



STUDENT HANDBOOK AND CODE OF CONDUCT

Crown International Guardians (Bath) Ltd.

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Welcome to Crown International Guardians! This Handbook has been produced for students from abroad and contains information on Crown International Guardians organisation, policies and procedures.

Message from Mark Stricklin, Director

Welcome to Crown International Guardians!

Crown International Guardians is a private family run and owned company. We have looked after the interests of many students and their families during the last 20 years and we can offer you the service you want, expect and need.

We have a lot of experience and constantly work very hard every day to make sure all is well with the students we represent. Homestays, flights, visas, mobile phones, storage of luggage, transport, airport transfers, exeat weekends, extra tuition, and half terms are just some areas we deal with every day on behalf of students and their families from many different countries and many different schools. We are here too when occasional problems arise and that is when our experience and knowledge and 24hr access really come into effect.

I grew up in the USA and my parents sent me to boarding school here in England in 1982. I know as a boy, as a past school director and as a father just how important it is to get everything right.

Guardianship and UK law

The Law

UK law requires that all boarding schools “promote and safeguard” the welfare of every boarding student, including those over the age of 18. The Home Office, responsible for issuing VISAs, must also have regard to the need to safeguard children and to promote their welfare. All children studying in the UK must therefore have suitable care arrangements in place for their travel, reception on arrival in the UK and living arrangements while here. This is a compulsory requirement and includes the need for an Educational Guardian to be appointed.

During the term time, boarding schools must comply with the “Boarding Schools National Minimum Standards” in the care of their students, and they are regularly inspected. However, there are times when the school is closed and as sponsors of the Tier 4 (Child) VISA, a boarding school must also be able to hand



over parental responsibilities to another adult. These times include Fixed “Exeat” weekends, Half Terms, suspensions, exclusions, medical emergencies, weather extremes and other unforeseen circumstances.

Guardian Requirements of a Boarding School

It is a condition of entry to a school that a parent nominates a guardian who will meet the following minimum requirements:

- Be over 25 years of age.
- Reside in the UK at all times and be able to reach the school within 2 hours travelling time.
- Be a 24-hour point of contact for the school.
- Act with delegated parental authority in the case of emergency.
- Provide both pastoral and educational support.
- Liaise with the school over holiday and exeat weekend arrangements, including informing the school about travel and accommodation, which must be appropriate depending on the age of the student.
- Provide appropriate overnight full board accommodation and care.

Life in the UK

Living in the UK may be quite different to the life you are used to. Every country has its own customs and it may take them a while to get used to these. Please do not worry, this is most normal. Here are a few examples of British customs to help you understand what is expected:

Meeting people: Sometimes British people come across as being reserved but usually they are kind, helpful and welcoming of visitors. British people usually greet each other with a handshake and use their title and surname, until being invited to use their first names. For example, when meeting a new contact, they may greet saying “Good morning Mr Harris”. Due to the coronavirus, greetings have changed, and handshakes are not currently being used. A verbal greeting is perfectly acceptable, whilst maintaining social distancing.

Queues: The British people love queues! When waiting their turn, for example in a shop, bank or for public transport, people form a line one behind the other so that they are served in turn. It is considered rude to push in. Some shops and services have clear instructions that you should respect.

Please and thank you: British people greatly appreciate politeness. This means when you would like something you would start a sentence with the word “Please”, for example, “Please may I have a sandwich?” When you have received something, you should always reply with “Thank you”.

Sorry! The British people are often heard to say “Sorry!” This word is used if people accidentally bump into each other or make a mistake. Often people say it even if they were not to blame (for example, a person bumped into them whilst walking in the street).

Mealtimes: It is considered polite to wait for all people at the table to have their meals in front of them before you start to eat. Knives and forks are used to eat the vast majority of main courses, although some British families may use other cutlery to suit the cuisine. Knives and forks are placed together to indicate that the diner has finished. It is not considered polite to eat with your mouth open or speak whilst eating. Similar to the beginning of the meal, diners usually wait until everyone is finished before leaving the table, and often time is spent having a chat around the table.

Homesickness

The first few weeks in the UK can seem very strange. Compared to your home the weather might be cold, the food too fatty, the English speak very fast and joke a lot! It is common to feel homesick, but as you get used to routines you will feel better. Most students leave school wanting to stay here longer!

Personal Safety

Crown International Guardians most important principle is to care for you whilst you are in the UK therefore your personal safety is of the utmost importance to us. Avoid situations in which you feel uncomfortable, don't be afraid to say 'no', respect yourself and other people and speak to us whenever you feel like it – we will always listen and offer support without judging you.

Tablets & Laptops

When using your tablet or laptop remember to follow our Online Safety Policy which is available on our website www.crowninternationalguardians.co.uk or upon demand and to follow any school guidelines too.

Valuable Possessions

Make sure you look after your phone, tablet, laptop, bank cards, cash and any other valuable items. At school you should have somewhere safe to keep those items.

When you go out you should always take your fully charged mobile phone with you and make sure it is switched on, so you can be contacted if necessary.

Be careful when carrying and using your phone when you're out and keep it safe.

Money

Make sure you always have some cash with you when you go out as you can't always pay with your phone or bank cards. For example, some taxis only accept cash payments. Keep small denomination notes in your wallet or purse; £50 notes are not always accepted.

Many people in the UK now use Apple Pay through their mobile phones instead of bank cards or cash. It's useful as it means you don't need to carry cash or cards but not all shops and restaurants accept this form of payment, so you need to have a bank card and/or some cash with you if you are shopping or going out.

Look after your cash carefully and don't leave it lying around. If you run out of money and need some urgently to stay safe, call the Crown International Guardians number +44 (0)1225 425125 and we can help.

If you need more money for school trips and events, then speak with your Guardian and he should be able to authorise some on your parents' behalf.

Electrical Appliances

You will notice that electrical sockets are different in Britain to most other countries. We prefer you to purchase cables with British style plugs for your electronic goods. If this is not possible then you must use an adaptor or multi-way bar extension lead which is fused. Never fit an international style plug straight into a UK style socket and do not overload sockets with too many electronic gadgets.

Medical Issues

Your school will normally register you with a doctor's surgery and provide medical facilities within the school and explain how to access them.

If you are too ill to stay in the boarding house but not ill enough to be in hospital the College will arrange a host family can look after you. If you feel ill whilst staying with your host family tell them so that they can decide if you need to see a pharmacist, doctor, or go to hospital for treatment. Your parents obviously get worried if you are ill so it's important that you tell us so that we can help you and then reassure your parents that you are receiving appropriate medical care.

If you don't want to say exactly what is wrong with you because it's a personal matter that's fine, you can attend medical appointments by yourself, but please still tell us you are feeling unwell.

If you are outside the College and face an medical emergency, please call 999 or 101 for advice, as well as notifying appropriate adults.

If you have been in contact with someone suffering from Covid-19 or are experiencing typical Covid-19 symptoms yourself (high temperature; new continuous cough and/or change to your sense of smell or taste) you must inform your school or host family immediately.

Online Safety Policy

Crown International Guardians has a responsibility to promote the welfare of all children and young people and keep them safe.

Our Online Safety Policy is available on our website www.crowninguardians.co.uk or upon request and your school will have similar guidelines.

Make sure your social media privacy settings are correct, be careful about sharing personal information on the internet, set strict limits on who can track your location, do not chat to strangers online and never take inappropriate photos of yourself and share them.

Taking sexual photos of yourself or others is against the law in the UK and can result in police involvement.

WIFI Use

Your school will have a policy regarding internet use – it is important that you follow it.

Depending upon your age, certain restrictions may be placed upon your usage and it is vital you follow Crown International Guardians Online Safety Policy which is available on our website: www.crowninternationalguardians.co.uk or upon request.

Prevent/ Anti radicalisation Policy

Along with your school, Crown International Guardians actively works to keep you safe from radicalisation and prevent you from being exposed to extremism. Crown International Guardians upholds fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Our Prevent /Anti Radicalisation Policy is available on our website (www.crowninternationalguardians.co.uk) or upon request.

Anti-Bullying & Cyberbullying Policy

Bullying is behaviour by an individual or group, repeated over time, which hurts another individual or group either physically or emotionally.

Cyberbullying is bullying that takes place over digital devices like cell phones, computers and tablets.

Both types can be defined by the victim not the perpetrator.

Crown International Guardians does not tolerate any form of bullying and encourages its young people, whether victim or observer, to speak up if they experience it happening. The Crown International Guardians Anti-bullying and Cyberbullying Policy is available on the website www.crowninternationalguardians.co.uk or upon request.

Student Safeguarding

Problems or Worries? Who to Ask for Help

This is a very exciting time for you and we are here to help you to enjoy school and get the most out of your time in the UK. If you do have any problems or worries, you are not alone! We are here to help and support you at any time.

We are aware that, from time to time, you may be worried or upset about something. The information below tells you about various people available to help you, so that you can choose someone you feel you can trust. The experience of many students is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it.

Is something worrying you?

Here are some examples of the kinds of thing which can be worrying for young people:

- You think you may be ill and are too afraid or embarrassed to tell anyone;
- You feel depressed, or that life is not worth living;
- You or your friends are being bullied or treated unkindly by another student;
- You think that another student is not eating properly, or may be harming him/ herself;
- You think that another student has done, or is about to do, something seriously wrong or dangerous;
- You are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex;
- You feel you are being treated unfairly simply because you are a girl or simply because you are a boy, or because of your colour or religion, or because you have a disability or learning difficulty, or because your sexuality;
- You feel that a staff member from the Crown International Guardians has treated you unfairly (e.g. in a punishment given, or in favouring other students);
- You feel that you are not given enough privacy or independence.

What should you do?

If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what is going on affects other people, or that you are unaware of all the different ways a problem can be tackled.

There are a number of different people who will be very happy to talk to you and to help you try to find a solution to the problem. It may help to talk first with another student who is a trusted friend.

However, sometimes you may also need the help and support of an adult or professional, for example a staff member at Crown International Guardians or a member of staff at school who you feel most comfortable and safe talking to.

We would expect one of these to be the first person you speak to if you have any concerns.

Crown International Guardians staff you could talk to might be:

- Your Guardian and Designated Safeguarding Lead (Mr Mark Stricklin +44 (0)7715 123299
- Deputy Designated Safeguarding Lead Miss Leonor Liz-Losada +44 (0)7551 081009
- Deputy Designated Safeguarding Lead Miss Daisy Qi +44 (0)7788 973860

However, if you do not feel able to speak to staff members, other people to talk to are:

- Your parents, guardians or other relatives;
- Adults in a position of authority at the school you attend, for example the School Chaplain, Counsellor or Doctor;
- An older student at the school you attend or an older international student
- National Society for the Prevention of Cruelty to Children 0800 800 5000 www.nspcc.org.uk
- Childline 0800 1111 www.childline.org.uk

Who else needs to know?

We understand that you may wish to talk about a problem only if it is kept confidential. This may be possible if your problems do not raise concerns about your welfare, but please be aware that many adults have a responsibility to pass on concerns about your welfare within their own organisation including school or Crown International Guardians, or to other organisations that can help.

Please do not let this stop you from raising complaints or saying when you are worried or upset. Most young people who speak up, say afterwards that it helped them and that the problem did not seem quite as bad once they had a chance to talk it through with someone experienced and helpful.

Code of conduct

FINALLY, we have listed the most important things to remember. Your guardian will go through these with you and ask you to confirm you understand and have read them.

NOT ALLOWED

- Staying elsewhere overnight without prior permission from Crown International Guardians, agreed the week before the Exeat or Half Term break.



PLEASE REMEMBER TO:

- Always show respect
- Be polite
- Please behave appropriately at all times and remember:

-Alcohol: It is forbidden to all persons under the age of 18 years to consume alcohol.

- Drugs: The use of non-prescribed drugs is strictly forbidden and the law regarding this is enforced very strictly.

- Smoking/Vaping: It is a criminal offence to buy tobacco/vaping products under the age of 18. Smoking/Vaping is forbidden in schools and in most public places.

- Sexual activity - the age of consent in the UK is 16 years old. Underage sex involves someone that is 15 and below. In the eyes of the law, someone under the age of 16 (and, in certain circumstances, 18) is regarded as a child. It is a criminal offence for anyone to be involved in any sexual act (sexual intercourse, sexual touching, kissing, etc) with anyone under the age of 13, whether the young person agrees or not.

It is a criminal offence for anyone who is 16 or older to have any kind of sexual contact with someone aged 13, 14 or 15. It is also a criminal offence for both girls and boys aged 13, 14 and 15 to have consensual sex (either regular intercourse or oral sex) with anyone else aged 13, 14 or 15. This applies whether they are the initiating partner or the consenting partner.

Breaking any UK laws or school rules could result in suspension or expulsion.

Frequently Asked Questions

These are students' most FREQUENTLY ASKED QUESTIONS (FAQs). Full answers are inside the Handbook:

- Why do I need a guardian?

As your parents live overseas they are unable to care for you when you are out of school. Crown International Guardians takes on this responsibility particularly during Half Terms and other times that the school is closed.

- Who is my guardian and how do I make contact?

Your Guardian is the Director of Crown International Guardians, Mr Mark Stricklin. He has a team to help him. In office hours ring 01225 425125 or email mail@crowninguardians.co.uk. In an emergency ring 07715 123299. If you have any reason to make a complaint about any aspect of your guardianship, please do so in writing to the email address above and we will investigate the situation and report back to you and your parents.

- Who is my host family?

Mr and Mrs Stricklin will be your host family.

- Do I have to stay in a Host Family?

We have a strict policy on staying overnight OUTSIDE a Crown Host Family. In all cases we MUST have your parents' written permission beforehand so that we have a chance to confirm back and also to let the host family know that you will not be there that night. If you cancel your Host Family booking at short notice you will be charged!!

When I stay with my HOST FAMILY:

- What is provided? (e.g. meals, room, facilities, laundry)
- Is there Internet Access?
- Can I go out to visit friends or even other cities?
- Can I stay away overnight?
- Other information I should know

The TOP TWO things Crown Guardians MUST have from you:

1. Your current mobile number and email, especially when these details change!! It is your responsibility to notify us of any change to your contact details as soon as they are in place. It is essential that you leave your mobile switched on, with credit on and fully charged whilst you are travelling, especially when you land at an airport and we have booked a taxi to collect you.
2. What arrangements we need to make for you for each Half Term and Exeat weekend.

Why do I need a guardian?

Boarding schools in the UK require all their students whose families live overseas to have a Guardian resident in the UK, normally aged over 25 years. It is also now a UK Visa requirement. Whilst at the school, your housemaster or housemistress will take responsibility for academic progress and welfare, but there are times during the term and more especially outside term time, when the school must be able to hand over these responsibilities to a properly appointed Guardian. These responsibilities include:

- acting on behalf of your parents in situations where they are unable to do so due to distance or timing.



- looking after your welfare in the UK when the school is closed for holidays.
- assisting you with things you may need - school uniform, sports equipment, pocket money, phone cards, mobile phone, UK mobile sim card, etc.
- helping you arrange your travel both in the UK (taxi, train or bus) and back home (flight bookings, transfers).
- helping you if things go wrong:
 - if you get into trouble at school you may be suspended and asked to leave the school for a period, at short notice.
 - if you have problems with immigration or passports (for example, lost or stolen).
 - if you get ill and need to go to hospital, or away from school.
- being available for you anytime, particularly if you are worried about things like:
 - work
 - school
 - friends
 - your own family. It is not unusual to feel unhappy and maybe homesick when you first start at your school and do not know anyone. You can always contact us if you are feeling alone and isolated from your family.
 - the host family you stay with. Life in the UK is very different to your own country and we can give you some ideas and guidance to help you settle in more quickly and easily

*Our carefully selected and inspected host family is fully checked and required to protect, care for and provide full board and lodging for you. PLEASE NOTE, however, educational guardianship remains with Crown International Guardians at all times.

Who is my guardian and how is Crown International Guardians organised?

Crown International Guardian's director and owner Mr Mark Stricklin acts as your guardian, and will take responsibility for decisions made.

Mr Stricklin will be the main point of contact for guardianship issues for you during school term. He will also ensure all arrangements are carefully put in place, and that confirmation is sent to you, your parents and your boarding house at school. You may have regular contact with the office and Mr Stricklin by telephone and email. The centralised administration means that all data and plans are kept centrally, and therefore any queries and problems can be quickly and efficiently resolved. If it would help you to be able to talk to a member of Crown International Guardians in Spanish or Chinese, then this can be arranged.

Crown International Guardians Host Family

You may find that there is more than one student staying with a host family at any one time. In our experience, this can work very well, as it offers you additional company and friendship during your holiday period.

Our Host Family is a man and wife with whose own children have grown up. They will all have a kind disposition toward you and are given guidelines and, where necessary, training from Crown International Guardians on the best practice when having an overseas student to stay. This includes advice on Health and Safety matters but if you have any concerns whilst staying with our host family, please let us know immediately. Students are expected to respect their host family's way of life in return for being accepted as a family member.

Please note, educational guardianship remains with Crown International Guardians during your stay with your Host Family, so you should speak to us about any concerns you may have or if you need to make any changes to the original arrangement.

Hosts are encouraged to include you in family life and to arrange activities and excursions. The happiest students tend to be those who also make most effort with the Host Family, so don't stay in your room all day!

What is Crown Guardians Policy regarding students NOT staying in a Crown Guardians Host Family?

We are often informed by students (and/or their parents) that they wish to make alternative arrangements for one or more nights' accommodation during Half Terms and Exeat Weekends. We have an obligation to your parents, schools and even the UK Immigration to care for and protect our students and to provide safe host family accommodation. We have a separate Safeguarding Policy which is available upon request.

The following policy has been introduced to clarify what is needed from you and your parents should you wish to consider alternative Half Term/Exeat care arrangements:

- Students Aged 18 or over on start date of Exeat or Half Term:
Parents' Permission is required, during office hours, in writing by verified email. This can also be accepted via reputable overseas agents.
- Students Aged 15 or under on start date of Exeat or Half Term:
As above PLUS we require full address and travel plans, a named adult, residing in the UK and over 25 years old and full contact with the adult and arrangement confirmed in writing. The adult will need to confirm that they will be taking responsibility for the student during the break.

The above is subject to amendment, if required, to comply with any particular school's policy.

Please note that if a Host Family is booked and then subsequently cancelled the following fee will be charged to your deposit account:

Up to 5 days No Payment

0-5 days notice 100% of total payable

What will the Host Family provide?

Meals

You will be provided with three meals per day. For breakfast you should get toast and cereal, and perhaps a cooked breakfast on occasions. If you are late getting out of bed, you may miss breakfast! Lunch is normally light, perhaps soup, jacket potato, salad, sandwiches, cheese on toast and fruit or yoghurt.

Most Host Families take their main meal in the evening, and Dinner should include fish or chicken or red meat, and vegetables and a dessert.

If you have things you like or don't like please tell your host and they will try and provide accordingly, but remember the food will be very different to home, so do try everything - you never know you may like it! If you are HUNGRY, please don't help yourself - ask the Host Family.

Your family may be very interested in your own country's food - offer to cook!

Evening meal is often between 6pm and 7pm, but please check the times of meals with your host. Be sure to watch your table manners:

- wait until everyone is seated at the table and has their food before you begin.
- if you want something, ask for it to be passed to you. English people use 'please' and 'thank you' frequently, so don't forget to do the same.
- it is the English custom to eat quietly, with your mouth closed!
- hands are usually placed under the table when you are not eating.
- stay at the table until everyone has finished and then ask to leave.
- when you leave the table, ask if you can help by taking your dishes to the kitchen, and leave them by the sink or place them in the dishwasher.

Your Room

You will be provided with a single room. Clean bedding and a towel are provided. The room will have some storage facility (depending on the length of your stay) and a desk and adequate lighting for working. Sometimes Host Families provide a table in another room (like the Dining Room) for working instead of the bedroom.

Shower and Bathroom

Your host family may need to use the bathroom as well as you and will tell you the most convenient time for you to use the bathroom and shower in the mornings and evenings. Please make sure you shower regularly (every one or two days) but remember that hot water may be limited, so you should only spend about 5-7 minutes in the shower. Make sure the shower curtain is on the inside of the shower cubicle to avoid flooding the bathroom. Host families will often need to be up early, so please don't make them late for work!

Laundry

Hosts are happy to help you with any washing you may have, especially during a longer break like Half Term. Ask your host if they would mind doing the washing for you (or offer to do it yourself) and where to put your dirty clothes. They will wash them and return them to you.

Internet Access and Host Computers

Your host family has a wireless broadband connection, and they are happy for you to use this for reasonable access to the internet from a laptop computer (such as social networking). Please note however that you should NOT download large files (music, games and films etc.) as your host family may have broadband contract with a limited download per month. If this limit is exceeded, the whole system may crash and you will have no internet access at all! The cost of any excess to the host's download allowance will be charged to your account.

You should NOT expect or ask to use the Host Family's own computer.

Unrestricted Access - There is increasing concern about the dangers to young people of free and unrestricted access to the internet without appropriate controls. Crown International Guardians has guidelines for Host Families, and will advise Hosts to limit access in the best interests of the student. For example, wireless internet will sometimes be switched off overnight, and schools will also have restricted networks. However, it is impossible for Crown International Guardians and their Host Family to police this effectively and therefore the liability and responsibility for internet use and downloads rests with the student.

Can I go out shopping, to visit friends, or even other towns? When must I return?

If you go out, it is essential that you tell your host family where you are going. Be sure you have the telephone number of the host family and that they have your mobile number. If you are delayed – you must phone the host family immediately. If you are in serious difficulty, phone our emergency numbers – 07715 123299 or 07551 081009 - and possibly call the police on 999.

Crown Guardians provides guidelines to the Host Family about times to be home at night, as follows:

- Aged under 14 Must be accompanied by an adult member of host family
- Aged 14 Home by 7pm or before dark, whichever is the earlier
- Aged 15-16 Home by 8pm
- Ages 17-18 Home by 9pm

Your host should always know where you are going, how you are getting home, and how they can contact you and you them.

Bedtimes are at the discretion of the host. Please remember UK families often go to bed earlier than you would at home and many families NEED TO BE UP EARLY to go to work, therefore please be considerate (do not take a shower late or at night!) and QUIET!!

Make sure that you spend time with your hosts each evening - do not spend the whole evening in your bedroom.

Make your bed and keep your room tidy, especially on your departure.

What is forbidden in the Host Family?

Staying away overnight - is forbidden unless Crown International Guardians has already received specific permission, in writing, from your parents (see Page 7).

Friends overnight - you must not have other friends to stay overnight unless they have contacted Crown International Guardians for consent beforehand.

Smoking and vaping - is not allowed at school or with host families. It is illegal under the age of 18 in the UK.

Drugs - it is against British Law to use or obtain drugs in the UK - it is illegal. Any student found with drugs or encouraging other students to obtain drugs, will be excluded from the school and most likely sent home. This also applies to students staying with Host Families for exeat and half term.

Sexual activity - the age of consent in the UK is 16 years old. Underage sex involves someone that is 15 and below. In the eyes of the law, someone under the age of 16 (and, in certain circumstances, 18) is regarded as a child. It is a criminal offence for anyone to be involved in any sexual act (sexual intercourse, sexual touching, kissing, etc) with anyone under the age of 13, whether the young person agrees or not.

It is a criminal offence for anyone who is 16 or older to have any kind of sexual contact with someone aged 13, 14 or 15. It is also a criminal offence for both girls and boys aged 13, 14 and 15 to have consensual sex (either regular intercourse or oral sex) with anyone else aged 13, 14 or 15. This applies whether they are the initiating partner or the consenting partner.

Alcohol - all schools, and Crown International Guardians, have a policy banning the consumption of alcohol under the age of 18 years and it is illegal to purchase alcohol in the UK under the age of 18.

Hair colour and body piercing - Schools do not allow the students to colour their hair and you may not use hair dye in hosts' homes. It is the same for body piercing.

Other Information for Students

Travel

For transfers between the airport and school, Crown International Guardians has drivers available to meet students and take them to any address in the UK. Travel by rail and coach can be arranged for economical long distance transfer. Crown International will check timetables, book tickets and arrange for an escort if required.

If Crown International Guardians has booked a taxi for you to travel, please be certain to keep your mobile switched on, fully charged and with some credit on so that we can contact you.

Parental Authority - Will Crown International Guardians sign on behalf of your parents?

Schools frequently need a parent or guardian to sign for parental permission for you to participate in school activities and excursions. Our policy is to forward these to your parents for approval if the cost is over GBP50, and / or if the activity is strenuous or potentially dangerous. Otherwise we will sign, unless your parents have indicated otherwise on the Application Form.

Visas and Passports - can you help with visa renewal or if I lose my passport?

It has become increasingly difficult to offer assistance to you, as we are advised by the UK Border Agency (UKBA) that it is illegal for us to help you renew your visa. However, we have contacts that are able to do this, and we can help put you in touch with agencies that specialise in UK Visa renewal, Schengen Visas and passport renewal.

Start and End of Terms

Please be aware that schools require students to conform to all school rules and to adhere to published

school dates for the start and end of terms. Failure to do so can sometimes result in disciplinary action against the student and would almost certainly be marked down as an unauthorised absence.

Mobile Phones

Crown International can assist in arranging "Pay as you Go" mobile sim cards or phones, but we cannot enter into monthly contracts.

Emergencies

In case of emergencies, Crown International Guardians will assist 24 hours per day.

During office hours (08:30-17:30 Monday to Friday) please phone +44 (0)1225 425125.

Please use the Office number for all non-emergency calls.

Outside Office Hours, and only in the case of EMERGENCY, please ring mobile number +44 (0)7715123299 or +44(0)7551081009

TOP RULES to remember when you stay with your Host Family

FINALLY, we have listed the most important things to remember. Your guardian will go through these with you and ask you to confirm you understand and have read them.

NOT ALLOWED

- Staying elsewhere overnight without prior permission from Crown Guardians, agreed the week before the Exeat or Half Term break.
- Inviting friends back to stay with your Host Family.
- Having any friends of the opposite sex in your bedroom.
- Paying the Host directly or making your own arrangements with the Host.
- Using the Host Family's phone or computer without their permission.



PLEASE REMEMBER TO:

- Always show respect to the Host Family, their home and property
- Return promptly for meals
- Tell the family politely of any food you dislike
- Tell the family ONE DAY in advance if you wish to miss a meal and eat elsewhere
- Ask the family if you wish to go out and tell the host of your plans
- Return home promptly (see guidelines on curfew times Page 18)
- Keep your room clean and tidy especially when you leave the house
- Report any damage to the host and apologise for it
- Obey the "House Rules", for example:
 - when you should take a shower
 - if you can use the kitchen
 - if you can eat in your room
 - if you can use the computer and internet
- remember to say THANK YOU, especially when you leave