. You can find the meal type the student choose on your booking confirmation form. There are three types of meals: 1) half board; 2) full board; 3) no meal. Please find the definition below:

1. **Half board** means to provide breakfast and dinner Monday to Friday, and breakfast, lunch and dinner at weekends, public holidays.
2. **Full board** means to provide three meals every day.
3. **No meal** means you do not need to provide any food. The student will buy her own food.

If you are required to prepare meals for the student (s), please follow below instructions.

Please always discuss their dietary preferences and especially if they are allergic to any food

1. Breakfast is often a “help yourself” meal with cereal or toast and a cup of a hot drink. Please show your homestay student which food or ingredients are used for breakfast meals. They can simply prepare their own breakfast, eat, and then tidy up once they finish
2. Lunch on weekends and public holiday is either a “help yourself” meal or prepared by you. Please discuss with your student what he/she like to have for lunch meals
3. Dinner is the main meal of the day and home-cooked meals are required.

Please make sure you provide the right meals to the student.

## Student's Arrival

1. The student normally will contact you to arrange his/her arrivals. Please make sure someone is home to welcome the student on the day of his/her arrival. If you do not hear from the student 24 hours prior to their arrival, please give them a call/text. You can find their contact on the booking confirmation form.
2. If the student did not arrive as planned, please call our emergency number immediate at +64 21 026 91882 to report
3. Please email us if your student has arrived and settled in well.

## Welcoming the student

Welcoming a new student is exciting, but at the same time, you might find a lot of things the student does are different from what you are used to. Here are some tips to help you.

1. Please help the student to settle down and get familiar with the surroundings
  - 1) Introduce him/her to family members
  - 2) Lead the student to his/her room
  - 3) Show him/her the bathroom and toilet facilities
  - 4) Help him/her with the WIFI connections

- 5) Let him/her know the dinner time and teach him/her how to make breakfast e.g., toast, how to prepare cereal etc
  - 6) Provide him/her with a house key
  - 7) Ensure that the student is carrying telephone numbers and address of both the school and the homestay
  - 8) Show him/her when and how to do the laundries
2. On some occasions, if you will not be at home during dinner time, please let the student know in advance. Food should be left ready for the student to heat up when he/she is ready to eat. Please be mindful to not leave the student to eat by themselves more than twice a week.
  3. Please note that students at any age are not allowed to cook unless there is an adult to supervise them due to Health and Safety reasons.
  4. Please make sure you go through the house rules and your expectations with the student. However, the first day of arrival may not be the best time. You can do it on the second day or the third day when the student feels more comfortable. We have attached a Homestay Guidelines for you to discuss with the student.

### **The first day of school**

1. Please assist and teach your homestay student on the day or before the first day of school - show him /her where the bus stop is and the school's location. If necessary, please accompany him/her.
2. Also, please take him/her to the nearest convenient store or station to get an AT-HOP card.
3. Please remind the student to bring his/her passport on the first day of school.

### **Student safety and welfare**

1. All students must be the same gender unless you have permissions from HFNZL
2. Please make all reasonable and necessary efforts to make the student feel welcome and comfortable by participating in all social and family related activities
3. Always respect the religious observances of the student
4. Please notify HFNZL immediately if the situation of the family or the conditions of the home changed from the time of the initial inspection
5. In case of sickness/injury/accident, you must take the student to the doctor's/hospital. The student may have health insurance so please assist them to use it. If it is a serious illness or accident, please contact us immediately
6. **Please note students who are under 15 cannot be left in the house without adult supervision and all under 18 students cannot be left alone overnight**
7. Please note you are NOT allowed to host more than 4 students at the same time
8. Please notify HFNZL in the event of any accident involving the student.
9. Please advise HFNZL in advance if you are going to have visitors to stay while you are accommodating this student. Police clearance is required if your guest (s) is going to stay 5 or more consecutive nights

### **Terms and conditions for hosting under 18 students**

1. All students must be the same gender unless you have permissions from HFNZL
2. Sleepout cannot be used for under 18 students

3. We request our families to host only maximum 3 under 18 students at the same time since they require more care and attention from the host families
4. Please inform and get permission from us before any over 18 guest (s) coming to stay with you for 5 or more consecutive nights. We would need to obtain a permission from the student's parent/guardian as well as conduct a police vetting check
5. The Code of Practice for International students also requires an appropriate separation of the student age to ensure the student's safety. Therefore, if you are hosting under 18 students, please do not host students who are over 18 years old unless you have a permission from us
6. For safety reason, the student is required to be home no later than the following times every day:
  - 1) Under 15 years - 6:00pm
  - 2) 15 years - 7:00pm
  - 3) 16 and 17 years - 7:00pm Sunday to Thursday; 10:00pm Friday and Saturday
7. All under 18 students are not allowed to stay overnight in other accommodation at any time unless you have a written permission from HFNZL

### Moving out, cancellation and extension

1. Booking dates are confirmed unless the student gives you a two-weeks' notice to move out earlier than planned. He/she would need to fill out a "Moving out Request" form and it requires your signature. If your student (s) did not ask you to sign a move-out form but he/she is moving-out, please email us immediately
2. If you require the student to leave earlier, you are required to give a two weeks' notice to the student. You will need to ask the student to sign the move-out form and send a copy to us. You can find a move-out form in the Appendix.
3. Two weeks' notice **will not be given** and **HFNZL may terminate this agreement** if you have failed to comply with the conditions stated in guideline and 1). [The Education \(Pastoral Care of International Students\) Code of Practice 2016 \(including Amendments 2019\)](#) 2). [The Education \(Pastoral Care of Domestic Tertiary Students\) Interim Code of Practice 2019](#)
4. Please be aware of the student's move-out date and always give them a two weeks' notice when their homestay agreement is going to end.
  - 1) If he/she decides to extend his/her stay, he/she must fill out and sign the extension form (provided to them) and send a copy to HFNZL two weeks in advance. This will avoid any delay on the payment. If they cannot find the form, please email us directly
  - 2) If he/she decides to move-out as planned, please arrange a date to inspect his/her room. In case of any damage, please inform us two weeks in advance so we can help to sort it out before the student leaves
5. Please be reminded that you as a host family will **NOT** make any contractual arrangements directly with the student or his/her family/ agents/schools. This is mainly because we would need to take administration fee every week to cover the overall cost, for example: conducting annual inspections, police vetting, providing 24/7 emergency contact, IT support, working with different schools, making the right policies to comply with the Code of Practice etc. If all our students have private arrangement with our host after the placement, the agency would not be able to keep going. We trust our families to honour the work we have done in the past and do not have private arrangement with the student directly.

6. Please be reminded that no direct payments will be made between you and the student. If there is any addition cost raised, please contact us directly
7. Please note it is the student's decision to choose to move-out or go on a holiday. Therefore, HFNZL holds **NO RESPONSIBILITY** when the student wants to move out or take a holiday at any time during their stay.

### **What to do when your student is late or unwell**

Please contact the ATTENDANCE DEAN if a student is going to be late or absent from school. You can phone the school directly and the contact number should show on your booking profile. You need to state the name, the ID number of the student and why he/she is absent from class. If the student is sick, he/she MUST get a Doctors Certificate from a NZ Registered Doctor otherwise it will affect his/her attendance rate for visa renewal. Backdated Doctors Certificate is not accepted. ACG does not accept acupuncturists or herbal doctors.

If you cannot get hold of the school or find the attendance number on the booking profile, please give us a call.

### **What to do if you are going away?**

Please inform HFNZ (by filling out the "Host Family on Holiday" form, attached in the appendix) as early as you can if you are going away and please do not make any changes before you get consent from HFNZL. HFNZL needs to inform the school/the guardian of the student to get a permission letter. This applies for both under 18 students and over 18 students.

1. If one of the host parents is going away, please note the student cannot be left with the opposite gender at home alone.
2. If both host parents are going away, the students are not allowed to leave unsupervised or with anyone to supervise without a written consent from HFNZ.
3. Alternatively, you can give a two-weeks move-out notice and we will find another homestay for the student. You can find the move-out notice in the appendix.

### **What to do if there is any damage caused by the student**

We recommend our host families to inspect the student's room regularly and inform us immediately if there is any damage.

In case of a damage related to your homestay student, please complete the "Damage Claim Form" (attached in the Appendix) and inform us as soon as you can. We will help you to inform the school/parent/agent to claim the damage. Please note you must inform us at least seven (7) days prior to the departure of the student. Otherwise, it is hard to get in touch with the student and the damage is unlikely to be compensated.

Where the Host Family fails to report any damage in the manner prescribed above to HFNZL, the Host Family shall not be entitled to make a claim for such damages.

## Emergency Contact

Please contact HFNZ ([02102691882](tel:02102691882) or [021 670569](tel:021670569)) in case of any emergency related to your homestay student.

## About Payment

We will arrange the payment to you on the following week Wednesday after your student's arrival. So please update us, either by email or text message, that your homestay student has arrived and settling in well.

Please contact accounts ([accounts@hostfamilies.co.nz](mailto:accounts@hostfamilies.co.nz)) to update your bank account information or anything related to payment.

## About Your Profile

Please check your family profile on the booking confirmation form and make sure your information, the photo(s) of the room(s) as shown on the booking form is correct and up to date. If it does not match, please let us know immediately so we can amend the information. All the details you provided us will only share with the school/agent/parent and the student(s).

Please share with us photos of homestay student(s) with your family on our Facebook page at [www.facebook.com/hostfamiliesnewzealand/](https://www.facebook.com/hostfamiliesnewzealand/) or email [partnership@hostfamilies.co.nz](mailto:partnership@hostfamilies.co.nz). We really appreciate your support.

Thanks again for hosting this student. Please sign below if you and return the copy to HFNZL.

I \_\_\_\_\_ (Please insert your full name in English,  
declare that I understand and accept the homestay guidelines listed above and agree to abide by the  
rules and requirements as a host family.

\_\_\_\_\_  
Homestay signature

\_\_\_\_\_  
Date