



WEST  
LONDON  
**ENGLISH  
SCHOOL**

# Accommodation Handbook

Last revised: 22/08/2024

## Accommodation with WLES

It is possible to book accommodation with WLES during your time at the school. If you have booked your own accommodation and would like to move to accommodation provided by Agencies listed with WLES, we will try to find suitable accommodation within 7 days. You can either book one of our studio rooms or stay with a host family (homestay).

### Studio rooms

Our studio rooms are located near Hanwell Underground station, about 20 minutes away from the school by bus, and all include free WIFI, a washing machine and private kitchen. These rooms are normally for a single occupant but a double or twin room may also be available for students who book their course together. Check our brochure (copies are in reception) or contact [accommodation@wles.net](mailto:accommodation@wles.net) for more information on the rooms.

### Homestays

#### Introduction

Staying with an English-speaking family can help you immerse yourself in British culture, get to know local people and practise your language skills. Hosts may be different kinds of families, such as parents with children, older people or single parents. The family you stay with will normally be English-speaking (native or native-like proficiency) but we may also be able to find a host who speaks your language; contact us to arrange this.

There is a choice of single, twin and double rooms and they are classed as either Standard, which is 30-45 minutes away from school, or Superior, which is 10-20 minutes away. All homestay accommodation includes free Wi-Fi, space for private study, a shower or bath, laundry facilities, and towels and bed linen which your host will clean for you. For an extra fee your host can provide some or all of your meals; see our [website](#) for details. They will give you a set of keys to the property if necessary but note that your bedroom door will not have a lock due to fire regulations.

Your host family may have other students staying in their home. This may be a good opportunity to find yourself a study partner to help each other with your studies, and make the journey to school together.

## House rules

Your host will make every effort to communicate, accommodate your needs, and help you find your way around during your stay in London. You will be welcomed as a member of the family. Similarly, you are asked to respect the rules and customs of the home you are staying in. Note that you can only invite guests to visit your accommodation with the host's permission and there might be an extra charge for this. Please also ask your host for permission before taking photos or videos in shared areas (e.g. living room, kitchen).

## Under-18s

WLES takes seriously the safety and comfort of all students, especially those who are under 18. All our hosts have done Safeguarding training and had basic police checks, and they take a proactive approach to ensuring students' safety. All under-18 students have had their parents/guardians sign a form which includes the time that the student needs to return to their accommodation at the end of the day. If you are not sure what this time is, please contact [accommodation@wles.net](mailto:accommodation@wles.net).

## Booking

### How to book

To book accommodation, complete our [application form](#) online, which is also where you book your course. All accommodation is subject to availability and there is a non-refundable arrangement fee of £75.

### Payment

If you plan to stay for 4 weeks or less, you need to pay the full fee when you book. For periods of 5 weeks or more, payment for the first 4 weeks must be made at the time of booking and all payments after that must be made 2 weeks in advance. If you fall behind with your accommodation payments, you will be asked to leave your accommodation.

A Refundable Damage Deposit may be added to your total invoice. This will be refunded within 14 working days after you leave, as long as no damage has been done to the property.

Accommodation is arranged for students only while they are studying at the school. If you end your course early for any reason, you may be asked to leave your accommodation.

### Before you arrive

If you are coming to the UK on a visa, you need to apply for this before we start looking for your accommodation. Once you inform the school with proof that your visa has been granted, we will begin to search for accommodation for you.

Before you arrive in the UK, please send us details of your travel arrangements. If we do not receive flight details (and confirmation of visa approval where applicable) 5 days before arrival, we may not be able to reserve your chosen accommodation.

### Arrival and departure

Accommodation is normally booked from Sunday to Saturday, and this period is charged as a full week. If students wish to arrive or depart on a different day they must speak with our Admissions Team. During the busy June-August period we generally only accept block-week bookings, so if you want to leave your accommodation on a day other than Sunday or Saturday, you will be charged for the whole week. During less busy periods it may be possible to arrange mid-week arrival and be charged only for the number of nights you stay. If a booking includes extra nights, students will be charged a nightly rate for up to 3 nights. More than 3 nights will be charged at the full weekly rate.

It is possible to leave your luggage at the accommodation for the day after you have vacated your room at no extra charge. However, if you want to take a holiday or return home for a period of time and leave your luggage in your homestay accommodation, then you will have to pay a retainer fee of £50.00 per week. Students should discuss this with our Admissions Team.

### Cancelling, changing or extending your accommodation

Accommodation cancellation fees are as follows:

- Cancellation more than 56 days before the start of the accommodation – Full refund.
- Cancellation from 56 days to 28 days before the start of the accommodation – 50% of the accommodation fee.
- Cancellation less than 28 days before the start of the accommodation - No refund.
- This policy applies for all of the student's stay.

If you moved into your accommodation and you're not happy with it, you should talk to the Admissions Team who will talk to you about the issue. We may be able to change your accommodation but this

requires a week's notice. Similarly, if your homestay host can no longer accommodate you, they will give you a week's notice.

If you want to stay longer in your accommodation, the following rules apply:

- If you want to extend your stay by 4 weeks or less, full payment must be made at the time of booking.
- If you want to extend your stay by 5 weeks or more, payment for the first 4 weeks must be made at the time of booking and all payments after that must be made 2 weeks in advance for a minimum period of 4 weeks per payment.