

Homestay Accommodation Manual 2026

For the accommodation of students in homestay provision

The Company

IP International Projects and Europa School of English (ESE) are Brand Names of FG Languages Ltd.

The school in Bournemouth is the base for the Academic Management Team and the Safeguarding Management.

In the UK we are responsible for:

- Residential and homestay accommodation and student welfare
- Management of activity programmes for all centres
- Teaching programme and teaching staff for all centres
- Management of year round school in Bournemouth
- Programme and curriculum development
- Training programmes for academic and activity staff

Company Headquarters:

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Our Goals and Values

IP/ESE is committed to increasing client satisfaction levels in order to delight and exceed their expectations. We continue striving to improve our services in all areas; management, student welfare, teaching and operations. Our aim is to build a school network to bring together students and staff from diverse cultural backgrounds, offer them a welcoming, supportive and safe environment where they can learn more than a language.

People you may meet

Jackie Frampton – Jackie is our year round Accommodation Officer in Bournemouth. She is Safeguarding Advanced (formerly Level 2) and prevent trained.

Matthew Rogers – Matthew is our Operations Manager in Bournemouth. He is Safeguarding Specialist (formerly Level 3) and prevent trained.

Charlotte Fisher – Charlotte is the Director of the Company and the Designated Safeguarding Lead. She is Safeguarding Specialist (formerly Level 3) and prevent trained.

Stephanie Purle – Stephanie is the Cover DSL She is Safeguarding Specialist (formerly Level 3) and prevent trained.

Useful numbers

Contact	Details
School direct line - office hours only	01202 553145
Jackie Frampton, Accommodation Officer - 24/7	07988 456269
Emergency number - 24/7	07471 591888
Charlotte Fisher, Designated Safeguarding Lead - 24/7	07971 286410
Stephanie Purle, Cover DSL - 24/7	07563 244506

Guiding Principles

- This manual covers all aspects of our homestay accommodation
- The signed manual forms part of a binding agreement you enter into with FGL Ltd
- We are dealing with young people, who are by nature full of surprises so if you encounter a situation which is not covered by the manual, please contact us at any time.
- The manual applies to both Junior and Adult Students

If you have any queries to the outlined policies, please contact your Accommodation Officer (AO).

Structure

Homestay Management Structure

Ideally we would like to resolve all issues locally. For you as a homestay provider there are two relevant contacts. The first and most important is your Accommodation Officer (AO).

Alternatively, during the high season you can make contact with the Centre Management Team directly. Off season please contact your AO.

If the problem cannot be resolved locally the AO will contact the School Manager or the Safeguarding Lead.

This management structure should ensure a quick, practical resolution of all issues which cannot be resolved between the Centre Management Team, AO and Homestay Provider.

Policies and their implementation

Your Home

Gas & Fire Safety Documents

1. If you are a gas user you must ensure that all gas appliances, fittings and flues provided for use are safe and guard against the dangers of carbon monoxide poisoning. Therefore you have to have a current gas safety certificate. Please note for the student's safety the AO will need to see it annually.
2. Homestay Providers need to have a current fire risk assessment for their home prior to a student being placed with you. We will provide you with a template and some further advice on completion.

Your AO can give you guidance on how to do this, or please visit <http://www.fireservice.co.uk/safety>

Facilities

The student's room must be spacious with natural light, equipped with adequately sized beds and sufficient hanging and drawer space for clothes. The room should have electric light for reading, heating, mirror, a table or desk and chair to enable the student to study. Clean bed linen and towels must be provided weekly free of charge. Before the students leave on the final day you should check their room to ensure everything is in order.

Heating and Hot Water

Most students are used to taking daily baths or showers, whichever is available. You should therefore be prepared to provide this facility. Most of our students come from hotter climates and will appreciate heating in their room during Autumn/Winter.

Homestay Provider Registration

In order to register as a Homestay Provider for ESE you will be asked to complete the online application form which can be found on our website at “Become a Homestay”. The information which you provide will help the AO to accommodate the most suitable student in your family. When the AO has received your completed application form they will contact you in order to make a mutually convenient appointment to visit your home. Further home visits will be made every 18 months thereafter to update our records.

Other Guests

There must never be more than four students or other paying guests in total accommodated in a home described as homestay. The host must obtain ESE’s approval before accepting any additional paying guest while an ESE student is placed in the home.

References

Please note that you will also be required to provide the email address of two referees who must be over the age of 18 and not related to you. We will then send them a reference request form.

- Referees must specifically answer whether the host is suitable to care for or work with under-18s. The reference request form will include this question.
- Referees must not be family members.

Home Expectations

If you have any special requests, please make them clear at the beginning of your student’s stay (meal times, telephone use, bed times, washing machine etc.). The families should regard and treat students as part of their family. A clarification of boundaries and mutual expectations at the beginning of their stay will avoid misunderstandings later.

Accommodation Principles

ESE/IP will not accommodate students aged 18 and above, with students who are 17 and younger. We might make an exception for siblings or relatives of the same sex if requested and prior parental permission has clearly been given. You will be advised of this rare occurrence in advance if it applies to a placement with you.

ESE/IP will normally accommodate no more than two students in one bedroom (triple only upon request by the client) and if you have more than one suitable bedroom available no more than 4 students to one family. If possible, ESE will try to ensure an international mix of students.

DBS Checks

All adults in the homestay are required to hold an Enhanced DBS Certificate which is less than 3 years old. Some DBS checks can be completed so that all adults residing in the household are checked under a lead name DBS where it is stated that the workforce applied for will take place in the home overnight. Your accommodation officer will confirm when all adults in your home are compliant with our DBS policy.

Safeguarding Training

We have created a brief Level 1 online safeguarding training quiz for host families which we would recommend you complete before hosting, it takes approximately 15 minutes and will help you to think about common scenarios you may face whilst hosting and what our expectations are around keeping our students safe. The link to the training can be accessed here: <https://rb.gy/nw6rdl>

Hosts must familiarize themselves with our safeguarding expectations laid out in this manual and in our Safeguarding Policy. Your Accommodation Officer will also give some training and advise you on safeguarding

requirements at your host family visits and is available to advise on any questions or help you may need in this area.

Safeguarding Reporting

Hosts should report any safeguarding concern immediately to the Accommodation Officer, or DSL or cover DSL using the 24-hour number stated at the start of this document. Hosts are expected to report issues even if they are unsure if the issue is a safeguarding concern or not. If your concern relates to the DSL a Director or a Senior Manager and you are unsure that your concern will be treated appropriately you should raise the concern externally with the local safeguarding contacts detailed below.

Hosts are not expected to investigate or question victims or witnesses to any safeguarding incident but we would expect hosts to record everything that was said or reported in the students' exact words where possible, with dates and times until the DSL has taken over the incident.

Low level concerns or breaches of our supervision or behaviour policy should also be reported to the Accommodation Officer immediately as these incidents can sometimes escalate.

Local safeguarding contacts

Contact	Details
Children's First Response/MASH	01202 123 334
Email	childrensfirstresponse@bcpcouncil.gov.uk
Out of hours	01202 738 256
LADO	01202 817 600
LADO email	LADO@bcpcouncil.gov.uk

Student Arrivals

Adult School (Bournemouth only)

Unfortunately, students do occasionally arrive at inconvenient times and we would ask you to take this into consideration. Flights sometimes arrive at unsociable hours. In normal circumstances the students inform us about their approximate arrival time in advance and we endeavour to let you know as soon as possible. If the student does not arrive at the expected time, the Homestay Provider should not assume cancellation, as the student may be late. In this case please contact us for any other information. Homestay hosts must ensure that there is an adult available to receive students on arrival.

Junior School (all centres including Bournemouth)

Normally, we expect Junior students to be picked up on arrival and dropped off on departure, however in exceptional circumstances alternative arrangements can be made with the AO (e.g. a taxi can be arranged whereas a standard charge of £15.00 will be deducted from the homestay payment) Unforeseen emergencies may be excluded from this subject to prior agreement with the AO. It is recommended that you book your own taxi to pick up or drop off the student/s on your behalf if you are unable to pick up or drop off yourself.

You are responsible for making sure the students know how to get to the school from your home and back again. We ask the Homestay Host to accompany the student(s) to the school to on the first morning to show them how to get there safely if possible.

Your AO will give you further guidance as to how you can help your students find their way around depending on your location, bus routes, age and background of the proposed students. Your AO is available if you have any concerns about your students getting lost.

For late night/early morning arrivals (between 22.00hrs and 06.00hrs) ESE will ensure that your students are delivered to your family home, most likely by taxi. During summer (July/August) the majority of our junior students will arrive and depart on a Saturday, adult students also mostly arrive and depart on a Saturday but all students can arrive on any day of the week. Mini-stay/Off season groups may arrive/depart on weekdays also

Student Supervision and Free-Time Rules

Junior Programme: 13–15 years

Travel: Students may travel independently between the homestay and school. They should travel in pairs or small groups wherever possible.

Afternoons: Students may sign out on two afternoons per week, provided ESE has received parental permission. On other days, they must participate in an organised activity. Students must not return to the homestay during afternoon sign-out.

Evenings: Evening activities are compulsory. On up to two evenings per week, a student may remain at the homestay instead, but only with prior ESE approval and the host's agreement. The student must remain at home with the host and cannot go out independently.

Return time: Students must normally be back at the homestay by 23:00.

Host responsibility: The host must contact ESE immediately if the student does not return at the expected time. A student staying home must never be left alone.

Junior Programme: 16–17 years

Travel: Students may travel independently between the homestay and school. They are encouraged to travel in pairs or small groups.

Afternoons: Students may sign out every afternoon where parental permission has been received. They must not return to the homestay during the afternoon sign-out period.

Evenings: Students may sign out on up to two evenings per week, subject to parental permission and ESE rules. They may alternatively remain at the homestay where the host agrees and ESE has confirmed the arrangement.

Return time: Students must be back at the homestay by 23:00.

Host responsibility: The host must know whether the student is attending an organised activity, signing out or remaining at home. ESE must be contacted if the student is unexpectedly absent or late.

Adult School Programme: 16–17 years

This is an unsupervised programme. Students travel independently and manage their own free time outside compulsory lessons and booked programme elements.

Students must return to the homestay by 23:00.

The host should contact ESE if the student does not return by the agreed time or if there is a welfare concern.

Adult Students: 18 years and over

Adult students travel independently and manage their own free time.

There is no formal ESE curfew. The student and host should agree reasonable return and quiet times.

Students must respect the host's household rules and should tell the host when they expect to return late.

Rules applying to all hosted students under 18

- Students must attend the compulsory lunchtime Time to Talk session and inform their supervisor of their plans for the day.

- Sign-out is only available where the required parental permission has been received and the option is shown in the ESE activity app.
- Students must have a charged mobile phone, the ESE emergency number and their homestay address and telephone number.
- Students must remain with at least one other student during sign-out or managed free time.
- Students must remain within the area approved by ESE and must not travel to another part of Bournemouth or another town during sign-out.
- Students must return to the agreed school or meeting point at the stated time, normally by 17:45 for afternoon sign-out and 21:45 for evening sign-out, before travelling back to their homestay.
- Hosted students must not enter ESE residential accommodation during sign-out or managed free time.
- Hosts must not independently give additional sign-out permission, extend return times or approve overnight stays.
- An unwell student may remain at the homestay only where the host is present and ESE has agreed the arrangement. A student under 18 must never be left alone in the homestay.
- ESE may withdraw sign-out privileges where a student does not follow the rules.
- Where students of different ages are together, the rules for the youngest student apply.

Please note: host families cannot independently change any of our rules, extend curfews or give extra permissions

Household-changes and visitor requirements

The host must notify ESE immediately if there is a change involving:

- Adults living at the address.
- Regular or overnight visitors.
- New partners or family members.
- Paying guests or Airbnb bookings.
- Pets.
- Smoking or vaping arrangements.
- Building works or bedroom changes.
- Significant health or mobility issues.
- Criminal investigations, cautions or convictions.
- Safeguarding or Social Services involvement.

Failure to inform the Company of any similar changes will result in immediate removal from our host family register.

Non-Arrivals

ESE cannot accept any responsibility for the student's non-arrival although we would, of course, attempt to place another student as soon as possible. The Homestay Host should inform us of the student's non-arrival on the first working day. In case of non-arrival ESE will NOT be liable for any compensatory payments.

Change / Cancellation of Accommodation

Occasionally a student is not happy with where they are placed; we have to be aware they may be homesick or there may be another reason, often it is nothing to do with the family themselves. We always ask our students to give it a few days and mostly they do settle down. Sometimes, due to parent's requests, we will ask the AO to arrange a visit to your house, to speak about the problem and try to solve it all together. However occasionally we may have to move the student.

If this is the case we will pay for the nights they have stayed with you and try and find a replacement as soon as we can, any gesture of goodwill payment in respect of loss of monies will be made at the discretion of the management given the circumstances surrounding the change of accommodation.

If a Homestay Provider cancels a student's booking at short notice or tells a student to leave without giving ESE at least three days' notice, we might remove that Homestay Provider from our accommodation register.

Integration

Integration with the Homestay is one of the most important aspects of the student's stay with you. The students should be treated as a full member of the household, eating together and sharing the common living areas.

English Language only!

The student has chosen to stay with a Homestay because it is his/her wish to be in continuous contact with the English language. Hence, it is very important to maintain an English atmosphere at all times.

Meals

Our definition of Half Board for adults is breakfast and a cooked evening meal during the week with light lunches included at the weekends.

Our Junior programme is Full Board in the Low Season and Half Board in the Summer High Season (usually July and August). Full Board must include a packed lunch every day. Packed lunches must be sufficient, varied and nutritionally balanced, normally including a substantial savory item, fruit or vegetables, an additional snack and a drink. Allergies, religious requirements and medically required diets must be followed exactly, including appropriate measures to prevent cross-contamination. Please remember to include a drink.

The students must be given a breakfast – cooked English or Continental i.e. coffee/tea, bread, marmalade, cereals. Normally the student must not eat alone but with the family, we understand that families might not all sit together at breakfast time. The student would undoubtedly appreciate fixed mealtimes. If the student is unable to attend at the regular time please leave the meal prepared just to be heated or provide a cold meal/salad for him/her.

Some students may have dietary needs for health, religious, or other reasons; for example, vegetarian, vegan, lactose or gluten free, and students from Middle Eastern countries usually do not eat pork or pork products. If this is going to be a problem for you, please ensure that this is recorded on your registration form.

Family Absence

Homestay Providers should note that they cannot go away and leave students to fend for themselves. If an emergency arises which necessitates the homestay being away then your AO must be notified immediately, so that the supervision of students can be maintained. It is not acceptable to bring in somebody else to look after the students if you are away, even for an evening.

Queries/ Problems

If any queries or difficulties arise please try to sort out problems by talking about them with the student. If this does not appear to be working, or more serious problems arise, the matter should be referred to your AO as early as possible.

Off season – Bournemouth - Adults

Lessons start at 9:00 am on the first day and 9.30 the rest of the days at The Annexe Freemasons Hall, Knole Road, Boscombe, Bournemouth BH14DH. Please ensure your student knows where to go on their first day – if you can drop them at the school on the first morning it would be very helpful. You should also ensure they know how to travel around from your home to the school, which buses to catch and general orientation of the area.

Summer Centres and all Mini-stay Groups

Lessons always start at 09.00hrs and run until 11.45hrs for the General Course or 12.30hrs for the Intensive Course. Lessons are compulsory so please make sure that your students get up and leave your home on time. On the first day it is appreciated if you can bring or accompany your students to school if possible and to brief them on how to get back in the evening.

Missing Student / Late Return

If a student is late returning or you find they have gone missing from your home you should follow the procedure below without delay:

Telephone the student immediately.

Check the agreed programme, travel arrangements and known location.

Contact the ESE 24-hour emergency number without delay.

Do not independently search unfamiliar or unsafe locations.

Call 999 where there is immediate danger, a medical emergency or a particularly vulnerable child is missing.

Follow ESE instructions concerning parents, group leaders and police.

Record all calls, messages, locations checked and times.

Continue to remain available until ESE confirms that the incident is closed.

Illness

If a student is ill:

- Call 999 for an emergency.
- Use NHS 111 for advice in non emergency situations.
- Contact your AO on the 24-hour ESE number.
- Do not leave an unwell child alone.
- Do not provide prescription or over-the-counter medication unless authorised under the medication procedure.
- Record any medication, first aid or medical advice.
- Do not contact parents independently before coordinating with ESE, except in an immediate emergency.

If a student is ill and is saying they cannot go to school you must contact your AO as soon as possible. Our aim is for all students to come to school even if they are ill so we can care for them in our leisure rooms, can accompany them to any medical appointments and can ensure that someone can be with them at all times. Where it is not possible and the host is happy for the student to remain at home we may agree to this. A student should never be left home alone whilst they are ill. You may be asked if it would be possible for you bring the student to the school where we think the student is too ill to travel independently.

Mini-stays

ESE offers an afternoon and evening activity programme to the various mini-stay groups that we welcome throughout the low season. In the event that the groups do not choose to take part in our activity programme the students must return home for dinner. Group Leaders in consultation with ourselves may decide to allow students to go out again after dinner. They must then return home again not later than the stated curfew time which is decided according to their age and is stated below. In some cases Group Leaders may decide to adjust this curfew time and you will be notified by the school. You must never accept a student telling you about a curfew time. In the event that your students are two different ages. For example: 15 and 16, then the curfew will be decided by the age of the youngest student.

Mini-stay curfew times

Age range	Curfew time
13 and 14 year olds	21:30
15 years old	22:00
16 and 17 years old	23:00
18+	No formal curfew; please contact ESE if the student has not returned as expected.

Summer

ESE runs a compulsory afternoon and evening activity programme for all students under the age of 16 yrs.

This will mean for you as a Homestay Host that:

- Your students should return home in time for dinner after the completion of the afternoon activity programme, which runs until 5.00 pm. Dinner at home is compulsory.
- Students have to participate in the evening programme which starts at 7.30/8.00 pm and finishes no later than 10.00 pm, the only exception is if the student asks to be excused from an evening activity because they would like to stay at home with you. This can only be agreed up to a maximum of two evenings per week and you as the host must be in agreement to the student staying at home for the evening. On these occasions that student cannot go out elsewhere. They must remain at home throughout the evening unless they are going out with you and your family.
- You need to contact the Accommodation Officer if students are not at home in time for Dinner or if they don't arrive home by the curfew time of 23.00hrs.
- Other students are only allowed to visit your home as an exception and if this has been agreed between yourself and the Accommodation Officer. For students under the age of 16 this is only an option if a responsible adult is available.
- If a student is ill you will need to contact your Accommodation Officer to agree who takes the student to the doctor. It is not possible to leave the student home alone.

Occasionally we may require homestay accommodation for students below 13 years old. These students must be accompanied to and from school by either a supervisor or group leader or pre-booked taxi depending on the terms of the booking. In some circumstances we may offer for the host to do the student drop off's and pick-ups each day. In these cases this will be discussed and agreed with the host prior to placement and a supplement of £15 per week per student will be offered.

Payments and Benefits

Method of Payment

Payment will be made directly into your bank account every FRIDAY, one week in arrears. The cut off date for payments is a Saturday.

Payment example

Student arrives for two weeks on Saturday 20th January and departs on Saturday 3rd February

The first payment cut off date would be Saturday 27th and the payment for the first week would be paid into your bank account on Friday 2nd February.

The next cut off date would be Saturday 3rd February and the payment for the second week would be paid into your bank account on Friday 9th February.

If for example the student arrives on Sunday 21 January then the cut off date (27th January) and the payment date (2nd February) remain the same but you would only be paid for 6 nights in the first week.

Host families are paid for nights they host ONLY. If a student is moved midway through a stay or cancels for any reason FGL Ltd is not liable to pay any compensatory fees.

- We do pay a special diet supplement of £27 per week per student per dietary requirement in the case of special diets requiring the purchase of additional food items; please speak to your AO to discuss.
- We do pay an additional £15.00 per student per week for dropping off and picking up from school is requested to do so.

Please contact us for our current host family payment rates.

Housing and Council Tax Benefits

If you receive benefits, notification of income from homestay visitors, or any changes to income received, must be supplied to the benefit paying authority at once.

Private Fostering Agreements

Where a student stays with us for more than 28 days we need to house that students in a family who meet the private fostering criteria. These families will be paid a premium rate. To become a private foster family for us please contact your AO and discuss the options. Your AO will provide you with further information about the role and will inform the local Social Services department accordingly.

Safeguarding – What it is

Background information.

Safeguarding is about looking after children properly; a child is anyone under 18. All adults have a legal Duty of Care to do that as a 'caring and responsible parent'. If you are not sure whether something is right for one of your students, think how you would like your own child/grandchild looked after if they were staying in another country. Child protection is one part of safeguarding that helps protect under 18s from abuse.

1) Types of abuse.

There are 4 main types. Physical abuse, emotional abuse, sexual abuse and neglect. Sometimes people talk about Cyberbullying as a 5th type of abuse.

Some signs you might see which could indicate that something was wrong

- a change in behaviour
- bruising or physical marks that cannot be easily explained
- a child becoming withdrawn or having very low self-esteem
- a child becoming aggressive, or quickly swinging from withdrawn to aggressive
- a child using sexual language or showing sexual awareness that you wouldn't expect for their age
- a child looking uncared for, not having clean clothes or being hungry
- For cyberbullying, a child who looks unhappy after reading a text or email message.

2) If a child starts telling you about abuse, you must

- LISTEN
- not ask questions; not promise to keep secrets
- tell your AO or the centre immediately
- reassure the child they have done the right thing
- write it down

3) If you have any concerns around safeguarding or child protection; not just a child telling you something, but anything you see or hear that worries you, contact your AO or the centre right away. They are there to help you and to help keep all the students safe.

4) Code of Conduct: how to interact with under 18 students.

It is important that you interact with your students in a way that is safe for them and keeps you safe from any misunderstandings. ESE has some simple guidelines to help you

- always treat your student/s with respect
- avoid unnecessary physical contact. Any necessary physical contact must be appropriate, proportionate and in the student's interests. Explain what you are doing and seek consent wherever possible. Physical contact must never be secretive, sexualised, punitive or used as a form of restraint except where immediately necessary to prevent serious harm.; some cultures don't like any physical touch, unless there is a medical reason, in which case talk through what you are doing and ask their permission
- don't be alone with a student in a bedroom or bathroom with the door closed. If you need to help a student in their bedroom (maybe if they're sick) leave the door open and/or ask somebody else in the house to go in the room with you
- always be a good role/example model to the students through your own behaviour
- dress appropriately around the house, even walking to/from the bathroom at night
- be careful about the language you use and the things you talk about; keep away from sensitive subjects
- if a student gets very upset at anything that has happened in the house, contact your AO and tell them about it.

Above all, remember that any interaction with students should be something you would be happy for your AO, ESE managers and the student's parents to know about.

5) Prevent and core British values

All schools now have to support the government strategy to help keep people away from being drawn into extremism. One way of doing this is to exemplify the core British values

- Democracy
- rule of law
- freedom of the individual (within the rule of law)
- respect and tolerance for those of other faiths and beliefs – Equality Act 2010

You are required to do this to meet the Prevent Laws, and you are probably already doing it without realising, e.g. having House Rules and following UK laws yourself (rule of law), allowing students to choose sometimes (freedom of the individual), ensuring that students from different countries get along with each other and are not rude about each other's countries (respect and tolerance), or that students don't make racist comments (Equality Act 2010). In some countries it's OK to do that, but in UK it isn't; sometimes you have to explain that to your student.

If you have any worries that your student is showing any signs of extremism or anything that concerns you, contact your AO at the centre and tell them.

Your AO can help you with any questions about safeguarding and Prevent and will talk to you about it every time they visit.

Our Accommodation Officer will deal swiftly and sympathetically with any problems that might occur.

Document: Homestay Accommodation Manual 2026 | FG Languages Ltd