



HOMESTAY GUIDELINES

NORMAS FAMILIAS

GUIDELINES-HOST FAMILY HOUSING

FOR THE STUDENT

MEALS

- Students are responsible for their mid-day meal.
- Students are expected to have their evening meal with the family. In the exceptional case a student cannot eat at home, s/he should notify the host family as soon as they know they cannot make it to dinner.
- Meals are not transferable and negotiating with the family in terms of meals is not permitted.
- The possession and/or consumption of alcohol is strictly prohibited.
- Students are not allowed to cook in the home or take anything from the refrigerator or kitchen without permission.
- Students can ask the family if they are permitted to have some space or shelf in the kitchen to store snacks. Food delivery is not allowed in the house. Students are responsible for taking out trash in their bathroom and bedroom.
- Students should obtain permission in advance from the host family to use kitchen supplies.
- A continental breakfast and dinner are provided. Students should purchase their own snacks and store them in the kitchen space the family has agreed to leave the students.
- Homestay students may not eat in the Colegio Mayor El Faro dining hall/cafeteria unless they have first purchased a meal ticket from the front desk.

NORMAS-ALOJAMIENTO CON FAMILIAS

PARA EL ALUMNO

COMIDAS

- La comida del medio día será por cuenta del alumno.
- Se espera que el alumno cene con la familia de manera regular. Si hubiera cualquier excepción, el estudiante deberá avisar a la familia tan pronto como sepa que no llega a cenar.
- No se puede cambiar la cena por la comida del mediodía.
- La tenencia y/o el consumo de alcohol está terminantemente prohibido.
- El alumno no podrá cocinar ni sacar comidas/bebidas del frigorífico o de la cocina sin la autorización previa de la familia.
- El alumno podrá negociar con la familia para disponer de un pequeño espacio en la cocina (estantería o frigorífico) para sus tentempiés. No se permite comida a domicilio y los estudiantes deben tirar la basura de su baño y habitación.
- El alumno necesita permiso de la familia para usar utensilios de la cocina.
- Se incluye desayuno continental y cena. El alumno debe comprar sus propios snacks y almacenarlos en el espacio acordado con familia.
- El alumno no podrá comer/cenar en el comedor del Colegio Mayor El Faro a menos que haya comprado primero un ticket en la recepción.

THE HOME

- Students will respect the family's right to privacy in their bedroom and bathroom.
- The use of common areas is limited to host family criteria and should be negotiated and clarified at the beginning of the stay.
- The students' bedroom should be kept tidy enough so that weekly cleaning can be carried out.
- Delicate items of clothing should be taken to the drycleaners at the students' own expense.
- Students should not remove towels from the host family's closet without permission.
- Students must limit showers to one ten-minute shower per day and turn off the faucet whenever possible.
- Students must not shower and/or blow dry their hair after midnight or earlier in the day if the host family so requests.
- Students must turn off lights that aren't in use. Bedroom lights must remain off from midnight to 6:00am. Students must purchase an energy-efficient nightlight for lighting during these hours.
- Students should not carry the host family's address together with the house keys.
- If house keys are lost or stolen, students must notify the host family and the housing coordinator as soon as possible.
- Students are responsible for the cost of replacing the house keys and the locks if their keys are lost or stolen.
- Prior to move-in, host families will ensure that the home is free of pests, including bed bugs. Any damage to host family property must be paid for by the student before the end of the period of study in Madrid. This includes fumigation costs associated with bed bugs, fleas, etc., the student brought into the home.

EL HOGAR

- Se respetará la intimidad de la familia en su habitación y en el cuarto de baño.
- El uso de las zonas comunes se acordará con la familia al principio de la estancia.
- El alumno mantendrá su habitación ordenada para permitir que la familia limpie una vez por semana.
- Si el alumno tiene que lavar ropa delicada, será a cuenta del estudiante.
- El alumno no retirará toallas del armario de la familia sin autorización previa.
- Se limitará la ducha a diez minutos diarios por estudiante y se cerrará el grifo siempre que sea posible.
- Al alumno no se duchará o secará el pelo después de las 12 de la noche, o antes durante el día si así lo pide la familia.
- El alumno debe apagar las luces que no se utilicen. La luz de la habitación debe permanecer apagada desde medianoche hasta las 6. El alumno debe comprar puntos de luz para esas horas.
- No está permitido llevar la dirección de la casa junto a las llaves.
- El alumno avisará a la familia y a la coordinadora de alojamiento sin demora si pierde o le roban las llaves.
- El alumno se hará responsable del coste del juego de llaves y cambio de cerradura en caso de que pierda o le roben las llaves.
- Antes del comienzo del curso las familias se asegurarán de que sus casas estén libres de plagas. Antes de finalizar el semestre, el alumno indemnizará a la familia por cualquier daño realizado. Esto incluye el gasto de fumigación en caso de chinches, etc.

INTERNET AND PHONE USE

- Students shall not make or receive telephone or video calls between 11pm and 8am, or as established by the host family.
- Personal electronic devices should be unplugged whenever students leave the house.

HOMESTAY CHANGE POLICY

- Students should make an appointment with the housing coordinator as soon as an issue or potential issue arises.
- A request for a homestay change must be made in writing and by appointment.
- Due to the current public health situation, housing change requests will not be considered unless Syracuse Madrid determines that the current housing assignment represents a demonstrable risk to the students' wellbeing. Only circumstances that the Office of Student Life determines may have a negative impact on the student's health or safety will be considered. Documentation may be required.
- 1) Telephone mediation and 2) in-person (if Covid permits it) mediation between the students, housing coordinator and host families are the initial steps before a housing change is considered.
- Changes are not allowed when the main reason is distance to the school (within a 45-minutes commute on public transportation to school), being the only student in the house or not being with friends, unless the student submitted a claim to the office of Disability Services and Syracuse Madrid can reasonably accommodate the request once it has been approved by main campus office of Disability Services housing committee.
- Under no circumstances will the student be allowed to change status to "Independent Housing". Syracuse University Madrid establishes before students' arrival in Madrid the three housing options: Homestay, Residence Hall and The Student Hotel.

INTERNET Y USO DEL TELÉFONO

- No se harán o recibirán llamadas por teléfono o videocámara entre las 23h y las 08h o según establezca la familia.
- El alumno desenchufará sus dispositivos electrónicos antes de salir de casa.

POLÍTICA DE CAMBIO

- El estudiante deberá hacer una cita con la coordinadora de alojamiento en cuanto surja cualquier problema.
- Los cambios se pedirán por escrito y bajo cita.
- Debido a la actual situación de salud pública, las peticiones de cambio de familia no se considerarán este semestre a menos que la Universidad de Syracuse Madrid determine un riesgo para la salud y bienestar del estudiante. considerarán solo las circunstancias que tengan un impacto negativo en la salud o seguridad del estudiante.
- Como paso principal se preferirá la mediación en persona (dependiendo del Covid19) y por teléfono entre el estudiante, la coordinadora de alojamiento y la familia.
- No se permitirán cambios por distancia a la escuela (hasta 45 minutos en transporte público a la escuela), por estar sólo en la casa o por no estar con amigos a menos que el estudiante pueda justificarlo a través de la oficina de servicios de salud y discapacidad. Se debe contar con la aprobación del comité de dicha oficina.
- Ningún estudiante podrá cambiar a un alojamiento independiente, pues es una opción que no ofrece Syracuse University Madrid. Las tres opciones ofrecidas por Syracuse University Madrid son: alojamiento en familia, colegio mayor o Hotel de estudiantes.

- Changes are subject to the approval of the Office of Student Life and to the time needed to locate a suitable alternative host family (this may take up to a week).
- Students are expected to stay at the current home until a new family has been identified.
- Syracuse Madrid will not pay for hotel stays or for alternative accommodation.
- Except for in the case of documented health & safety related circumstances, no more than one homestay change per semester will be allowed.
- Los cambios están sujetos a la aprobación del departamento de Student Life y al tiempo para encontrar una nueva familia lo que puede tardar hasta una semana.
- El alumno deberá permanecer con la familia hasta que Student Life haya identificado una nueva familia.
- El estudiante asumirá los gastos asociados con el traslado.
- No se permitirá más de un cambio de familia semestral excepto en circunstancias especiales.

TRAVEL AND GUESTS

- Students will notify the host family in advance if they will not be spending the night at home. Furthermore, students should inform the host family in advance of any overnight trip they will be taking.
- Aside from the *Semana Santa* break, students shall not spend more than four consecutive nights away from the host family's home.
- Guests or visitors, including family members, are not allowed in the host family home.

OTHER

- The possession and/or consumption of alcohol and/or illegal drugs is strictly prohibited.
- Sexual activity is not permitted in the host's home or in their building.
- Students are not allowed to stay with the host family or keep belongings in the home once the program has ended.

VIAJES E INVITADOS

- El alumno le avisará a la familia con antelación si no dormirá en casa. Además, le informará a la familia previamente de cualquier viaje que realice.
- Con la excepción de Semana Santa, el alumno no pasará más de cuatro noches consecutivas fuera de casa.
- No está permitido tener invitados en casa. Esto incluye a familiares del alumno.

OTROS

- La tenencia / consumo de alcohol y/o drogas está terminantemente prohibido.
- No se permiten relaciones sexuales dentro del hogar o de la finca.
- El alumno no podrá alojarse con la familia ni guardar sus pertenencias en casa una vez que haya terminado el programa.

SYRACUSE MADRID STANDARDS OF BEHAVIOR

- Syracuse Madrid reserves the right to remove a student from housing for violating Syracuse Madrid and/or Syracuse Abroad Homestay Guidelines.
- Host families may also ask for students to be reprimanded and/or expelled from their home.
- The expulsion from two host families will result in the immediate “independent housing status,” or possible immediate expulsion from the program. All expenses will be covered by the student.
- If two roommates are expelled from a host family, they will be relocated into two separate and single host families.
- Examples of violations include but are not limited to:
 - Students who do not respect the family, the homestay rules and regulations.
 - Students who damage any property of the host family. Any damage to host family property must be paid for by the student.
 - Disorderly conduct, public intoxication, and/or excessive use of alcohol. Possession, use or distribution of illegal drugs in the host family.
 - Students who arrive home continually late and wake up the host family and/or neighbours because they are noisy.
 - Students who sneak people into the house.
 - Students who take and/or cook food.
 - Students who make phone calls and/or skype after midnight disturbing the other members of the family.

GENERAL SYRACUSE ABROAD STANDARDS OF BEHAVIOUR

Syracuse Abroad seeks to provide students with international education opportunities which allow them to learn in a respectful and safe environment. Behaviour which violates local laws or disrespects the program, host country, homestay rules, or host family will be considered in violation of the Syracuse Abroad Standards of Behaviour. Examples of violations include but are not limited to:

- Actions that are considered abusive, harassing, or actions that physically harm or threaten physical harm to any persons (including oneself).
- Damage to property.
- Violation of housing rules with host families, apartments, or other housing arranged by Syracuse Abroad and/or conduct that jeopardizes the relationship between a Syracuse Abroad program and its established housing providers.
- Violation of hotel rules during orientation, field study seminars or course related field trips.
- Disorderly conduct, public intoxication, and/or excessive use of alcohol.
- Use or distribution of illegal drugs.

RESIDENTIAL PROBATION WITH POSSIBLE REMOVAL OR EXPULSION

This status indicates that the student has violated housing rules as outlined by the Syracuse Abroad center, host institution, or housing agent. The decision to place a student on residential probation will be made by the onsite program director in consultation with the Syracuse Abroad Executive Director. The onsite program director will formally document the student's behaviour as well as the conditions by which the student will remain in Syracuse Abroad sponsored housing. A copy of the documentation will be sent to the Syracuse Abroad Executive Director and the Syracuse University Office of Student Rights and Responsibilities (SU students) or the student's home institution study abroad office (visiting students).

The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.

Further violations may result in [1] the immediate removal of the student from Syracuse Abroad sponsored housing and [2] possible expulsion from the program. In the case of immediate removal, the student will be required to find and pay for their own housing for the duration of the program and to sign a Notice Regarding Independent Housing Arrangements. There will be no refund of the housing fee in the case of removal or expulsion. The decision to remove or expel students will be made jointly by the onsite program director and the Syracuse Abroad Executive Director.

**** These guidelines are subject to modification in accordance with local public safety guidelines.**

**** Students will also abide by the information they receive during the Digital Orientation prior to their arrival.**

**** Nota bene: *If a student unilaterally decides to quarantine/isolate in another accommodation against the advice of Syracuse Madrid's local health-care partners -acting in accordance with the guidelines of the local health authorities- the student is solely responsible for the cost of the accommodation.***

**** *Students may be charged a penalty equivalent to 15 days of housing for last-minute housing changes or cancellations, which Syracuse Madrid has not initiated***