Family RULES 2027



Please read these rules carefully so that living together with your host family runs smoothly and pleasantly.

ARRIVAL AND DEPARTURE

One week before your arrival, TARONJA will send you your accommodation details (**family name, address and phone**). Please do not forget to tell the school your arrival time **at least one week in advance**, so that a member of the family can welcome you.

On the first day, when you arrive at the accommodation, the family will give you a **copy of the house key.** Please take good care of it and do not keep it together with the address of the house. If you lose the key, you will have to pay for a **complete lock change.**

Arrival is on **Sunday** and departure on **Saturday before 11:00.** You must leave the accommodation with your belongings. If you need to leave your luggage, there are lockers where you can do so.

CLEANING

The family will provide the student with **sheets and towels** and will change them **once a week.** The family will clean the house and the student's room once a week. However, students must keep their room tidy every day.

ROOMS

Rooms can be **single or shared** (only for two people travelling together).

FOOD

You can choose **Half board** (breakfast and dinner) or **Full board** (breakfast, lunch and dinner). The weekly menu will be varied.

Breakfast in Spain **is not a continental hotel breakfast.** It consists of a drink (coffee with milk, chocolate milk or juice) with something solid such as toast, bread, muffins, cereal or biscuits. Students who would like a different breakfast from the usual Spanish one must buy it themselves.

Special diets: students must inform the school in advance if they have to follow a special diet for health or religious reasons, **or have any allergies.** If students need specific products different from the family's usual ones, they must buy them themselves.

TIMETABLE

Lunch and dinner times are **set by the family** and students must respect them. If students cannot come home for lunch or dinner, or need to change their schedule, they must **inform the family in advance.**

As an exception, if requested in advance, students can swap dinner for a packed meal or ask for the corresponding food to be left on a plate or in a container in the fridge to eat at another time.

LIVING TOGETHER

Please remember that this type of accommodation **is not a hotel.** You are a guest and you will be treated as a member of the family: you must treat the house and all family members with courtesy and respect. Keep your room and bathroom tidy.

Try to take advantage of mealtimes to **practise your Spanish** by telling the family about your experiences.

Students will respect the family's resting hours by keeping quiet. They must not put on the radio or TV or make phone calls **after 23:00.** Using a computer at night is allowed, as long as silence is respected.

Visitors are not allowed in the house, except in case of illness and with the family's permission.

Family rules 2027

USE OF THE KITCHEN

Students are **not allowed to use the kitchen.** Students cannot take food from the fridge or the cupboards.

SAVING ENERGY

Students will use **electricity and water** moderately (for example, they must switch off the light when leaving the room). Reasonable use of small personal devices such as hairdryers, laptops... is allowed. The use of other electrical appliances must be agreed between the family and the student.

In case of excessive use of electricity, water or gas, the student may be asked to pay part of the bills.

USE OF THE SPACE

Students will keep an acceptable level of **order in their room.** Leaving clothes on the floor or everything in a mess is unpleasant for everyone. They will also keep an acceptable level of hygiene and order in the bathroom. They can use the living room or any space the family uses as a common area, respecting the family's customs.

LAUNDRY

Each student is entitled to **two washing machine loads per week**: one with white clothes and one with coloured clothes. The family will manage the washing machine; if the student needs more than two loads a week, an extra payment to the family must be agreed. The family is not obliged to iron the student's clothes.

IN CASE OF PROBLEMS

If there is a problem between the student and the family, both parties must **contact the school** as soon as possible, avoiding arguments between them.

Remember that simple situations are easier to solve than those that become complicated because nobody reported them in time. Remember too that "linguistic misunderstandings" are normal, since Spanish is not your mother tongue.

DAMAGES

If you break or damage anything, **tell your host family as soon as possible** and offer to pay for it.

EXTENSION OF THE STAY

If a student wants to extend their stay with the host family, they must contact the school. The school will process the extension of the accommodation.

CHANGES AND CANCELLATIONS

Students **CANNOT change** their assigned accommodation, except in extreme cases. Changes of accommodation are time-consuming and depend on availability, and therefore have an extra cost.

Changes of accommodation requested **5 days in advance** can be made the following Sunday and will incur an additional cost of **€50.** Any accommodation change that requires moving on the same day will incur a cost of **€120.**

If you do not feel comfortable, it may be due to cultural or linguistic reasons. If this is the case, please **contact us.**

Cancelling accommodation involves not only an administrative charge: in many cases it requires a payment to the provider for the room, at least for part of the booking. For this reason **we do not give refunds** if the cancellation is made **within 15 days prior** to the start of the course.

No accommodation refund will be made once the course has started. Of course, cases of illness of the student or a family member, supported by a **medical certificate**, will be considered as special cases.

From the moment students enrol at TARONJA and choose homestay accommodation, they are understood to have read and accepted all these rules.

Learn
OUR CUSTOMS

