



EazyCity

Host Family Handbook



Ireland

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1. Welcome Message



Since 2004 EazyCity has welcomed international students and young people to various cities across Europe. We are passionate about creating life-changing international experiences for our customers. Our priority is providing enriching educational and career development programs in safe and welcoming environment.

We are excited to work together with you as a host family to offer a warm welcome and memorable stay to our international students!

2. Getting Started as a Host Family with EazyCity

The 3 steps to become a host family with EazyCity are:

1

Fill out the online application form:
<https://eazycity.typeform.com/to/j2Q4GN>

2

An EazyCity team member will be in contact to arrange a home visitation or video call

3

Complete the Garda vetting process
<https://vetting.garda.ie/>

Once steps 1-3 are complete, you will be registered on EazyCity's database. You are now ready to start hosting!

Accommodation

Single Room - This is a bedroom with single or double bed for single occupancy.

Twin Room - This is a bedroom with 2 beds. Most of our bookings are made in twin room with two students booked together.

Triple Room - This is a bedroom with 3 beds. Usually we book students together in this room type who already know each other but this is not always the case.

In the event that EazyCity books only one student in a family in a twin room, the family should advise EazyCity in advance if a student from another school/program will be checking in to the same room.

Length of Stay

The average length of stay for our students is 4 weeks. We have some students who will book to stay for shorter or longer periods. The length of stay is agreed with you at the time of booking.

Meals

Half-Board - For a half board booking you are required to provide continental breakfast and dinner from Monday to Sunday.

Full-Board - For a full board booking you are required to provide continental breakfast, lunch (which includes a sandwich, drink and a snack) and dinner from Monday to Sunday.

Breakfast can be a self-serve of cereals, toast, yoghurt fruit, tea/coffee.

If a student has any food allergies this will be communicated to you at the time of booking.

If a student requires a special diet (coeliac, vegan etc) this will be communicated to you at the time of booking and the student may be required to pay a supplement.

Arrival

On arrival at your home you are expected to show the student where the nearest bus stop or other public transportation is located.

The day after arrival EazyCity hosts an orientation meeting with the students which includes a walking tour of the city. We show them where they will attend school or their internship placement and we ensure they understand how to navigate public transportation should they need to use it.

3. General Guidelines and Key Expectations

In order to provide a positive experience for both the student and host family, here below you will find guidelines and expectations. At EazyCity we aim to prepare both our students and our host families so that everyone has a clear idea of what to expect from the experience.

As a host family you are required to:

- ✔ Provide a warm, welcoming and safe environment
- ✔ Assist the student on their first day to navigate public transport or show them the walking route to get to their meeting point with EazyCity for their orientation meeting
- ✔ Provide family meals for the student whereby they have the opportunity to sit and eat with the host family together
- ✔ Provide bed linen and towels
- ✔ Provide laundry service once a week
- ✔ Include the student as part of family activities
- ✔ Be sensitive to the needs of the student
- ✔ To encourage the student to always speak English – immersion in the English language is a key reason for students who choose host family accommodation so it is important to give them the opportunity to speak English in the home
- ✔ Provide students over 18 years of age with a house key

EazyCity advises all students before arrival and again during the orientation meeting of the following obligations while staying with a host family:

- ➔ The student must keep their bedroom clean and tidy during their stay
- ➔ The student must make an effort to join in family meals and activities
- ➔ The student must make an effort to speak English in the host family home
- ➔ The student must behave with respect and courtesy to the host family
- ➔ The student must abide by the general house rules in the host family's home

Curfews are at the host family's discretion and should vary depending on the students' age.

Usually with minors (16-18 years old) the curfew is 11pm.

In case of any different time, the family of students must be given the permission.



4. How to Resolve an Issue

At EazyCity our aim is to provide a positive experience for both the student and the host family. From time to time issues can arise when hosting an international student in your home. These issues can range from simple cultural misunderstandings to more serious safety related issues.

Should an issue arise we always suggest to the student and the host family to try talking to each other first to find a solution.

If the issue persists, we advise both students and host families to contact us. We will endeavour to remedy the situation together.

In the case of behavioural issues whereby the student is not respecting the house rules of the host family EazyCity has a strict policy in place. EazyCity has a 2-step warning policy and subsequent to this if the issue persists the student will be removed from the host family. In the case where a student is removed, the host family will be paid for the nights spent in the home.



5. In Case of Emergency

Host families should deal with any emergencies in the same way they would with a member of their own family. This may require phoning the police, ambulance or doctor etc.

EazyCity should be informed of any medical or other incidents immediately so that we may assist the student and the host family.

Should your student be ill and appear to need medical attention, please assist the student to arrange this as quickly as possible.

All medical costs and associated costs are covered by the students either through their E111 European Health Card or private international health insurance in the case of non-EU students

EazyCity can be reached at our contact details listed below or outside of office hours on our **24 hour emergency phone number 087-9258106**.

6. Booking Procedure

- EazyCity makes all bookings in writing via email (or WhatsApp if you prefer) and we require confirmation that you accept the booking by return email/WhatsApp
- We will send you full name, date of birth and nationality of the student as well as their arrival details and any special dietary requirements. We will also send the agreed rate of payment for the booking
- If a student wishes to extend their length of stay, this must be arranged through EazyCity
- From time to time we can have changes to bookings regarding the student who is booked with you or flight/bus time changes. We will endeavour to notify you of any changes with as much advance notice as possible and we appreciate your flexibility in adapting to booking changes

7. Cancellation Policy

- Should EazyCity need to cancel a booking within 1 week of the student's arrival date we will either replace the booking with another student or we will pay for 1 week of stay in the case where we do not have a replacement booking
- Should the student need to leave the program & return home due to unforeseen circumstances, EazyCity will endeavour to replace the student with another booking. In the case where we cannot replace the student, EazyCity will pay for 1 week of stay from the date the student departed
- We require 3 weeks advance notice if you need to cancel the booking in order to have ample time to find a replacement host family with availability

8. Payment Procedure

- We calculate payments from Thursday to Thursday each week. These are then processed and should reach your bank account on Friday each week. So, if for example a student arrives on Monday, you will be paid 3 nights on the same Friday and the following Friday you will receive the full week and so on
- Payments are made by bank transfer. Please send bank details to: beatriz@eazycity.com
- As bank processing times can differ there can sometimes be a delay in payment reaching your bank account. If you have not received payment by Monday please contact beatriz@eazycity.com
- The rate of pay is agreed at the time of booking
- The nightly rate is calculated based on your agreed weekly rate divided by 7
- We ask that you do not discuss any payment details with your student or their families
- EazyCity and/or its representatives cannot be held liable for any damage, theft, injury, expense or inconvenience which may occur as a result of a student's stay in a host family's home

9. Who Are We?

Founded in 2004 by Enrico Zoppi and Julia Lynes, 20 years later our team counts over 40 international people working across various international offices.

At EazyCity we are dynamic, experienced, forward-thinking with an adventurous spirit and desire to help make travel easier for others.

We are a big family, passionate about life-changing experiences and always motivated to go the extra mile for our customers.



10. FAQ

Where are the students from?

Mainly from Germany, France, Spain and Italy. We also welcome US students in spring and summer.

How long do students stay?

The minimum stay is 1 week but most students stay for a minimum of 3/4 weeks and we also have students who stay a bit longer.

What age are the students?

Most students are between 18 and 25 years old.

Do I need to provide Half-Board or Full-Board?

Most students request half board. We will let you know when we require a full board and we pay €25 extra per week to have a packed lunch included

11. EazyCity Contact Details

Address: 112 Oliver Plunkett Street, Cork, Ireland

Phone Numbers | Host Family Coordinators

Rachel 0874890007

Cristina 0899870255

Email: hf@eazycity.com

For emergencies outside of office hours, please call our 24 hour number on 087 9258106

