

CES Vancouver Homestay Guidelines

Please read the below guidelines carefully before your arrival!

Arriving At Your Homestay

- If you have booked a transfer with CES Vancouver, the transfer will take you directly to your homestay family upon arriving at the airport.
- If you are making your own way to the homestay, make sure you are there at the decided time. **If there are any changes to your arrival time, let the homestay family know by phone as soon as possible!**

* Most Canadians check texts or WhatsApp much more frequently than email. If you plan to contact your homestay family before your arrival or if you need to tell them about changes to your arrival day/time, we strongly suggest that you contact them by text, WhatsApp, or by phone.

If you are having any trouble on your arrival day,
you can call, text, WhatsApp & LINE a CES Staff member at **604-362-4965** (24 hours).

01 WhatsApp



02 LINE



Some tips to make your stay smooth and enjoyable

- When you arrive, speak to your homestay family to see if they have any rules or expectations.
- If you have to miss a meal or will be coming home late, always let your host family know **ahead of time**
- You will receive a key to the house. Always lock the door when leaving the house/when you come back home.
- Keep your room clean, and always clean up after yourself. Wash your dishes yourself after eating.
- You will usually have access to laundry once a week. Speak to your homestay family to see how often you can wash your clothes and how to use the washing machine and dryer.
- Don't be wasteful. Don't take very long showers or use too much hot water. Always turn off the lights when you leave your room. Keep the heating/air-conditioning at a moderate level.
- Avoid downloading big files or streaming lots of video on the internet at your homestay.

If you have any questions or concerns about your homestay, please feel free to speak to a CES staff member at any time!