

# Host family guide

## Information for students

**Lyon Bleu International,**  
French as a foreign language school



You have chosen to stay with a French family **to practice your French and share the life of French people.**

Host families are naturally representative of the country's society. They may come from a wide variety of social, ethnic or religious backgrounds. They may be families with or without children, single parents, same-sex couples, single people, retired people...

**Participants must be prepared to accept being placed with a family from a different background from their own.**

Here is some **useful information for your stay** with the family that Lyon Bleu has selected for you.



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# 1. Welcome

Lyon Bleu sends you a **presentation of the family**. You will find the **family's email address** in the information. **You must contact the family directly to introduce yourself and organise your arrival.**

The family will also receive a document introducing you, on which your e-mail address is mentioned if it has been provided to us.



## 2. Arrival on the first day

We ask the family **to pick you up on the day of arrival at one of the two train stations in central Lyon** (reception in the Part-Dieu or Perrache station hall, or at the Part-Dieu Vilette stop of the Rhônexpress shuttle that links the airport to the city centre).

You can arrive **between 9:00 AM and 10:30 PM**.

Lyon Bleu asks families to be available on the day of your arrival. But if the family is unable to be there, **they will inform Lyon Bleu or you directly**.



**It's very important to check your e-mail every day and to take careful note of all the information you receive.**



### 3. Space provided

Unless you request otherwise, **your single room must remain single**. You must be able to study in it, which means you must have a desk and adequate lighting. **The room is heated in cold weather**. As students often study in the evening, we ask our families to heat the room until 10:00 PM in winter.

**You have the keys to your accommodation for the duration of your stay.** It is essential that you take good care of them. It is your responsibility to keep the keys with you and **not to lose them or leave them unattended**.



## 4. The bedroom

**The room you use must be kept clean and tidy throughout your stay, and you are also responsible for any damage caused in your host family's home.**

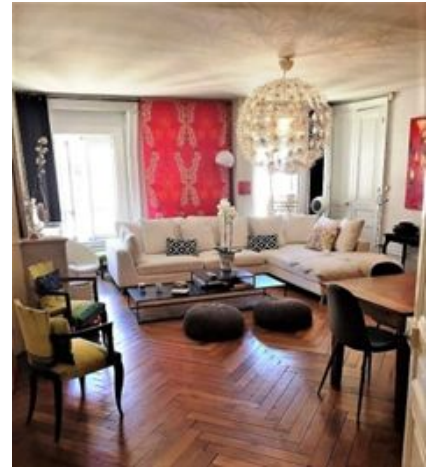
***Must have furnitures in the bedroom:*** bed, storage, wardrobe, desk, lighting, chair.



## 5. The other rooms of the house

You must have access to the **bathroom** and be able to take at least one shower a day. **Toilets** and bathroom may be individual or shared.

You must also be able to access the **shared areas** (living room, dining room, kitchen, etc.), as the family is committed to greeting you in a welcoming and sharing spirit.





## 6. Cleaning, hygiene, laundry, sheets and towels

**Clothing care:** the family is free to offer to wash your clothes or to give you access to the washing machine (minimum one full machine per week).

**Sheets and towels are provided by the family** and must be changed at least every 15 days.

You must keep the areas at your disposal clean and tidy, but basic cleaning (vacuuming, cleaning the bathroom, etc.) is carried out by the family.





# 7. Meals and use of the kitchen

- Meal times are the perfect moment **to chat and get to know your French host family better**. They are also an opportunity **to put into practice** what you learn in your Lyon Bleu classes.
- Unless you make an exceptional request, **if you are staying on a half-board basis, you do not need access to the kitchen to prepare meals**. However, you may have a small space in the fridge to store snacks or have access to the kitchen for quick preparations (reheated dishes, preparation of hot drinks, etc.).



## a. Half board

- There should be two meals a day, **breakfast and dinner**. If it is more convenient for both parties during weekends, the evening meal may also be replaced by lunch.
- Lyon Bleu asks the host family to prepare balanced and diversified meals, ideally using fresh ingredients.



### Examples :

- A "**French-style**" **breakfast** consists of a hot drink, bread / rusks with butter / jam and/or cereals, fruit and/or fruit juice.
- A "**French-style**" **meal** consists of a starter, a main course and a dessert (cheese, dairy product, cake or fruit).



## b. B&B or self-catering

*B&B = Bed and Breakfast* - *Self-catering = bedroom only*

- If you have chosen one of these packages, you must have **access to the kitchen to prepare your meals** (during weekends as well) and there will be space for you in the fridge and in a cupboard.
- Access time to the kitchen **must be in agreement with family life**. As mealtimes can vary from culture to culture, you should check this with your host family.



## 8. Access to the accommodation facilities (TV, Internet, etc.)

- **The house rules must be respected.**

The host families are aware of the fact that many students enjoy watching television to share a social moment and practice their language skills. Of course, this is not always possible and not all families have a TV.



## 9. Use of water and electricity



Energy and water play an important role in the daily lives of French families. **Energy and water are expensive**, so we ask you to **be careful with your utilization**: remember to turn off the lights when you leave a room, don't leave the heat on for too long or too hot, limit the time you spend in the shower, especially if you are staying with a big host family...



# 10. Phone

- **You must not use the family's phone** unless authorised to do so or to have someone call you.
- It is important **to check with your host family at what times you can be called** on the family landline (beware of time differences!).





# 11. Life rules (1)

- The exchange is based on *trust*. Everyone must show respect and good intelligence to get along well.
- The language used on a daily basis is ***French***. Lyon Bleu never places two people of the same mother tongue in the same family. If a family receives students from schools other than Lyon Bleu, it must respect this rule.
- The family must be available for discussion and conversation. However, they are free to be absent from the accommodation from time to time (weekends, evenings, etc.). **They must inform you of their absences** and make arrangements with you for the meals preparation.





# 11. Life rules (2)

- If you are away for a meal, an overnight stay or a weekend, **you must inform the family of your absence.**
- The family's rules are the rules of daily life. Don't hesitate to talk to your host family about certain important aspects of your daily life.
- **It is forbidden to invite friends to your host family's home without first discussing the matter and obtaining the family's agreement.** Similarly, it is forbidden to invite a stranger to spend the night in your room without your host family's permission.



# 12. Payment and receipts

- Lyon Bleu takes care of organising your accommodation and paying the host family.
- The accommodation week is calculated from the **Sunday of arrival to the Saturday of departure.**
- The rate for an extra night is:
  - **€ 40** for self catering (room only)
  - **€ 45** for B&B
  - **€ 50** for half board

Additional nights will only be validated depending on the availability.



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# 13. Insurance

- You must have **health and civil liability insurance** before arriving in France. Make sure you have documents proving that you are insured.
- Health insurance will cover any medical expenses you may have to pay.
- Civil liability insurance will compensate the family if you cause some damage to their home (broken objects or loss of keys for example).
- The family and its accommodation are also covered by civil liability insurance.



# 14. Holidays

- If you leave on a holiday in the middle of your stay without giving notice, you will not be entitled to any refund of the accommodation price.
- **In case of absence:** if you are away for at least one week, and if you give Lyon Bleu at least two weeks notice, you will have to pay:
  - **75 €** if you are self-catering or staying in a B&B
  - **100 €** if you are on half-board



*A refund may be considered on a case-by-case basis if the student vacates its room so that Lyon Bleu can place another student during its absence.*



# 15. Family absences

- If the host family goes away for the weekend during your stay, they must inform you and Lyon Bleu in advance of their absence. The family must give you **a telephone number where you can contact them in case of an emergency.**



- If you are staying in a half-board accommodation, **the family must prepare the evening meal for you on the day(s) they are away.**



# 16. Request for a change of family

- If you wish **to change your accommodation** for practical or personal reasons, you must submit your request by writing to the person in charge of your enrolment and to the Director of Lyon Bleu.

Your request will be examined and will be followed by an interview to discuss it. Lyon Bleu will respond favourably to your request if the reasons appear justified.

- A similar process is in place for a family that does not wish to keep a student.
- *Communication and open-mindedness on both sides* are essential for a successful stay. **Do not hesitate to discuss any matter** concerning the quality of the welcome you receive with your host family and/or the administrative contact and the director of Lyon Bleu International.



# 17. Students under 18 years old

- If you are underage, your parents must sign a **parental authorisation form and the school rules**.
- This document explains your rights and duties at Lyon Bleu and with the host family. Your parents will also have **to give you a curfew allowing you to stay out until a specific time**. The host family will inform Lyon Bleu if you do not respect these restrictions.





# 18. Lyon Bleu's quality policy

- Lyon Bleu selects its host families for **their seriousness and their willingness to meet and integrate foreign students.**
- We ask our families to sign a **Commitment Charter** which guarantees a standard of welcome and service requested by Lyon Bleu. Moreover, we have a system for visiting and monitoring families who work with the school.
- We also ask our students **to fill in a satisfaction survey at the end of their first week and at the end of their stay**, to take into account any feedback and to maintain our quality standards.



# Lyon Bleu contacts

The Lyon Bleu administrative team is available **from Monday to Friday**, 8:30 AM to 5:30 PM.

Outside of these hours, and in an extreme **emergency** only, the on-call number is: +33 (0)7.81.52.14.21.

Thank you for giving priority to our email ([logement@lyon-bleu.fr](mailto:logement@lyon-bleu.fr))



**Bella**  
Stays coordinator



**Ketty**  
Stays coordinator



**Cécile**  
Manager



**Sandra**  
Stays coordinator



**Véronique**  
Stays coordinator



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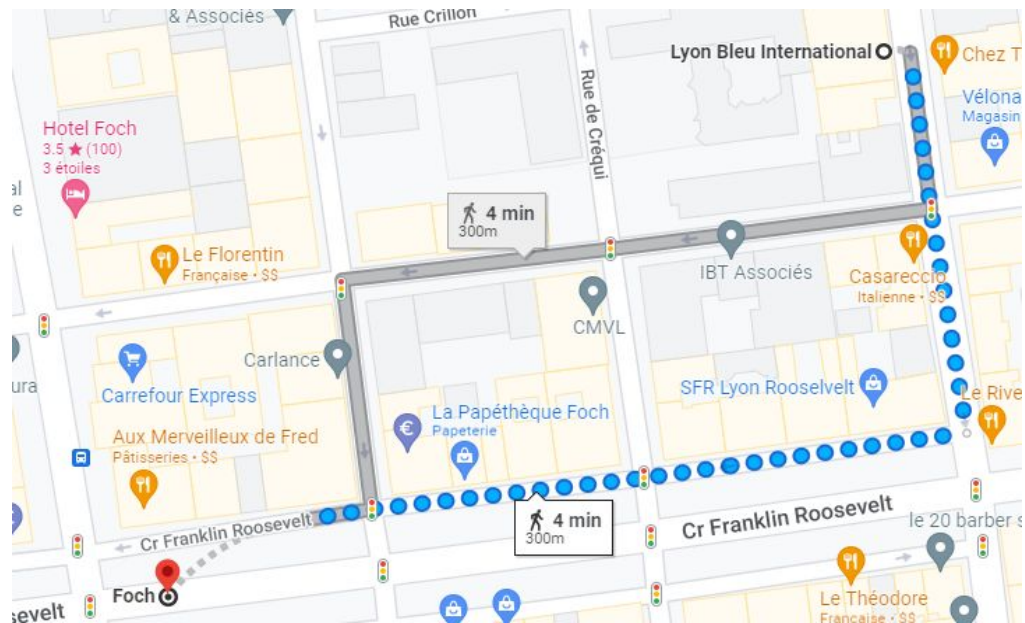
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