



HOST FAMILIES IN PARIS QUALITY CHARTER

This Quality Charter sets out the rights and obligations of the host family and the student. It is based on the principles of mutual tolerance and respect. Host Families in Paris makes every effort to match host families and students who have compatible wishes, lifestyles and habits. However we do recommend that when students arrive in their host family, they discuss any particular needs or concerns with the family, to assist in establishing good relations.

The student

- At least two weeks before your arrival, you are strongly advised to send your host family a letter of introduction containing:
 - a brief personal profile
 - your time of arrival at the airport (include flight number).
 - your reasons for coming to France
 - your personal traits and cultural perspectives that will contribute to the homestay environment
- Respect and make an effort to adapt to the practices, rhythms and habits of the host family
- Respect family privacy
- Do not disturb the peace and quiet of the home through excessive noise or music or by unduly occupying certain common areas
- Adhere to the rules of social etiquette: for example, make an effort to observe such local customs as saying “bonjour”, “merci”, “au revoir” or offering to help clear the dinner table, wash the dishes after dinner, etc.
- Cleanliness and hygiene:
 - Make your own bed and keep your room tidy and personal effects in order so that the house cleaning can be carried out
 - Leave the kitchen, bathroom and toilet clean after use
 - If your personal effects are washed in the home, normal practice is one load per week
 - Identify where you can hang wet laundry
 - You will have access to an iron and ironing board
 - Food in rooms – ask your host family about taking food into your bedroom and other common areas
 - Refrain from tacking or taping things on the walls in the bedroom
- Meals:
 - Breakfast: basic menu is milk/coffee/tea and cereal or bread with butter and jam. If you require something more, you are expected to purchase those items. You are not required to eat breakfast at the same time as the family: work and/or study hours do not always lend themselves to a common breakfast time. Discuss time frames with family. Leave the kitchen clean after use
 - Lunch is your own responsibility – check with family on kitchen availability and time frame. Always leave the kitchen clean after use
 - Dinner – observe the dinnertime agreed upon with the family. Give advance notice in the event you cannot be present or will be late for dinner, so that the family can make the necessary arrangements. The number of dinners depends on the chosen ½ board formula (1 to 7 dinners)
- Kitchen access: confine the storage of personal food items to the space that is designated by the host family
- Bathroom access: free access but overly long and multiple showers per day do not conform to local practice. Make sure you have the appropriate plugs for electrical equipment
- Visitors:
 - No daily or overnight visitors are permitted unless you have the prior consent of the host family
 - Hours, frequency and type of visitors are subject to the host family’s approval
 - Access to specified areas of the family home must be mutually agreed upon
- Telephone:
 - If the family has a landline, calls can be received on the family phone but must be brief (so as not to tie up the line) and within the acceptable time frame: 9a.m. – 9p.m. You should take into account any time difference between France and the country you are calling and should avoid making or receiving calls too early in the morning or too late at night
 - Outgoing calls must be made on your cell phone or by using a prepaid phone card to cover the cost made on the family phone. Permission to use the host family’s phone for outgoing calls must be requested each time
- Television: ask permission to watch
- Fax: ask permission to use the Fax
- Internet: when possible and with permission
- Unless otherwise permitted, smoking is not allowed in the host family’s home
- Insurance: proof of liability insurance is required
- Electricity: turn off the lights and lower setting of the heating when not in use
- Keys:
 - Loss: may require that the host family change the locks of the apartment. You will be held financially responsible for replacing the keys and the locks (be very careful because replacement may cost as much as 500 euros)
 - The set of keys received at the beginning of the stay must be returned on the day of departure
- No financial relationship, for whatever reason, is to take place between the student and the host family
- Renewal of occupancy with the family stay must be done in conjunction with Host Families in Paris



The host family

- Assist students in navigating through French culture, the Parisian way of life, and expose the student to customs with which they may not be acquainted
- Make necessary arrangements to be present upon student's arrival and extend a warm family welcome
- Provide a brief orientation of the immediate neighbourhood and a brief walking tour
- From time to time, invite the student to accompany the family to go grocery shopping
- Respect the beliefs, practices, and dietary habits of the student
- Respect student allergies or medical conditions
- Respect sleeping hours and privacy of the student as long as sleeping patterns conform more or less to the typical patterns of a workday
- The host family decides on the extent to which the student shares in family life: may specify certain rooms in their home as reserved for family members
- Respect the student's privacy
- Kitchen privileges: outside of moments when prepared dinners are taken, open access to the kitchen is expected, as long as students respect the normal rhythm of the household and refrain from late night eating. Students are expected to clean up the kitchen after each and every use. Designate where in the refrigerator and in the pantry the student may be permitted to store his/her personal foods
- Bathroom privileges: students should be allowed free access bearing in mind, however, that overly long and multiple showers per day do not conform to local practice
- Appliance privileges: if there is a washing machine, students should inquire about the policy for access
- Provide sheets, towels – laundered and changed every two weeks
- Provide student with written rules on how to deal with emergency situations or in the case of problems with electricity, plumbing, etc.: for example, emergency numbers, or names and telephone numbers of contacts/neighbours
- Meals:
 - Establish the time frame during which breakfast can be taken and what constitutes a breakfast (usually a continental breakfast includes tea/coffee, milk and cereals or bread, jam and butter). Breakfast is provided daily
 - Establish day(s) (according to the chosen ½ board formula: 1 to 7 dinners) and time frame for evening meals and identify the nature of those meals. According to the family's lifestyle, dinner will usually include a starter (first course), a standard dish (meat or fish with rice, pasta, potatoes, vegetables,) and cheese and/or desert
 - If the family cannot make it to dinner on a given evening, the family will either re-schedule a planned dinner or leave a prepared dinner for the student
 - If the student cannot make it to a planned dinner (for reasons having to do with their academic obligations), the family will leave a prepared dinner for the student
- Telephone: If the house has a landline, allow receiving calls between 9a.m. and 9p.m., except in the case of dire emergencies
- Smoking is usually not permitted but the policy is to be outlined by each family
- A complete set of keys will be given to student upon his/her arrival
- Visitation: the host family reserves the right to restrict daily and overnight visitors
- No financial relationship, for whatever reason, is to take place between the student and the host family
- Renewal of occupancy with the family stay must be done in conjunction with *Host Families in Paris*
- When applicable, two types of accommodation are available: single room or double room. The single room is for one student only. Double rooms have two separate beds and the room is shared by two students (usually from the same group, but this can be adapted according to student request)

I have read and will respect the above quality charter

Date

Name

signature