

# Terms and Conditions

## 10. Homestay Process

I. FLS places each student into his or her homestay upon arrival to the U.S. FLS students that have requested our Airport Pickup Service receive a friendly greeting at the airport upon their arrival in the United States and are taken to their homestay accommodation directly via a comfortable FLS Shuttle Bus.

II. Each student goes through the placement process.

Homestay placements are administered as follows:

A. Family members receive the student's application two weeks in advance of the student's arrival and students receive the homestay family's information in advance of their departure from their home country.

B. Upon arrival an FLS Homestay representative presents the student to the family and conducts a homestay orientation.

C. The homestay family and student thoroughly read an agreement outlining the conditions of the homestay including use of the laundry room, kitchen facilities, meals, telephone, and other details of day-to-day homestay life. Families and students also receive a 24-hour FLS contact number for any urgent situation requiring special assistance.

D. The first seven days of the homestay are a probationary period. Students can change homestay families during this period if they are unhappy or uncomfortable with any aspect of their experience without an additional charge.

E. Upon completion of the homestay assignment, students complete an evaluation form grading the homestay on a variety of categories, including friendliness, meal quality, family interaction, house conditions, etc. These evaluations are used for future student placements.

## 11. Homestay Selection Process

I. FLS operates full 'in-house' homestay services. This means that we do not use outside homestay agencies in our careful selection process or in our homestay administration. FLS maintains a full-time, 'in-house' homestay coordinator at each center to insure direct and prompt attention to the concerns of homestay students and families. The pool of FLS families is contained in a homestay computer database that assists in matching a student's desired homestay conditions (e.g. pets or no pets, children or no children, smoking or no smoking, etc.).

II. Each new family must go through a strict selection process. The family selection process is as follows:

A. We obtain family applicants through referrals from existing FLS families, area churches, and community service organizations (e.g. Elks Clubs, Lions Club, PTA, etc.)

B. Families must complete a detailed application including reference information from relatives, friends, and employers. We contact these references to insure the family's solid community reputation as well as for student security and satisfaction.

C. The FLS Homestay Coordinator visits the homestay applicant for an interview and home inspection. The homestay must be thoroughly clean, comfortable, and secure and the student's room furnished appropriately with a bed, dresser or closet, and a place to study. In addition, the homestay must be within 45 minutes to the student's school by bus.

## 12. Insurance

All international students must hold medical insurance during their stay in the United States. If an applicant cannot provide written proof of insurance before arrival, that student must purchase medical insurance for the duration of his or her stay.

## 13. Payments

Please make all fees payable to FLS International and mail them to: 301 North Lake Avenue, Suite 310, Pasadena, CA, USA, 91101. Wire transfers should be sent to: FLS International Account # 716045067 Transit # 121100782 Swift Code# BWSTUS66 Bank of the West, 100 S. Garfield, Alhambra, CA 91801 TEL: 626-289-5141.

Please indicate the student's name, the date, the amount of the transfer, and the invoice number on the wire.

We also accept VISA, MasterCard, and American Express credit cards as a form of payment.

## 14. Reporting

In order to be activated and registered in SEVIS, F-1 students must report to their FLS International campus in person, and enroll and register in classes. The enrollment process includes paying tuition and completing the student contract.

## 15. Student Behavior

FLS realizes that it can be difficult for students to adjust to new environments. Our advisors are experienced in dealing with these issues and will make every effort to help students cope with stressful circumstances.

However, FLS International reserves the right to expel students from any of its programs for reasons of extreme disregard of school regulations or behavior policies, illegal activities, or inappropriate or illegal use of drugs or alcohol, as defined by FLS International and the Center Director or Program Coordinator at the site.

In the rare occasion that such a situation occurs, a student will first be placed on probation (given a verbal and/or written warning) and the counselor will be notified. A second instance of unacceptable behavior may result in suspension (removal from the program for several days) or expulsion (complete removal from the program and a request that the student immediately return to his/her home country at their own expense).

The decision of FLS International in such matters will be final and no refunds will be issued in such cases.

## 16. Transportation

Students aged 15 and older should expect to use public transportation to travel to and from school. On occasion, FLS may accept a student under the age of 15 for our programs. In this case, FLS policy is not to permit students under the age of 15 to use public transportation without supervision. Therefore, FLS will arrange alternate, supervised, transportation for these students at an additional cost of \$50.00 per week. Transportation is included with all specialty tour programs.

## 17. Visa Denial

"Visa Denial" occurs when a potential student, who has made payment to FLS, is denied an F-1 Student Visa by the U.S. consulate in his or her home country. In this case, FLS will retain payment for application, accommodation placement, express mail and other applicable fees for services rendered (excluding tuition) not to exceed US \$500.00.

## 18. Visitations

For minor students (under the age of 18) who intend to arrange a visit with relatives during their FLS program, the student's parent or guardian must complete and sign a Family Visit Authorization form. This form may be obtained upon request from any FLS staff member or agent.

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Prices and schedules are subject to change throughout the year.

