



## Frequently Asked Questions

### Our Office Number is 09 836 1277

This number is diverted to a duty manager between the hours of 4:00 PM to 9:00 AM Monday to Sunday. Please only call this number during these hours if you have a student in your care and there is an emergency (e.g. you can not find your student, your student has seriously injured themselves, there is a threat to life or you have a family emergency and your student requires a temporary homestay etc).

If you need to change your bank account details or if you have moved house, please email these details to [host@lpstudenthomestays.co.nz](mailto:host@lpstudenthomestays.co.nz)

### When does the Homestay Living Expenses get paid?

These are paid twice monthly on a Wednesday. This information can be found on our LPSH SchoolAppNZ App on the Calendar - this pay cycle is for Long-term students.

Short-term student payments are paid on fourth (4th) day after the student arrives into your home - this payment will be for the full amount of your students stay.

### What does the Homestay Living Expenses payment cover?

- Food (Three (3) meals per day (plus morning and afternoon tea), seven (7) days a week
- Power
- Laundry services
- Unlimited access to Internet
- Use of towels for showering and swimming (*some students may bring their own*)
- Toilet paper and soap (*Students provide their own skincare, body care, hair care, oral care, sanitary products and medication*).
- Transport to and from school on their first day
- House Key (*For all students aged 14 years old and over*)

### If we go out for breakfast, lunch or dinner, do I have to pay for my students meal or do they pay for their own?

As part of the LPSH Terms & Conditions of being host parents, you are required to supply three (3) meals per day, seven (7) days a week. So, if you are going out as a family for breakfast, lunch or dinner, you are required to pay for your students meal.

## As host parents what do we need to provide?

- Bedroom (an International Student can not share a bedroom with any member of the Host Family)
- Bed (plus bed linen (Sheets, Duvet, Blankets, Pillow),
- Drawers and Wardrobe
- Desk & Chair
- Laundry Services
- Three (3) Meals per day (plus morning and afternoon tea), seven (7) days a week
- Power
- Unlimited access to internet
- Heater in winter
- House Key
- A caring safe, homestay environment

## Do we have to cook special meals for the students?

No, part of the New Zealand experience is trying and eating new types of food\*.

\*Unless the student has special dietary requirements, which you will be advised within the hosting confirmation

## How will my student get to and from school during their stay in New Zealand?

As a host family it is your responsibility to take your student to and from school on their first day. We ask that you show them where to catch the bus or train in the morning, and where to get off to get to school, or show them the way they need to walk to school. If your student understands they can do this from the second day of school. If they seem unsure, please continue to support your student until you feel comfortable that they understand the bus, train or walking route.

## Who pays for the bus or train fare?

The travel expenses for students are covered by the student.

## My student is very sick and needs to see a doctor, where do we take them?

If your student needs to see a doctor, please take them to your family doctor, every student has international student medical insurance. Your student should pay for their doctors appointment, make sure they get a receipt which they need to take to the International Director/Dean at their school and who will help them make the insurance claim.

## What defines a Short-term student and a Long-term student?

Short-term students may stay anywhere between two (2) nights and three (3) weeks.

Long-term students stay from four (4) weeks up to a full school year.

## What does single placement mean?

One student per homestay, this also means no other international students from the same ethnicity can be in the homestay at the same time.

## What does double placement mean?

Two students (From the same group) in one homestay, this also means no other international students from the same ethnicity can be in the homestay at the same time.

## I have a spare bedroom with a double/queen/king size bed in it, can the double placement students share the bed?

Absolutely NOT, but if you have a spare bedroom with two single beds or bunk beds, Yes they can share the same bedroom.

*We can not accept the following as any for of a bed for our students*

Mattress of the floor

Air Bed

Camp Stretcher

Fold Out Couch Bed

Trundler Bed that is low to the ground

## We have a cabin/caravan on our property, can we host a student?

This type of spare room (bedroom) is not acceptable, all bedrooms for students MUST be located within the home.

## Are International Students allowed to stay the night a friends houses?

Yes, ONLY if the friends family is an LPSH approved Host Family.

## While I am hosting for LPSH, are we allowed to host for other Agencies or Schools?

Yes, you can host for other Agencies and Schools, as long as the student you accept is of the same gender as your LPSH International Student and of another nationality. Please always let us know when you have other students in your home.