

# GHS Homestay



## Travelling time

10 - 30 min. (max. 40 mins) to both campuses

## Travel costs

*MetroRail*: ZAR 110 (€ 7 / US\$ 7,70) per week

*MyCiti Bus*: ZAR 18,30 (€ 1/US\$1,10) per trip or ZAR 250 (€ 14/US\$ 15,50) per week

## Rooms

Single rooms, bathroom to share. Students travelling together can book a double room.

## Meal options

### Self-catering

A kitchen is available to you. You will do your own shopping, cooking and cleaning.

### Breakfast only

You help yourself to breakfast. The kitchen is not available for cooking.

### Breakfast a& dinner

You help yourself to breakfast and have dinner together with the family.

## Bedding and towels

Both will be provided by the family.

## Laundry

Can be arranged with the family at an extra charge or at a commercial laundry service.

## Wifi

Often available at an extra charge.

## Pets

Most families have cats and/or dogs.

## Cancellation

Homestay or Residence accommodation booked with Good Hope Studies cannot be cancelled after arrival, unless booked for a duration of 9 weeks or longer. In the event of a cancellation, a 4 week notice period will apply.



# Please read before travelling

Thank you very much for deciding to stay with one of our host families. South African people are known for their hospitality, and our host families particularly enjoy meeting people from around the world. Make yourself at home in their home, but please respect the family and their routines and habits. To get the best experience, please read this document.

## Meals

### Self-catering option

You are required to do your own shopping, cooking and cleaning up. Your host will allow you the use of the kitchen; however, cooking times must be arranged with the host and the kitchen must be cleaned up immediately after cooking.

Light lunches can be bought at places close to the school.

In the evenings you are free to eat out or prepare a meal yourself at home.

### Breakfast only option

If you booked this option, you help yourself to breakfast.

Light lunches can be bought at the school or at places close to the school.

In the evenings you eat out. The kitchen is not available for cooking.

### Breakfast & dinner option

Food in South Africa may be very different from food in your country. Your host family will serve South African food. If there is something which you do not like, and never eat, tell your family. Be adventurous and try new things. South Africans enjoy barbecues (braai's) in summer. As we have many cultures in South Africa, the food can be quite varied depending on your host family's culture. Families generally do not allow students to cook.

Breakfast is a light meal – fruit juice, cereal, bread/toast, jam, tea or coffee. Most host families work, which means they eat breakfast early. If you do not want to eat breakfast early, ask your host family where the cereal or bread is kept and prepare your own breakfast a bit later. Remember to check with your family how the appliances work before you use them.

Your host family does not provide you with lunch. If you wish to take your own lunch to

school, ask your host family if you can store it in the fridge or in a separate cupboard in the kitchen. Do not keep food in your room as it may attract insects. There are shops within walking distance of the schools where you can buy food. Sandwiches and light meals are also sold at the schools.

Dinner is a more substantial cooked meal, where the family sit down together, and may be eaten anytime between 6 pm and 8 pm, depending on the particular family's routine.

Use this time to practise your English. Try to be home as often as possible for dinner.

### Missed Meals

Inform your family well in advance if you will not be home for dinner.

You will not be compensated for any missed meals at your host family. If you choose not to eat with your host family, you will not be refunded this money. You may not substitute meals either, e.g. have lunch instead of dinner.

## Useful to know

### Transport

Our families are either in walking distance to the school or you can go to school by public transport. A MetroRail or bus station will always be in easy walking distance. Uber has also become a very popular form of transport in Cape Town.

### Laundry

Laundry may either be done at the host family at an extra charge, or at a commercial laundry. The host family will arrange this with you directly.

### Water & Electricity

South Africa is a water- and energy-scarce country. Please do not waste water, especially when bathing or showering, and please help save electricity.



### Room and Bathroom

Your linen and towels will be changed and cleaned once a week by the host family, but it is up to you to keep your room neat and tidy. If you need to share a bathroom with the family, remember it is polite to leave the bathroom the way you found it. Have some consideration for the other people in the house and do not take too long in the bathroom.



# Please read before travelling

## Heaters

The host family will provide a heater for you during the winter months. Please use it economically and remember to switch it off when you are not in your room.

## Absence

If you are going out, or will not be home for dinner, tell your family well in advance. Also let them know where you are going and the time you expect to be back. Never stay out late at night without informing your family. It is always a good idea to take down your host family's telephone number and give them your cellular number so that they can call you should there be a problem.

## Be open minded

Cape Town is a melting pot of people from all over the world, with different cultural backgrounds, different races and religious beliefs, age groups, and family-structures.

We try hard to find the best possible match between family and guest, but it is very important for all parties to remain open-minded. Matching all criteria perfectly, in this setting, is unrealistic.

We therefore ask you to remain open minded and respectful toward your family in all regards. Sometimes, the first few days can be difficult with many new impressions, different ways of doing things, different food, etc. but give yourself a chance to get used to things, and you will see that after the first week it will become much easier for you.

Most often, our students become good friends with their host families by the time they leave, and many have developed life-long friendships.

## Emergencies

Call 107 from a landline in Cape Town for all emergencies. Give the operator your name, address and what the emergency is.

## If you are not entirely satisfied

Talk to your family first. If there is anything they are not getting right, please give them a chance to correct it.

If talking doesn't fix the problem or you find it difficult to talk to them, please approach reception or our homestay manager. The homestay manager will find the right way to address the issue, or will mediate between both parties.

The homestay manager will discuss the possibility of changing family.

If you are still not entirely satisfied, a meeting with the Operations Manager can be arranged.

Should you feel that your complaint has not been taken care of, you can also contact your agent.

## Important

### • Please check with your host family:

- Visits by friends.
- Use of the telephone and the Internet.
- If you come home late.

### • Respect the family and their routines and habits.

### • You are allowed to come and go as you please but please bear in mind that you are staying with other people and need to be polite.

### • Remember to ask your family about the rules of the house (telephone and computer usage, playing of music, watching TV, meal times, alarm codes, etc).

### • Always let your family know where you are going and how late you will be home. Take down their telephone number and give them your number in case of an emergency.

### • Communicate your thoughts, likes and dislikes with your host family. This will help you with your English as well as open the lines of communication between you and your hosts.

### • Do not smoke in a nonsmoking household unless the family says it is okay.

### • You may not have an overnight guest.

### • If you come home late, be mindful of the other people in the house. Come in quietly and do not disturb the other people in the house.

### • Be independent. Organise your own tours and excursions or join the school's social programme.

### • If you have a concern about your homestay accommodation, it is always best to discuss this with your host family first. Host families are open to discussion and might not even know it is a problem for you. So before a small problem becomes a big problem speak, to your family and try to come to an agreement.

If talking doesn't fix the problem or you find it difficult to talk to them, please approach reception. We will find the right way to address the issue, or together with the Homestay Manager, will mediate between both parties. As a last resort we can discuss the possibility of changing families. If you are still not entirely satisfied, a meeting with the Homestay Manager or one of our Operations Managers can be arranged.