



## EXPECTATIONS AND INFORMATION FOR THE HOST FAMILY RELATIONSHIP

The University encourages direct communication between the family and the student wherever possible. Remember that many problems can be solved by having a polite, open and honest discussion with the host family. However, if there are any problems between the student and family which cannot be resolved in this manner, the student should contact the Housing Coordinator.

For the benefit of both students and host families, the information which follows describes “expectations” for host-family living.

SLU-Madrid Campus has a [Student Responsibilities & Community Standards](#), students who fail to behave accordingly to these expectations may be subject to disciplinary action which can go as far as housing suspension or expulsion.

(See the SLU Madrid Housing Refund Policy: <https://www.slu.edu/madrid/campus-life/living-in-madrid/housing/host-family-application-and-payment-information.php>)

### **Meals** *(only for the students who have chosen the Half Room and Board option)*

#### **The host family is expected to**

- Establish a meal schedule together with the student/s in the house. Once agreed upon, this should be followed by both parties. The host family should inform the student/s in advance if, for any reason, the meal schedule cannot be followed.
- Provide a typical Spanish breakfast which is usually a light breakfast which consists of coffee or hot chocolate with bread butter and jam. If the student desires something else, he/she should discuss it with the family or purchase it himself/herself.
- Provide a varied weekly dinner menu which should consist of a first course, a main course and dessert (which in Spain is usually a piece of fruit or a yogurt). Spanish families cook Spanish food and in the mornings, they clean the kitchen thoroughly and very rarely they cook in the evenings. Students in half room and board must expect that the meal to be cooked previously that day during the morning and to have it served to them in the evening.
- Listen to students’ food preferences. However, the family is under no obligation to provide specific dietary needs that have not been prescribed by a doctor.

#### **The student is expected to**

- Advise the Housing Department of any special dietary requirements before arriving in Madrid. This request must be accompanied with a doctor's note about food allergies or dietary needs and the housing agreement signed by the student is the student’s consent to release this specific dietary information to the prospective host family/ies. Upon arrival, the student should confirm with his/her host family that notification has been received and that the dietary needs can be accommodated.
- Adapt to Spanish food as part of the cultural experience. The student must not expect the food to be cooked or taste like the food at his/her home.
- If not satisfied with the Spanish breakfast, the student is responsible for buying his/her own breakfast.
- Inform his/her host family if he/she is unable to eat at the home stay when expected as well as if the student will not be spending the night at home.

## Kitchen Use

### *Half room and board*

#### **The host family is expected to**

- Allow the student moderate use of the kitchen to prepare his/her own drinks, snacks, etc. provided that the kitchen is kept clean at all times and the rules of the family are followed.
- Provide the student a small space in the kitchen to store a small amount of food/drink if the student is not allowed to store these in his/her room.

#### **The student is expected to**

- Not to cook, therefore he/she should refrain from using the kitchen to cook. The student may use the kitchen to prepare drinks or snacks, he/she must be sure to keep the area clean at all times. Failure to do so will result in the withdrawal of this facility.

## Kitchen Use

### *Kitchen privileges*

#### **The host family is expected to**

- Establish a schedule for kitchen use which is convenient for both parties.

#### **The student is expected to**

- Follow the customs of the family, clean and wash dishes after him/herself and keep the kitchen clean at all times.

## Use of Space

#### **All host families are expected to**

- Provide the student a room with a bed, desk, study lamp, chair and closet. If there are two students to a room, there should be one of each available to each student. There should not be any item in the student's room which is for family use.
- **Not to be co-ed accommodation.** They should host either male or female students

#### **The student is expected to**

- The student must inform his/her host family if he/she will not be spending the night at home by phone SMS, WhatsApp, etc.
- Maintain an acceptable level of tidiness and cleanliness in his/her room and of his/herself. **It is not acceptable to leave clothing on the floor.** Bathrooms should be kept neat and clean.
- **The student can use the family common areas,** but should respect the customs of the family. Refrain from inviting guests during the day to the home without the explicit permission of the family. The student should show courtesy in respecting the family's preferences in this matter and should not abuse the request by asking more than once a week. When permission is granted by the family to have a friend over during the day, **the visit should take place in common areas** (Bedrooms are off-limits). Visits by more than one friend at a time are strongly discouraged. No visitors are allowed in the garden area or the entrances of the apartment buildings.
- **No visitors, no students' relatives can stay overnight.**

- **Respect the quiet hours in the house** and not listen to music, watch television, use the telephone or any “Skype” type of **services between 11 pm and 8 am**. The student will be allowed to use his or her personal laptop at night, as long as the volume has been muted.
- Refrain from keeping or consuming food in his/her bedroom unless he/she has permission from the family to do otherwise.
- Refrain consuming and/or storing alcohol and/or drugs in his/her room. The student is only allowed to smoke cigarettes with the explicit consent of the host family. Furthermore, the student should respect the customs of the family with regard to where and when smoking is permitted.

## Keys

- Students are each issued one set of keys at the beginning of the semester.
- Keys issued at check-in remain the property of the host family and are to be used only by the student assigned to that family during his/her stay. Students are responsible for their keys until they have officially checked-out of the housing assignment.
- Students should keep their keys with them at all times and always lock the front door.
- The family may request the student/s in their home to leave the keys in the home while the student/s is/are travelling.
- Host family-issued keys may not be duplicated, modified or loaned to another person.
- All lost, stolen or broken keys must be reported to the Office of Student Life.
- Students are responsible for paying for replacement keys. If the loss of keys requires the changing of the lock(s) as determined by the Director of Maintenance, the student will be held responsible for any costs incurred.

## Washing/Laundry

### The host family is expected to

- Wash, dry and iron two loads of clothes per week.

### The student is expected to

- Separate colors before handing in the clothes to be laundered.
- Student is expected to maintain him/herself neat and clean.

## WIFI and telephone access

### The student is expected to

- Refrain from downloading movies and games. Coursework may get jeopardized if the line and WIFI access is used up for those two purposes.
- Refrain from using the landline except in the case of an emergency. The student is not permitted to make personal telephone calls without the permission of the family.
- Inform family and friends that he/she is not allowed to receive telephone or Skype calls between 11pm and 8am. The student should limit the noise, the number and the length of calls they receive to a minimum, especially if the family expresses concerns about the student talking loudly at night time.

## **Energy & Water Use**

**Electricity and water are VERY expensive in Spain.**

**The student is expected to**

- Make reasonable and responsible use of personal electronic devices (e.g. hairdryers, hair irons, computers etc.) in his/her room and/or bathroom. If the student is in doubt as to what constitutes reasonable use, please contact the Housing Coordinator. For larger devices (e.g. heaters), permission must be sought from the family.
- Make every effort to use electricity and water moderately as utility costs are high in Spain.

## **Finances**

**The host family is expected to**

- Refrain from discussing financial/cost issues with the student. If this occurs, the student is asked to inform the Housing Coordinator. Since the student pays housing costs to the University he/she does not have the authority to negotiate payments.

## **Damages**

The student will be held responsible for any damage resulting from the abuse or misuse of any item or equipment belonging to the family or abuses in the use of the telephone, electricity or water by the student. All such matters, including compensation which the student may be liable to pay must be handled through the University.

Host families must adhere to regular procedures to avoid bed bug, flees, etc. infestations in the house. As a result, any student who brings bed bugs, flees, etc. into the host family's home will be held responsible for any fumigation costs incurred.

## **Reassignments**

Reassignment requests that are made before check-in are considered by the Housing Coordinator. Approval, however, is dependent on the ability to make the change as this may affect other students and is often not in the best interest of the larger community.

After check-in, any concerns with the Host family option, should be discussed with the Housing Coordinator who will try to resolve the situation. Students with concerns should contact the Housing Coordinator and fill out a Change of Host Family Request Form to initiate the process.

The Housing Coordinator and the Director of Student Life will determine if the reason/s for the request is/are valid. Students may not move to another host family until all means of resolving the situation have been reviewed and the change is approved. Students who move without approval may be required to return to their original assignment and/or may be subject to disciplinary action.

Students who are granted to move to a new assignment are responsible of making their own way into the new assignments.

## Check out

When moving out from a homestay, the student must return the keys and leave his/her room swept clean and in its original condition.

**NOTE: It is the student's responsibility to notify the host family of the time of his/her on Move-in day. The student must fill out the Arrival form which is on the Student Life webpage under Arrivals. He she/may call, e-mail or write a letter to the family as well. Unfortunately, we cannot provide e-mail address information for all the host families.**

**The University reserves the right to change a housing assignment at any time should it become necessary for any reason.**

## MEDICAL CONDITIONS

If a student living with a host family were to be hospitalized, the University reserves the right to notify this to the student's host family for the host family to look after him/her during the hospitalization period and to take clothes, phone charger, computer, books and other personal belongings to him/her, etc.

Saint Louis University – Madrid Campus reserves the right to notify the student's home campus authorities and the student's family in case of a student's hospitalization.

## MEDICAL PRE-EXISTING CONDITIONS

Students with any medical pre-existing conditions (physical or mental) will be responsible for following the guidelines provided by their physicians in their home countries and for seeking the adequate resources to continue any treatment while they study in Madrid. Students may use their Sanitas Medical Insurance which is included in the tuition price. Students may contact Dr. Borrás, general practitioner in Sanitas, who will be able to refer you to any specialist within Sanitas at [mdr.rvborras@gmail.com](mailto:mdr.rvborras@gmail.com) and/or SLU-Madrid Counseling Center at [counselingcenter-madrid@slu.edu](mailto:counselingcenter-madrid@slu.edu).

While SLU-Madrid will make every effort to support students with severe medical conditions so that they may be capable of successfully completing their academic work, at times, such medical conditions are so severe that they negatively affect both the student as well as other members of the campus community.

Students with such conditions may continue to study at SLU-Madrid and access services such as Housing as long as the medical condition does not affect the coexistence of the student among the SLU-Madrid community members to the extent of being disturbing and disruptive. Examples of these disturbing/disruptive behaviors include, but are not limited to: poor social interaction with host family/roommates, or social interaction that is aggressive, hostile, threatening, or disturbing to others; behavior suggesting the presence of a medical and/or mental illness that is causing significant disruption/distress to the student's family/roommates, such as depression (e.g., self-injurious behavior, suicide threats/attempts, isolating oneself in the room while at home, etc.), anxiety disorders (e.g., becoming hostile or excessively anxious when family members/roommates do not follow rigid routines, etc.), eating disorders (e.g., excessive weight loss, binge eating, vomiting frequently, or unusual requests regarding food and menus, etc.), and substance abuse, among others.

When the presence of such behaviors is detected, the Department of Student Life, in coordination with the University Counseling Center, and the Dean's Office, will make a determination regarding the appropriate action required, including, but not limited to: continuing academic studies, while receiving appropriate treatment for the medical condition; leaving the home stay; taking a leave of absence; or withdrawing from SLU-Madrid.

### **IMPORTANT**

When signing or confirming the Student Housing Agreement you are confirming that you are aware of all these host family living expectations and norms and you agree to comply with all of them.