

**LAUGH
LEARN
LIVE**

**PRE ARRIVAL
INFORMATION**

Contacts

Emergency numbers,
addresses, emails

School Info

Lesson times,
places and more

Safety

Valuables, health &
general safety tips

contact

Office address (admin only)

45 Robertson Street
Hastings
East Sussex
TN34 1HL
United Kingdom

School address

EFL SCC (A) - meeting point

Teenagers and adults

Station Approach, Hastings, TN34 1BA,
UK

School address

EFL OV (C)

Teenagers and adults

42 Parker Road, Hastings TN34 3TT, UK

School address

EFL WRM (B)

***Young Learners Centre
(8-12 years)***

9 White Rock Rd, Hastings, TN34 1LE, UK



School locations in Hastings

Tel: +44 (0) 1424 55 24 91

www.eflworld.com

EMERGENCY NUMBER: +44 (0) 7 858 172 464

Please note that the emergency number is for genuine emergencies only.

welcome to hastings

We are very excited that you have chosen EFL Language Centres and are happy to welcome you to Hastings.

Our aim is to provide you with a safe, fun, friendly environment where you can practise your English language skills and discover England. Here, you can experience at first hand, some of the UK's wonderful cultural heritage.

We are dedicated to making your stay with us a truly enjoyable and memorable experience.

about hastings

There is no better place than living by the sea. Hastings is an ideal destination for all ages with a wonderful mix of old and new.

The town overlooks the English Channel on the South East coast of England.

The modern new town and the quirky Old Town offer something to everyone. The excellent selection of restaurants, café shops, cinemas, clubs, theatres and shopping areas will keep you occupied during your free times.

Hastings is also known as the site of the biggest battle in English history – the 1066 Battle of Hastings.

what to bring

Important travel documents

You must travel with your Programme Confirmation letter from EFL. If you are under 18 you must travel with a Parental Consent Form, which must be completed by your parent/guardian. You can download this document from our website (<http://eflworld.com/downloads/>); please ensure that it is completed in full and you bring it with you in your hand luggage. You may be asked for this document on arrival at the airport.

Clothing and living

It is difficult to judge what is needed and what is not when you go abroad. Take a look at the essentials below to bring with you for your trip.

The weather in England can be unpredictable. It can be hot and sunny, but it may also rain so please bring clothes for all types of weather including a light waterproof jacket. We provide all bedding.

- Clothing**
- Casual, comfortable, everyday clothes such as jeans, t-shirts, jumpers
 - Swimwear
 - Sports clothes and sports shoes
 - Comfortable shoes and some older shoes that can get wet and dirty

- Waterproof jacket and hat

Living

- Towels
- Shower gel, toothbrush and toothpaste
- Electrical adaptor for, mobile phone charger, etc. (you can buy it at the airport, the voltage in England is 240V)

Sports equipment

EFL Hastings provides all sports equipment for the activities. You are welcome to bring your own things but you are responsible for it.

Debit cards and cash

The UK is becoming increasingly cash less. It is a very good idea to bring a debit card or prepaid card as there are fewer and fewer places that accept cash.

arriving to the uk

Arriving at the airport

Please make sure that the flight details are sent and the details are correct. Once you come through airport immigration, an EFL Hastings staff member will welcome you in the arrivals lounge. We will be holding a sign with our logo and your teacher's / group leader's name on it.



If you cannot find the EFL staff member, you should go to the Airport Information Desk and say that you are a client/group leader for EFL Hastings.

In this situation it is important not to panic - airports are large and busy, we most likely just missed each other. :)

You may also call our emergency contact number below and we will help you out.

EMERGENCY CONTACT NUMBER
+44 (0) 7 858 172 464

Arriving by coach

The EFL staff member will meet you at the dedicated coach meeting point in Hastings. This is the place where you should arrive if you are coming to the UK by your own coach.

Address of the dedicated coach meeting point

Falaise Road

Hastings

TN34 1EU

United Kingdom

You may also call our emergency contact number below and we will help you out.

EMERGENCY CONTACT NUMBER

+44 (0) 7 858 172 464

if you have a problem

We would like you to have a great time at EFL and we are here to help you. Please come to talk to us if you are worried or unhappy – we can only help you if you let us know what is bothering you.

You can talk with your teacher/group leader confidentially or you can approach the director as well as other members of staff.

You will be given a list of staff as well when you arrive.

at your accommodation

General rules and advice

- If you go out in the evenings on a none EFL activity, always tell the residence staff or host family where you are going and what time you will be back
- Talk to other students at the residence – this is the best way to practise your English
- Respect house rules and meal times; if you think you will be late for a meal, please inform the residence or host family as soon as possible
- Always be polite and friendly
- Don't be nervous about asking for their help

Accommodation house rules

Download the accommodation house rules from our website (<http://eflworld.com/downloads/>).

Looking after your bedroom

- Your room and bed sheets are cleaned by the residence, but you must keep your bedroom tidy and make your bed each morning. This helps the cleaning staff to clean your room. If your room is messy, they can't Hoover and clean as they will not touch your things in the bedroom. Help them by putting your things from the floor

onto the bed and it will help the cleaning staff to keep your room clean.

- Do not put up posters in your room; it can damage the paint/wallpaper
- Please be careful with nail varnish, shoe polish and anything that could stain
- Remember if you break or damage anything, you must tell your residence and you may need to pay for a repair!
- Please do not keep your bedroom light on all night
- If you feel cold, just ask the residence for another blanket

In the bathroom

You will share the bathroom with other students in your room or you will share a bathroom with other students and/or family members if you are staying with host families. You can take as many showers as you would like, but please think of the other students in the room.

Make sure you leave the bathroom clean and tidy after you have used it. You must provide your own toiletries, such as shampoo and soap. Please ask the residence staff to explain how the shower, etc. works if you are not sure.

Laundry

Residence: We can arrange laundry for an additional fee (approximately £4-5).

Host family: The host will wash your clothes once a week.

keeping safe

Transport and safety

- Always cross main roads at a pedestrian crossing and wait for the green light!
On other roads look right, look left, and look right again; when you are sure the road is clear, you can cross
- **Remember:** in England people drive on the left side of the road
- Do not walk alone at night: walk with your friends or share a taxi to get home
- If you have any problem, the best thing to do is to walk into a shop and ask the people who work there for help. They can also call our emergency contact number for you

Money and personal belongings

Valuables and identity cards

- Do not leave any valuables (CD players, cameras, mobile phones, etc.) unattended.
- Keep your EFL ID card with you at all times
- Do not carry your passport with you: leave it in a safe place in your room
- If you lose your EFL ID card, please ask us for a replacement

Foreign currency

We cannot change foreign currency and students are responsible for changing their money before they arrive in England. Please bring pocket money only in British Pounds Sterling (cash or travellers cheques).

Sending extra pocket money

Many students bring a reserve of emergency pocket money. We recommend that this is in Sterling travellers cheques.

In an emergency, parents can also send extra money by credit card. To do this, please email a written authorisation to hello@eflworld.com with the name of the student, name of the programme and the amount of money you want to send the student.

The cost for this service is £5 Sterling to send £100 Sterling and £10 to send £100-200 Sterling.

Free time and curfew

- Students aged 12 or under cannot leave the accommodation without adult supervision.
- Students aged 13 or over: If you want to leave the residence/host family, you must ask for permission from your group leader and you must inform the residence staff/host family as well that you are out. However, you must be back home by 21:00 if you are 13-14 years old and by 22:00 if you are 15-17 years old.

keeping in touch

Telephoning

You are welcome to bring your own mobile phone but you are responsible for looking after it. If bringing a mobile phone, please remember to bring a UK adaptor for the charger. Please put your name on both the phone and the charger.

We also offer free UK SIM cards which provides excellent rates for both UK and International calls. Changing to a UK SIM card will help you avoid expensive international roaming charges. Please make sure that you bring an unlocked mobile phone if you are planning to get a UK SIM.

Email

You will have access to email and Internet and can receive and send emails. Free wireless Internet is available both at the residence and at the host families.

connect with us socially

Daily Facebook, Instagram & Twitter updates



Check out the daily highlights of your time and...



...share these moments with your friends back home



Connect to your new classmates through our social networking pages



Post your best shoots to us and share the fun with others

New friends are just a click away...



www.facebook.com/eflschools



www.instagram.com/eflschools



www.twitter.com/eflschools

illness and medical treatment

- If you feel ill, you must tell your group leader, the host family or a member of staff immediately.
- If you have a cold or minor illness, we will arrange for you to go to the pharmacy for advice and medicine.
- For more serious illnesses or where advised by the pharmacy, we will arrange for you to visit the doctor.
- If you have an accident or you are seriously ill, we will arrange for you to go to the hospital.

IMPORTANT

- If you have a medical condition such as asthma or an allergy, please inform us in writing at the time of booking (you should also bring a note with details of your illness with you). Please also make a note on the Parental Consent Form about your illness.
- If you require a particular medicine, please ensure that you bring that medicine with you at all times
- Please notify the college in writing in advance and please ensure that you bring a note with details of your medication and that you informs our staff

- Students from Europe should bring an up-to-date EHIC card with them

All of our students are automatically insured by EFL medical and travel insurance. This insurance is provided by Endsleigh and fully compliant with FSA regulations. Please visit our website's "Downloads" section for detailed insurance policy.



important rules

Discipline

We want all our students to have a good time and feel relaxed and safe so it's essential for everyone to follow the college rules:

Rude, racist, disruptive or bullying behaviour will not be tolerated

- No stealing (immediate expulsion)
- No alcohol or drugs (immediate expulsion)
- No weapons (including toy guns, pen knives)
- No swearing or offensive language
- Smoking in the building is strictly prohibited

- Students who damage any property or tamper with fire alarm systems will be charged and may be referred to the Police
- Students must be polite and respectful to the staff and to other students

EFL reserves the right to immediately expel anyone who is found to be stealing, bullying, fighting, drinking alcohol or who is constantly rude, disruptive or violent.

A student who is expelled will be sent home immediately at the expense of their parents

Discipline procedure

First warning

If a student behaves unacceptably, they will be asked to stay behind and they will be given a first official warning. Their behaviour will be recorded.

Second warning

If the student behaves badly again, the same procedure will be followed.

Third warning

If the student behaves badly once again, they will be sent to the director and they will receive a third written warning. Their parents will be informed and the student will be informed that they are now on a final warning and that any further bad behaviour could result in expulsion.

Fourth step

At this stage the student may be expelled. For serious offences, we may well proceed directly to the fourth step.

In the case of expulsion, no refund is given and all travel expenses will be charged to the student/parent).

At every stage, the student will be given the opportunity to explain the reasons they may have behind their behavior and an opportunity to improve their behavior. Continuous bad behaviour will not be accepted.

If you have any questions before the start of the your programme, please contact EFL using the contact information given above.

BAC Accreditation complaints procedure

We would like to make sure that issues and problems are followed up and dealt with properly. However, if you are not satisfied with the outcome of your complaint, you have the right to inform our accreditation body about the issues. Please find their contact details below. You must submit your complaint to BAC in writing.

Email: info@the-bac.org

Tel: +44 (0) 300 330 1400

**Looking forward to welcome you in Hastings
The EFL Team**



hello@eflworld.com
+44 (0) 1424 55 24 91
#eflworld

www.eflworld.com

