

## Homestay Student Guidelines

### 寄宿家庭学生准则

The *UToCanada HOMESTAY Program* is a rich and rewarding cross-cultural experience for both the HOMESTAY family and the international student. The HOMESTAY family is given a unique opportunity to learn about another culture and to help you learn about Canada and improve your English. You are able to benefit from the cultural and linguistic immersion offered by the HOMESTAY experience.

**优途加拿大寄宿家庭项目**为留学生及寄宿家庭提供富有意义的生活体验和意想不到的收获。在寄宿家庭感受来自异国他乡的独特文化的同时，留学生将在短时间内了解、融入加拿大本土生活并快速提高英文水平。你将毫无疑问的受益于**优途加拿大寄宿家庭项目**在文化及双语环境上带来的特殊体验。

HOMESTAY families are chosen for their keen interest in other cultures and good English language skills. Applicants may be a family or single person, with or without children. Becoming a HOMESTAY family requires a commitment to providing a beneficial living experience as well as room and board.

只有兼具“对异国文化抱有强烈兴趣”并“赋有极强纯英文生活环境”的寄宿家庭才会被我们选中。向我们提出成为寄宿家庭申请的个人或家庭可能有亲子或没有。但对留学生的服务热忱与居家硬件条件将作为我们考量的同等要素。

The mandate of *UToCanada* is to provide safe, clean, comfortable, English or Chinese speaking HOMESTAY families for international students studying in Ontario. The program reserves the right to choose HOMESTAY families using these criteria and to remove HOMESTAY families from the program who fail to continue to meet the criteria.

**优途加拿大**受命于家长，向中国留学生提供在加拿大安大略省学习生活所需的兼具安全、卫生、舒适、双语的寄宿家庭。并通过严苛的考核手段保证备选寄宿家庭的质量，不符合要求的寄宿家庭将从我们的备选清单中除名。

## RESPONSIBILITIES of HOMESTAY FAMILIES

### 寄宿家庭的责任和义务

1. Provide a fluent English or Chinese speaking environment.  
提供流利的英文或中文语言环境（根据家长和学生的实际情况进行选择）。
2. Provide a separate bedroom for you in an area, which meets all safety and privacy considerations of Ontario Building Codes. This will include:  
为留学生提供符合加拿大安大略省相关居住法律法规、具有隐私性的独立房

间。房间内包括：

- A comfortable bed and bedding 舒适的床及床上用品
  - Access to a mirror 镜子
  - Access to a washroom 卫生间
  - A desk 书桌
  - A lamp 台灯
  - Closet 衣橱
3. Provide three healthy meals a day.  
提供健康可口的一日三餐。
  4. Breakfast and Lunch materials to be provided for you to make your own meal, or family member may help to prepare.  
由寄宿家庭提供符合你口味的早餐及午餐食材以便自行准备早午餐，或由寄宿家庭成员协助你进行准备。
  5. Dinner prepared by a family member.  
晚餐将由寄宿家庭准备并提供。
  6. Allow you full use of the household including telephone, television, and living areas, as well as help you understand appropriate use or time of use.  
允许你是用家中的一切设施，包括电话、电视、公共区域，并协助你了解正确的使用方法及使用时间。
  7. Provide wireless high-speed Internet access, either in the your bedroom, or in an area of the home suitable for study.  
在你的学习区域或房间内，为你提供无线高速上网。
  8. Provide laundry facilities:  
提供盥洗设备：
    - Washer 洗衣机
    - Dryer 烘干机
  9. Cleaning supplies for you to keep your private living space clean.  
提供能够保证你房间整洁的必要清洁工具。
  10. Invite you to join family activities whenever possible, and help you to feel at ease in their home.  
尽可能的邀请你参与他们的家庭旅行或聚会活动，帮助你尽快融入家庭。
  11. Assist your adjustment to Canada and encourage you to learn about Canadian culture, lifestyle, activities, and family life.  
协助你尽快适应加拿大文化、生活方式、娱乐方式以及家庭生活方式，尽快掌握包含诸多元素在内的生活学习必备技能。
  12. Orient you to the city, to their neighborhood, buses, and banks.  
带你了解所居住的城市、认识邻里、熟悉交通系统和银行系统。

13. Respect the rights, privacy, and culture of yours including religious and political beliefs.

尊重你在信仰、政策原则上的所有权利、隐私以及文化认同感。

14. For minors:

针对未成年人:

- Inform the custodian or parents of yours, when you request to stay overnight at a place different from the HOMESTAY family.

当你夜晚不在寄宿家庭过夜的时候通知父母或监护人。

- Set curfew time for you. Homestay families determine the curfew, and may consult the custodian of yours to determine the appropriate curfew time.

为你设定宵禁时间。寄宿家庭将根据实际情况决定宵禁时间。并在宵禁时间问题上向你的父母及监护人提供意见。

## RESPONSIBILITIES OF THE HOMESTAY STUDENT

### 寄宿家庭学生的责任与义务

As a member of your new home, you have responsibilities too. These are your basic responsibilities:

作为你新家中的一员，你也需要付出相应的责任与义务。以下是一些基本的责任与义务:

1. You must communicate with your HOMESTAY family. If you don't understand something, ask.

你需要与你的寄宿家庭成员进行沟通。如对某事不明，请直言不讳的提问。

2. You should participate with your HOMESTAY family in activities and offer to help with household chores such as meal preparation and clean up, tidying up after yourself in living areas that you share with the HOMESTAY family, etc. If you prepare food in the kitchen be sure to clean up after yourself and leave everything clean.

你应该积极的参与寄宿家庭的家庭活动并主动参与包括准备膳食、清洁房间在内的家务。使用完与寄宿家庭共享的公共区域后请及时清理保证整洁。例如，做饭后请及时将炊具归为并在离开厨房前进行清洁打扫。

3. You must keep your room clean and orderly. You should not leave clothes or towels lying around on the floor or under the bed. Ask before bringing food into your room.

你必须保证你房间的整洁。不应将脏衣服或使用完的浴巾随意置于地上或床下。将食物带入房间前，请先征询寄宿家庭的意见。

4. Clean up after yourself in the bathroom – clean the shower after you use it removing all hair and wipe the sink after you use it. Don't splash water on the walls or floor.

浴后请及时清洁 – 使用后清洁浴缸并及时清理掉头发保证浴缸清洁。请勿将水喷溅在墙上或地上。

5. Check with your HOMESTAY family before taking food into your room or before putting anything up on the walls.

在墙上钉入任何东西或将食物带入房间前请先征询寄宿家庭的意见。

6. You must use a phone card for making long distance phone calls – available at many convenience stores.

请使用电话卡进行长途的长时间拨打 – 这种电话卡在很多便利店有售。

7. You should supply your own personal toiletries: toothpaste, shampoo, and deodorant.

你需要自备洗漱用品，包括牙刷、洗发液、香水等。

8. Accept that you are now living in Canada and do your best to adapt to Canadian culture.

接受你正生活在加拿大的现实，并尽可能的接受加拿大文化。

9. Respect the rights, privacy and the religious and political beliefs of each of the members of your HOMESTAY family.

尊重寄宿家庭在信仰、政策原则上的所有权利、隐私以及文化认同感。

10. If you are coming home later than expected, be sure to phone your HOMESTAY family as soon as possible to let them know.

在预计比平时晚回家时，尽量早的电话通知你的寄宿家庭。

11. You should not borrow money from or loan money to HOMESTAY families.

你不应以任何理由从寄宿家庭借钱或向寄宿家庭提供借款。

12. Check with your HOMESTAY families about their house rules. Most HOMESTAY families do not allow smoking in their homes. Never smoke in your HOMESTAY without asking first.

事先征询寄宿家庭的生活规定。大多数寄宿家庭不允许你在房屋内吸烟。在获得许可前，绝对不能在房屋内吸烟。

***Remember: You are not staying in a hotel, and the members of the HOMESTAY families are not your servants. Please treat them with courtesy and respect.***

***谨记：你并不是住在酒店，而是作为寄宿家庭的一员。寄宿家庭并非你的保姆或佣人，请理性、友好、礼貌、尊重的对待寄宿家庭。***

## PAYMENT OF HOMESTAY

### 寄宿家庭付款须知

You will make your first payment to us you when reserving a homestay family. First payment includes first month and last month Total Charge. Total Charge includes Homestay Fees, Homestay Service Fees and applicable Taxes.

当我们为你预留寄宿家庭时，你将向我们支付第一笔包含收尾两个月房租的房租。总费用包括寄宿家庭月租、寄宿家庭服务费和消费税。

In the case of “direct payment”, *UToCanada* transfers the last month HOMESTAY Fee to the HOMESTAY family when the trial week is over. You are responsible for paying future HOMESTAY Fees to the homestay family on a monthly basis.

在“直接付款”的情况下，*优途加拿大*将在一个月的试住期结束之后，将尾款转付给寄宿家庭。之后你需在每个月的月初将租金缴付给寄宿家庭。

In the case of “*UToCanada* managed payment”, you are responsible for paying future HOMESTAY Fees, HOMESTAY Service Fees and applicable Taxes to *UToCanada* on a monthly basis. Your last month HOMESTAY fee is transferred from Learn in Canada to the HOMESTAY family in the last month of your stay.

在“优途代付”的情况下，你需要将急速家庭服务费、消费税及每月房租（在每月月初第一天支付）交给*优途加拿大*，尾月房租将在最后一个月的第一天由*优途加拿大*转交给急速家庭。

## ADDITIONAL INFORMATION

### 更多信息

#### Trial week

#### 试住周

The first week of stay is trial week. Should you feel a must to change HOMESTAY family, you may contact us within the Trial Week. In order to qualify for the Trial Week cancellation or relocation, you must:

入住寄宿家庭的第一周为试住周。当你认为某些因素促使你必须更换寄宿家庭时，请在试住周内联系*优途加拿大*。为了满足更换寄宿家庭的条件，你必须：

1. Provide a notice to us within 7 days of the Check-in date.

在入住寄宿家庭的7天内向我们提交书面通知（通过邮件或网站申请）。

2. Check out within 14 days of the check-in date.

在入住寄宿家庭的14天内搬离寄宿家庭。

After receiving the notice, we would begin looking for new suitable HOMESTAY family if necessary and inform you when a new HOMESTAY family is arranged. The current HOMESTAY family will receive HOMESTAY fees prorated based on the number of days you spend in the household.

在接到书面通知后，如果理据充分，我们会立刻着手帮你安排新的寄宿家庭并在安排好后的第一时间通知你。原本的寄宿家庭将按你入住的时长收取房租（以天作为计算单位）。

## Termination Policy

### 解约

1. In case you need to terminate the stay unilaterally, we will ask you to fill out the “Notice to Leave/Change Homestay” form with a check-out date. You are required to continually paying the HOMESTAY fee for 30 days following the termination notice date, or up to the check-out date if the number of days from termination notice date to check-out date is more than 30 days.

如果你希望单方面与寄宿家庭解约，我们需要你填写《离开/更改寄宿家庭通知》表并附上希望离开的具体日期。在你提出解约申请之后，你仍需缴纳30天得房租；或如果你的预计离开日期超过30天，你需要缴纳相应时长的租金。

2. If the HOMESTAY family would like to terminate the stay unilaterally, we will give you a written termination notice. You are required to move out within 30 days of the termination notice date. You will be refunded for every night after the check-out date you do not spend in the HOMESTAY family’s household.

如果寄宿家庭希望单方面终止寄宿协议，我们将向你提供书面解约通知。你需在收到通知后的30日内搬离寄宿家庭。你离开寄宿家庭后未使用的租金将以天进行计算并全数返还。

3. If both the HOMESTAY family and you would like to terminate the stay on the same date, we will ask for written and signed confirmation from both the HOMESTAY family and you. The check-out date will be set on the agreed date, and payment adjusted accordingly.

如果寄宿家庭和你同时希望提前终止寄宿协议，我们会为你和寄宿家庭提供用于签署确认的相关文件。离开日期会在终止协议中有所体现，租金将结合离开日期进行结算。

4. We reserve the right to re-locate a student because of incompatibility. This will be done with consideration of all parties to the best of our abilities, however it may happen without notice.

我们有权出于对寄宿家庭及留学生双方利益的考量为你更换寄宿家庭。我们会综合考虑双方立场并竭力维护双方权益，但该举动也许并无书面通知。

## Vacation Policy

### 假期或外出度假

While you are on vacation, the HOMESTAY family will keep the room for you to hold your personal belongings. There will be no other students occupying your room while you are away. The vacation charge level is normally lower than the Total Charge. The vacation charge is quoted on a monthly basis, prorated by the number of days of the vacation. In order to qualify for the vacation charge:

当你外出度假或处于假期离开寄宿家庭时，寄宿家庭会为你保留房间并保管其中的个人物品。不会有其他国际留学生入住或占据你的房间。假期中的月租金会相较于平时略低，按照假期的时长进行按月收取。为了获得假期月租金折扣，你需要：

1. You must give us a written vacation notice with a vacation beginning date and ending date.

你必须在假期开始前向**优途加拿大**及寄宿家庭进行书面通知，准确告知假期的起始日期和结束日期。

2. The vacation notice must be provided 30 days before the vacation beginning date. 该书面通知需在假期开始前30天进行提交。

3. The length of vacation must be more than 7 days, but less than 60 days. 假期的时长必须超过7天并少于60天。

4. Once we receive the written vacation notice, we will communicate your vacation plan with the HOMESTAY family and then set the vacation charge. You have the option to reject the vacation charge by applying for a Termination.

当我们收到假期暂离书面通知，我们会就你的假期暂离与寄宿家庭取得联系，并对假期月租进行商榷。你可以选择通过终止寄宿家庭协议拒绝寄宿家庭提出的假期月租建议。

## Disclaimer

### 免责声明

*UtoCanada* is not liable for:

**优途加拿大**将不对留学生的以下账单负责：

1. telephone bills 电话费账单
2. internet bills 网费账单
3. damages to the home or property 对寄宿家庭房屋及财产造成的损失

## Guidelines and Relationships

### 准则与关系

1. *UtoCanada* has established guidelines for both you and HOMESTAY families.

**优途加拿大**的准则同时制约国际留学生和寄宿家庭。

2. We do our best to match you and HOMESTAY families and to facilitate good relationships between them.

我们会竭尽所能的为国际留学生和寄宿家庭搭建最适桥梁，同时促进双方建立友善融洽的关系。

3. *UtoCanada* encourages you to keep open channels of communication with the homestay families.

**优途加拿大**鼓励你以兼容并蓄海纳百川的心态与寄宿家庭建立沟通。

4. The HOMESTAY Placement Coordinator should be notified immediately of any problems between you and the HOMESTAY family, and request mediation if necessary.

请在你与寄宿家庭产生问题或矛盾的第一时间与我们的寄宿家庭服务专员取得联系，我们乐于作为桥梁从中协助解决问题。

5. The *UToCanada HOMESTAY Program* reserves the right to re-locate you because of incompatibility. This will be done with consideration of all parties to the best of our abilities, however it may happen without notice.

优途加拿大寄宿家庭项目有权出于对寄宿家庭及留学生双方利益的考量为你更换寄宿家庭。我们会综合考虑双方立场并竭力维护双方权益，但该举动也许并无书面通知。

优途加拿大