



ULETH HOMESTAY

Homestay Students Handbook

ULeth Homestay wants to ensure that both students and host families have a positive experience. Please read this handbook carefully and if you have any questions, do not hesitate to contact us.

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Homestay Students: General Introduction and Expectations

A homestay program is a mean of facilitating cross-cultural exchange while ensuring that boarding costs are covered and that students experience what it is like to be a member of a Canadian household. It is a great way to get a deep experience of cultural values and lifestyle in Canada. Local families open their homes to students, providing a “home away from home”, in order to gain new cultural experiences and build friendship; we hope that your experience will be very positive!

Homestay families must assume certain responsibilities such as offering a safe, comfortable, and friendly environment where students feel welcome and exchanges can take place. Students are also expected to respect you as they would respect their own family. They are to be treated and to behave as family, not guests who are waited on.

This handbook provides general information about our Homestay program, so that you know what to expect and what is expected from students staying with a Canadian family.

ULeth Homestay Policies

It is the policy of ULeth Homestay that:

- ✓ All students are 18 years of age or older.
- ✓ Students and hosts agree in writing to abide by the Homestay Guidelines for the duration of each scheduled contract.
- ✓ Hosts must inform ULeth Homestay if they will be hosting an international student through a separate arrangement at the same time as a ULeth Homestay student.
- ✓ Each student must have a separate and private bedroom.
- ✓ All students in the home must be of the same gender.
- ✓ Only one student of any one nationality can be living in the host home at any one time, unless otherwise specified.
- ✓ Unless otherwise specified by ULeth Homestay, host families will receive their homestay fee payment on the last day of each month. Except for custom programs, students are solely responsible for payment of homestay fees to hosts, and hosts shall have no claim against the University of Lethbridge for homestay fees.

Fees

Please note that all fees are in Canadian dollars (CAD) and are subject to change.

- ✓ Non-refundable placement fee:
 - Long-term home-stay (over one month): \$225
 - Short-term custom program student (for home-stays of 30 days or less): \$100
- ✓ Monthly fee: \$775
- ✓ Daily fee (for stays shorter than 30 days): \$26
- ✓ Fully-refundable Security Deposit: \$600 to be paid upon arrival to Lethbridge

Except for students taking part in a custom program, homestay students are expected to pay homestay fees directly to their host family on the last day of each month. The Security Deposit is to be paid to the University of Lethbridge and will be kept in a holding account. Any reparation of material damage incurred by the homestay student during her/his stay will be deducted from the Security Deposit. All funds left will be returned to the student upon departure. Custom groups' unused Security Deposits will be wired back to the partner University or third party service provider, who will redistribute all monies to the appropriate student.

General Responsibilities Overview

Host Family's Responsibilities

- ✓ Pick you up when you arrive and drop you off at the end of the program.
- ✓ Provide you with three meals a day (breakfast, lunch and dinner) – usually only dinner will be made by your host family, and you will have access to ingredients to prepare breakfast and lunch.
- ✓ Provide you with a clean and private bedroom (bed, dresser, desk/table, and chair).
- ✓ Foster a safe environment and provide notification of overnight guests who are not on the family's profile form.
- ✓ Clearly explain their house rules and expectations.
- ✓ Provide an inclusive family environment and welcome you as a family member.
- ✓ Give you a house orientation and familiarize you with the surroundings.
- ✓ Speak in English when you are present.
- ✓ Respect your rights to privacy.
- ✓ Provide assistance when possible and needed.

Homestay Student's Responsibilities

- ✓ Pay your homestay fees on time (for independent homestay students only; not applicable to custom groups' students).
- ✓ Be willing to interact with the host family, taking part in family activities and communicating openly.
- ✓ Communicate with your host family and make sure to ask if you do not understand something.
- ✓ Abide by the family's house rules and expectations.
- ✓ Keep your room clean and help with house chores, when possible.
- ✓ Clean up after yourself when using the bathroom or the kitchen.
- ✓ Help with meals when possible and/or asked.
- ✓ Pay for your own snacks and entertainment as well as extra-curricular activities.
- ✓ Inform your host family as early as possible if you are going to be late or if you will not be home for dinner.
- ✓ Ask before bringing friends home.
- ✓ Purchase your own personal hygiene items such as toothpaste, shampoo, deodorant and do not use your family's items without asking.
- ✓ You must be tolerant of Canadian ways, diversity and customs, and treat your host family with courtesy and consideration.

House Rules and Chores

1. House Rules

Your host family will establish and explain clear rules to enable smooth cohabitation. These rules will be reasonable and realistic. You are expected to refer to these rules, and to be on time for planned family activities and dinner time.

When you arrive, your host family will provide a welcome message with the written house rules and family schedule attached. You will sit down and discuss these with your host family, in particular the use of the telephone, meal times, pet care, and friends staying overnight.

You will receive a house key from your host family and if you are part of a custom group, the uLeth Homestay program coordinator will give you a wallet card with your host family's name, address and telephone number(s) for you to keep at all times.

Please make sure that you understand and respect the host family's house rules. Keep in mind that at first, it may be hard to adapt to some of the rules and different lifestyles, but staying with a host family is a great opportunity to experience a different culture on a deeper level.

If you disagree with a rule or are concerned about something, your host-family will not be offended if you raise your concern to them, by communicating politely and patiently. Please contact the homestay program coordinator if you feel that you are unfairly treated; we will do our best to help you find a solution.

Example of House Rules

- ✓ If you are not coming home for your evening meal, you must tell us in the morning, or call us by 4pm to let us know.
- ✓ Respect quiet time between 10pm and 7am. This includes no showering or loud music listening.
- ✓ Please limit your shower time to make sure everyone at home gets a chance to use it.
- ✓ Please ensure that you turn off the lights and heat in your room when you are not at home.
- ✓ You are not permitted to smoke inside at any time.
- ✓ When you are inviting your friends over, please inform us at least 1 day in advance to discuss the details.
- ✓ If you are going to your friend's place or staying overnight, you need to leave us their name and phone number so we can contact you in an emergency situation.
- ✓ Please do not feed the pet or children without prior consent.

2. House Chores

As a homestay student, you can expect host families to treat you like a family member, not a guest. You will be expected to participate in light house chores, such as vacuuming, dusting, cleaning after yourself in the bathroom and kitchen, dishwashing, and throwing out garbage. You must clean up your room and make sure it is tidy. Unless otherwise specified by your host family, you will be expected to do your own laundry; your host family will explain you how to use the appliances. However, you are not expected to participate in heavy housework or babysitting.

Your host-family should outline their expectations in regards to house chores and will give you practical assistance whenever possible. If you are unsure about something or have concerns, feel free to talk to your host family or the ULeth Homestay coordinator.

Living with a Canadian family

Canada is a multicultural society that values and respects the diversity of all Canadians. Many different kinds of Canadian families participate in the Homestay Program. Some families work full-time, while others work part-time and/or are retired. We take pride in having host families from varied cultural heritage, reflecting the Canadian cultural mosaic. Every host family will have its own unique lifestyle, so be open and willing to share and enjoy a meaningful homestay experience with the host family we have selected for you.

Most homes are located within 15 minutes from the campus by bus. Hosts are not responsible for transporting students; students are expected to use the [Lethbridge Transit system](#).

1. Meals

Your host family is responsible to provide you three meals a day. You will have access to food in the house and are expected to prepare your own breakfast, lunch and snacks every day. Your host family is expected to cook a warm dinner that you will eat as a family; you may be asked to cook your meal once in a while, and this is normal. Please respect food restrictions that your host family may experience.

Your host family will most likely ask you what kind of food you like; be honest and clear to avoid misunderstanding. In Canada, it is normal to politely say that you do not like a dish or some food ingredients. Part of your cultural experience is to try new and different things and habits; understand it may take time to adapt but be flexible.

Always ask your host family before inviting a friend over for dinner. If you are not coming home for dinner, you should inform your host family as early as possible. You should not expect your host family to pay for your meal if you decide to eat out.

For table etiquette, try to follow the family's behaviour – some things that are normal in your home-country may be considered bad manner in Canada, and vice versa. For example, eating with noise or slurping is not polite in Canada.

If you have concerns regarding the food and eating habits of your host family, please contact the Homestay program coordinator.

2. Punctuality/Sleep-overs

In Canada, punctuality is very important. It is impolite to be late; if you are going to be late for dinner or other family activities, make sure to inform your host family as early as possible.

If you are planning to stay out of the house overnight, always inform your host family and provide them with a telephone number to which they can reach you. Some custom groups have specific rules determined by their home institution, and it is important to follow them at all times.

Remember that you are living with a family and your host parents will worry if you come late or do not come home without informing them. If your host family thinks that you are missing, the police and your emergency contact person will be contacted.

3. Accommodations and Friends visits

Your host family will provide you with a clean, comfortable and private space. It should have a closable (and preferably lockable) door, a bed, adequate linen, duvet and pillows, a closet, a desk (or any other space for you to study in the home), and a night table. In Lethbridge, it is common to have bedrooms in the basement. If you feel cold or uncomfortable, make sure to mention it to your host family; they may provide you with an extra blanket or a portable heater.

Your room is your private space but members of your host family may still need to access it once in a while; they should inform you prior to entering your room. However, please do not bring your friends into your room without permission from the host family. Before having friends over, remember to also discuss which area of the house you should use to entertain them. Please note that driving you and your friends is not your host family's responsibility. If a friend wishes to visit it is up to her/him to arrange for transportation to and from your home.

Just as you may want your personal space respected, make sure to respect your host family's private areas. You may be asked not to enter private bedrooms and/or bathrooms.

4. House Keys

Your host family will provide you with house keys. Please make sure to keep it safe and to return it when you leave. If

you lose a key, you will be responsible of paying for a replacement, and possibly a new lock.

5. Bathroom and Laundry Facility use

Your host family will most likely show you how to use the shower and other bathroom facilities. Ask them when they would prefer that you shower and be considerate of your water use by limiting your shower-time.

Some bathroom habits may be different in Canada; for example, we flush used toilet paper in the toilet and do not put in the garbage can, whereas we dispose of feminine hygiene products into the garbage bin, not the toilet. If you are unsure about where to throw out something, do not be shy to ask your family. It is better to ask beforehand than being embarrassed afterwards.

Also, make sure to clean up after yourself when using the bathroom and hang wet towels to allow them to dry.

Before using the laundry facilities, ask your host family to explain how they work and to tell you when you can use them. Note that some families have set laundry days or may prefer that you do not use the laundry facilities at a certain time of the day. To limit energy use, make sure to wait until you have enough clothes for a full load.

6. Health and Safety

If you are not feeling well, tell your host family. If you are going to miss classes, remember to inform your instructors and the International Office (by emailing international@uleth.ca, or calling 403-329-2053).

If you need to see a doctor, please contact the University Health Centre (403-329-2484, Monday to Friday, 9am-4pm). You can also ask your host family to indicate where the closest "Walk-In Clinic" is. If you are staying more than 6 months, the Alberta Health Insurance will cover the cost of your visit to the doctor. However, you are responsible of purchasing your own insurance for extended coverage. If you have questions about Health Insurance, do not hesitate to ask the Homestay program coordinator or the Health Centre staff for information.

Your host family is responsible of providing you with a safe environment. However, your belongings may not be covered by your host family's insurance. Make sure to insure your belongings if you wish (talk to your parents to see if they have an insurance covering that while you are studying abroad).

In case of an emergency at home, make sure to follow your host family's instructions regarding emergency exits and procedures. If you are alone and need immediate assistance, call 9-1-1; the police and/or an ambulance will be sent to assist you.

7. Cultural Respect and Sharing

Be respectful of your host family's cultural, political and religious values, customs and beliefs. You should not be expected to participate in religious or political activities if you do not wish to. Canadian culture can seem quite open and/or liberal for people coming from more traditional backgrounds. You may not agree with some practices but are asked to show tolerance. If a situation is too uncomfortable to you, please speak to the homestay program coordinator.

Part of your Canadian experience is to learn more about the culture and habits. This can be very enriching and we encourage you to participate in your host-family's activities as much as possible. You should not expect the host family to pay for expenses related to those activities. If you feel uncomfortable, you can politely decline the invitation to join activities.

8. Pets

In Canada, it is common to have pets at home (usually cats or dogs). Pets are treated like family members. If you are uncomfortable with pets, make sure to discuss it with your host family or to talk to the homestay program coordinator.

Note that your host family may have rules regarding feeding and approaching the pets – make sure to follow and respect these rules. Do not hesitate to ask your host family if you are unsure about how to behave around the family’s pets.

9. TV, Media equipment and Telephone use

Be considerate when using your host family’s TV, media equipment and telephone. Ask permission first to avoid any issues.

You are responsible of paying for all your long distance calls. We recommend you to purchase a long distance phone card or to use free online applications like Skype that only requires you to have Internet access.

If your family or friends are calling you to the family’s phone, make sure to inform them about appropriate times to call (avoid early morning or late night calls).

10. Property damage

If you damage or break something while staying with your host family, you are responsible of paying for it, or covering the costs of fixing it. Damages under \$600 will be covered by the damage deposit that you are responsible to provide to ULeth Homestay upon arrival to Lethbridge. Your host family will contact the homestay program coordinator with a quote for reparation and you will be informed about the total amount that will be deducted from your damage deposit. If the damage is over \$600 in reparation costs, other arrangements will need to be made.

You are also responsible of your belongings; make sure to keep them safe.

11. Alcohol, Smoking and Illicit Drugs

In most Canadian homes, occasional alcoholic drinks are allowed. However, you need to ask permission from your host family before bringing any alcoholic drink onto their home or drinking out of the family’s drinks. Please note that some religious groups completely refrain from drinking alcoholic beverages or having any at home – we ask you to please respect it if it is the case of your host family.

Smoking in Canada is banned in indoor public spaces and workplaces (including restaurants, bars, and casinos), by all territories and provinces, and by the federal government. Usually, public buildings also possess rules as to how far from the entrance you have to be to be allowed to smoke. If you are near someone, always ask if there are fine with you smoking next to them - some people may have smoke sensitivity. If you are smoker, make sure to indicate it in your homestay student application form, and to ask your host family where you are allowed to smoke upon your arrival.

Illicit drugs are illegal in Canada and will not be tolerated.

Improper behaviour

Improper behavior towards your host family is unacceptable and could result in an immediate move from the home, or even a suspension from the University of Lethbridge program you are enrolled in.

Improper behaviour can consist of sexual advances, verbal abuse (yelling, name calling, swearing) and physical violence.

Keep in mind that certain behaviors that are normal to you may be perceived as offensive or inappropriate by members of your host family. That is why communication and mutual respect are very important; if a member of your host family asks you to stop behaving a certain matter, try to politely discuss the manner and to adapt to the situation.

If a member of your host family is behaving inappropriately even after you tried to communicate your discomfort, please contact the Homestay program coordinator immediately.

Communication is Key!

Spending time with your homestay family is important and will enable the development of positive relationships based on mutual trust and open communication. Conversation helps your homestay family to get to know you better, and enables you to enhance your speaking English skills and to learn about Canadian culture and lifestyle. On the other hand, your homestay family will appreciate learning from your culture.

Remember that most problems come from gaps and insecurities in communication and language. It is important to politely discuss these problems in order to achieve mutual understanding. Be tolerant and patient when trying to explain something; keep in mind that your host family may not be used to hearing your accent and it may take them longer to understand you at first. Do not take it personally, as you are here to improve your English skills, and you will eventually become more comfortable with the Canadian accent. Misunderstanding and offence can easily happen when communicating in a foreign language. Therefore, try to listen patiently and do not hesitate to ask people to repeat things for you. In Canada, it is acceptable and normal to voice your concerns and to say it when something upsets you.

It may take some time to get to know your homestay family and for them to get to know you; it is normal. Be patient and respect your host family's needs for privacy, as they are expected to respect your needs to spend some time alone.

Most importantly, do not undermine your English speaking capacities, and trust that the only way to make it better is by trying! You will soon master the language, so enjoy the learning process.

If you have any problems or concerns regarding your host-family, try to talk to them first. If it cannot be resolved, please contact the International Centre's staff. We will do our utmost to help you and your homestay family find a solution.

Out of town trips/ Vacation Policy

1. Host Family Trip

a. Short-term Homestay Students:

If you are taking part in short program (1 month or less), your host family is required to not leave you alone at home while they are out of town. Your host family may ask someone they know and trust to stay with you, or may find you another homestay family with whom to stay while they are away. You should be informed of this in advance. If you are uncomfortable with it, notify the homestay program coordinator as soon as possible.

If you plan to stay at a home other than your designated homestay, University of Lethbridge International staff must be notified.

b. Long-term Homestay Students:

If you are an International student in regular semester courses or in a program longer than 3 months, you may stay at home alone for short period, unless otherwise specified by your program. Both you and your host family must be comfortable with the situation and the ULeTh Homestay program coordinator needs to be informed. Your host family should give you emergency contact numbers and enough food or money for food while they are away.

2. Student Vacation Policy:

The vacation policy is in effect between academic sessions only, since all students are expected to attend classes during the school term. If you will be away between sessions (ex: Summer Holiday; Christmas Holiday; Reading Week) for 10 consecutive nights or more, you can keep your belongings in your room and the host family will not use the room for any other purpose while you are away. The homestay fee should be reduced by \$10 per day (based on the current daily rate, the vacation fee should be \$15/day). Please make sure to discuss this with your host family at least one month prior to your planned vacation.

Ending a Homestay Placement

Once a homestay placement has been made, host families and students are expected to make every reasonable effort to fulfil their obligations. Do not move to a different host family without permission from the ULeth Homestay Program.

In the event of a homestay concern or problem, you are expected to cooperate in resolving the issue quickly and efficiently. It is advised that you first politely and diplomatically discuss with your host family when the concern or problem is minimal. If the issue remains unresolved following discussion, please talk to a ULeth Homestay program staff about it. We will assist you in working towards a fair resolution.

Should a homestay student or host family have a valid reason for wanting to end the homestay placement and the problem cannot be resolved satisfactorily, the homestay program coordinator will transfer the student to a new homestay placement within at least two weeks of being notified. If it is an emergency or a breach of policy, the student will be immediately moved out of the home placement and may be placed in a temporary housing setting until another homestay placement is secured.

If it is a non-emergency but a justified desire to move out, you are required to provide two-weeks (14 days) notice or pay the rent of 14 days in lieu. We understand that it is not always possible to get along with your host family, but we ask you to be fair by providing enough notice. It is important that you keep us informed if you decide to move out as you will be required to first complete an “Ending a Home Placement Form”, that your host family needs to sign.

The same rule applies to homestay families who no longer wish to host a student. The host family is required to provide 14 days’ notice for the student to vacate; host family are also required to first complete an “Ending a Home Placement Form” with you and to submit it to the homestay program coordinator. The Homestay program will then assist you in finding another host family.

If you request to move and have changed host families more than once, you will be charged the homestay placement fee again. Emergency moves are the only exception.

Between Semesters

If you are an “independent” homestay student staying in Lethbridge for more than one semester, please discuss with your host-family about what you wish to do in the following semester/term.

Make sure to contact ULeth Homestay at least five (5) weeks before the program/semester end, to let us know if you and your host family have agreed to continue living together for the next term or if you are planning to stop living with a host family.

Host Family Anonymous Evaluation

After completion of your home placement or at the termination of it, you will be asked to complete an anonymous homestay family evaluation. This information is important for our reference to ensure that the families we work with are the best for our students.

Contacting ULeth Homestay

In general, homestay students are asked to liaise with the International Centre’s Homestay program coordinator regarding any concerns or difficulties. Whenever possible, contact should occur during regular working hours by emailing homestays@uleth.ca or calling 1-403-329-2053 (Front Desk) or 1-403-382-7190.

1. Emergencies

If an emergency occurs, your host family should provide you with the necessary assistance. If the incident is serious or life-threatening, please contact the ULeth Homestay program coordinator immediately, by calling 1-403-795-3415.

2. Concerns with Host families

Homestay students who have concerns with their host family are encouraged to contact the ULeth Homestay Program Coordinator.

Also, if you notice unsolvable communication gaps or conflicting values or expectation, please contact us. If necessary, request mediation by the Program Coordinator.

3. ULeth Homestay Program Contact information

During Office Hours (Monday to Friday, 9:00am – 4:00pm):

- Call the University of Lethbridge International (front desk): 403-329-2053
- Call the Homestay Program Coordinator, Joanna Waszkiewicz: 403-382-7190
- Email homestays@uleth.ca

Outside of office hours, emergency calls:

- Joanna Waszkiewicz (Program Coordinator): 403-795-3415



ULETH HOMESTAY

Homestay Guidelines Agreement Form

To be signed by every participating Homestay Student

I _____ (Print Name of Homestay Student)
acknowledge that I carefully read the ULeth Homestay Students Handbook. I understand the responsibilities and expectations of living with a Canadian host family and I will:

1. Adhere to the guidelines and policies presented in the ULeth Homestay Students Handbook.
2. Pay my homestay fees on time.
3. Attend homestay students' orientation and feedback opportunities whenever possible.
4. Cooperate readily with any evaluation processes related to participating in the ULeth Homestay Program.
5. Maintain confidentiality in all matters related to host families in the ULeth Homestay Program including oral or written information received directly or indirectly.
6. Direct all concerns or issues to ULeth Homestay staff.

I also understand that ULeth Homestay reserves the right to relocate students without notice and without reason if deemed necessary. No employee or representative of the University of Lethbridge Homestay program shall bear any responsibility whatsoever for any loss, damage, injury or expenses suffered by me as a result of living with a host family or in any way caused by one or more host family member(s).

Signature

Date (DD/MM/YY)

Witness (Print Name and Sign)

Date (DD/MM/YY)

Key Reminders for Homestay Students

BEFORE ARRIVAL

- If possible, contact your host family before arrival.
- Provide all the required documents and fees to the ULeth Homestay program coordinator
 - ✓ Homestay Student application
 - ✓ Pay the homestay placement fee
 - ✓ Submit the Homestay Guidelines Agreement
- Make sure that you have valid health insurance for your stay in Canada
- Familiarize yourself with this handbook and contact ULeth Homestay if you have any questions or concerns

ARRIVAL

- Provide clear information regarding your arrival to Lethbridge to ULeth Homestay and to your host family
- As your host family will conduct a house orientation with you, make sure to ask questions if something is unclear
- Review the house rules with your host family
- Familiarize yourself with the neighborhood and how to get to the University from your host family's house

DURING THE HOME PLACEMENT

- Be polite and courteous, respect differences
- Call your host family if you are going to be late for your normal return time
- Communicate only and spend as much time as possible with your host family
- Participate in family events and extra-curricular activities to learn about Canadian culture and practice English outside of the classroom
- If you have any question, ask your host family
- Limit your shower time
- Ensure that you turn off the lights and heat in your room when you are not at home
- Be patient with yourself and the new relationships you are creating
- If you are unwell, look for help
- Voice your concerns and feelings
- Do not borrow money from, or lend money to a member of your host family
- Ask people to repeat if you do not understand something
- Clean up after yourself when using the bathroom or kitchen
- Spend time with your host family rather than spending time in your room
- If in doubt, ask questions!
- Share your culture with your homestay family too!
- Contact ULeth Homestay if you are experiencing any difficulties with your homestay experience or in case of an emergency

DEPARTURE

- Make sure your host family is aware of your departure day
- Clean up your room and bathroom before leaving
- Participate in the anonymous homestay experience feedback/evaluation

Enjoy your Homestay Experience!