

LA PROVENCE

WELCOME TO PARIS AND TO THE FAMILY !

To ensure that your stay within the family be pleasant, joyful and full of harmony, LA PROVENCE request you to respect the following guidelines.

A correct and pleasant attitude with your family is the best way to establish a good relationship with them.

ROOM

- a) If you wish to put photos or information on the wall, ask for a board. This is to avoid having to staple, stick or make holes in the walls.
- b) Keep the room tidy so that it can be cleaned once a week.
- c) Do not leave the lights on in your bedroom when you go out. We all have to participate in saving energy.
- d) The room must not be used to stock and consume eatables (sandwiches, cakes, fruits, rice, etc.).

BATHROOM – CLOTHES WASHING

- a) Clean the tub and the shower after using it. Its cleanliness is your responsibility. Remove any hair from the bottom (so it won't clog up).
- b) Don't stay too long in the shower.
- c) Clean the sink.
- d) Do not use the washing machine on your own. Ask the hostess if she can make a weekly washing for you. You will have to do your own ironing. Ask where it can be done and if you can use the family's iron. If not, she will show you the nearest laundry shop.

KITCHEN – MEALS

- a) Breakfast is proposed "à la française"(coffee, tea, chocolate, bread, butter, jam). If you would like corn-flakes or fruits, inform your hostess but it is up to you to buy them.
- b) If you have access to the kitchen, keep your food in the place allotted to you in the fridge or the pantry. Do not scatter it in the kitchen. Do not stay too long in the kitchen. Respect the family's dinner time. Preferably use the micro-wave. Wash your own dishes and put them to dry. Put away if dry.
- c) If you have dinner with the family, it is necessary to tell the family when you plan to dine out. In case of unexpected late arrival for dinner, please inform the family as soon as possible.

EVENINGS - ABSENCES

- a) When you go out in the evening and you come back late in the night, be careful not to make any noise so as not to awake people sleeping in the apartment and neighbours.
- b) Please always inform the family if you stay out overnight.

TELEPHONE

- a) You can receive calls on the main line, at reasonable hours, between 8.30 am and 21.30 pm.
- b) Please do not stay on the phone more than 10 minutes. While you're speaking, others might be trying to call or receive calls ! The most practical solution would be to have a cell phone (there are special prices for students).

RESPONSABILITY

- a) Never welcome people in the family home, day and night, in your bedroom or at any place.
- b) If you lose the keys, or break something, it is compulsory to inform the family without delay, as well as your insurance company. Please sign a statement to the family (this is claimed by insurance), and request a pro-forma invoice (or invoice relevant to the damage) from your hostess.

.....and if you have any questions, please do not hesitate to talk to your host family.

HAVE A PLEASANT STAY!

1.Will I be the only student foreigner in the family?

You can stipulate it at the time of the inscription in the application form.

2.My host family will be close to my school ?

All our host families live in Paris (between 5 and 20mn by subway to your school or university)

3.Can I visit my host family before to confirm my reservation ?

No.

4.Is the washing of the clothes is done by the host family ?

Yes, usually one time a week. You have to decide this matter with your host family.

5.Is there a discount if two people (a married couple, two friends etc..) wish to do a homestay together?

No, sorry.

6.How late can I arrive?

You can arrive into your family between 18H and 21H

7.What is the maximum age permitted ?

There is no maximum age permitted. But there is a minimum age, which is 18 years. If you are less than 18 years old, you will need to send us a letter signed by your parents.

8.How long before do I have to register ?

We recommend that you proceed as quick as possible. It is really difficult and expensive to find an accommodation in Paris particularly at the beginning of each term. In order to find the family that best matches your needs, we suggest that you contact us while you are doing your school registration.

9.How will I pay ?

To get started, return the application form to us .We will open a file for you, and start to search for a family that best matches your wishes. Upon the payment of the deposit, we'll send you the complete file : our invoice, all the details about your host family, the payment schedule and the instructions. Each month, you will pay your family (cash only)according to the schedule that we will give to you.

10.If I don't' feel comfortable with my family...

In any case of misunderstanding, we will find a new family for you as soon as possible (of course if something is available). Please note that sometimes all the host families are already booked and you will have to wait a while before you can

change. We will not charge you for this service. If there is a problem, please tell us immediately. Don't be afraid ! Please note that your family can also ask us to find a new family for you !

If your family asks us to find a new host family for you (because of your bad behavior , your no-respect of the rules etc..) we will find only one time a new host family for you. If the same problems occur in the 2nd host family, we will not find a 3rd host family and the booking deposit for the remaining days won't be refunded.

If you refuse to stay in the new host family found (for any reasons), the booking deposit for the remaining days won't be refunded.

If we can not find a new host family, we will refund the booking deposit for the remaining days.

We are not responsible for the change of description that occurs during the stay of the situation at the family home (for example, size of the room, internet access, pet, divorce, lack of a family member etc..) If such a change occurs, the host family is responsible.

11.Will I have the keys ?

Yes. You'll be absolutely free to come and go as you please and it's important for your family that you feel at home. If you come back late (or very early !) please try to be as quiet as possible ! Be very careful ! Don't lose your keys or you'll have to pay for a new lock (and it can be very expensive...)

12.Can I decide to stay longer in my family ?

Of course if they are still "available". We recommend that you ask us as quick as possible (not your host

family) .If not, we'll find a new family that again matches your wishes. In both cases, we will send you a request for the payment of the new deposit.

13.When will you give me the address of my family ?

As soon as your file is complete and upon your payment, you'll receive all the information about your family, the

neighborhood, public transportation etc...

14.I've changed my mind during my stay... I found another accommodation...

LONG STAY :It is possible, but you must inform your family one month before you leave (by politeness) If you don't inform the host family one month before you leave, you will have to pay as compensation 1 month of rent to the host family.

15.What's the purpose of the liability insurance ?

In France, it is an obligation. It covers all damages in and outside your family's home. It's possible that your school may provide one : ask them (in French it's called "assurance en responsabilité civile"). Caution ! This is not a medical assistance, which only covers your health needs.

16.Can I use Internet in my host family ?

You can stipulate it at the time of the inscription in the application form. Usually, there is an access to Internet in the host family's house. You have to bring your own PC or sometimes you can use the family's computer.

17.What is the maximum length of stay ?

The maximum for the first application is one year.

18. Is the deposit refundable ?

Please note that if you cancel/amend your reservation for any reason (medical problem, visa issues, refusal of visa, date change ,other reasons etc...) the booking deposit is not refundable. For example, if you leave the host family earlier than expected, the booking deposit is not refundable.

19. I am not a student, can I apply ?

Yes, our host families welcome everybody.

20. In order to get my visa, I need some documents from the host family, can you provide them ?

Yes, sure, we can send you a these documents by email (PDF file)

It costs 50 euro. Payment here: <http://www.homestay-in-paris.com/fees.html>

21. What does “ access to the kitchen in the evenings “ means ?

It means that you will be able to cook your own dinner in the evenings. You will have access to the kitchen only in the evenings (not at lunch time)