

CEA CAPA Housing Policies

Students should be familiar with CEA CAPA's complete housing policies. This information was provided to students as part of the application process and in their pre-departure materials and can also be found on our website: www.CEAStudyAbroad.com/docs/default-source/policy-library/CEA_Policies.

Homestay Overview

Homestays offer a unique opportunity to be immersed in the local culture and improve Spanish language skills. All homestays have been carefully selected to provide each student with an enriching experience in a welcoming environment. Homestays may consist of a single *señora* (with or without children) or a traditional two-parent household. Although Homestay apartments vary in shape, size, décor and age, each one is considered suitable student accommodation.

All homestays are located within Madrid's city center; however, as Madrid encompasses a large metropolitan area, you should be prepared for up to 45 minutes commute to your university metro stop. When possible, CEA CAPA tries to place homestay students near other CEA CAPA housing students. Please note that the cost for public transportation is not included.

Meals

Students will be provided two meals per day, breakfast and dinner, seven days a week. Lunch and other snacks or food in between meals is the student's responsibility. Students will have specific space to store their own food and access to the microwave; but will not have access to the oven/stovetop.

Students should keep in mind that meals in Spain are different from what they are accustomed to in the US. Breakfast is typically very light, consisting of fruit or toast with jam and coffee. Lunch is the largest meal of the day and is usually eaten between 2:30 – 3:30. Dinner is a bit lighter and is usually eaten between 9:00 – 10:00. Students will be expected to eat at the times designated by their family and in most cases will not have access to the kitchen between meals. In addition, students are expected to notify their family if they will be arriving late for or missing any of the meals provided.

Phone and Internet

It is not guaranteed that the homestay will have a landline. In case there is, students can have access for brief incoming calls before 9 PM. Students may use local pay phones for any outgoing calls. Many students also choose to purchase cell phones while they are in Spain. The Madrid Onsite Staff will provide further information about this option during program orientation. Homestays have Internet access. Please note that Internet in Spain can be slower than what students are used to in the United States.

Amenities

All rooms are fully furnished including a bed, storage space, desk with chair and lamp. There is heating (central or radiators) and a fan. In most homestays the bathroom is shared with other students/members of the family.

Students are required to keep their bedrooms tidy and the floor free of items. As a guest in someone's home, students should always ask before using items in the home and respect private bedrooms and bathrooms.

Linens, Towels and Toiletries

Sheets, comforters/blankets, pillows and towels are provided. Sheets and towels will be changed once a week. Toilet paper and hand soap are provided. All other personal hygiene items are the student's responsibility.

Laundry

Students will receive laundry service at least once per week. Students will not have access to laundry facilities in the homestay. At the beginning of the stay the student and family will agree on the day of the week. If the student would like to iron his/her clothes, please consult the homestay parent.

Cleaning

Student's room will be cleaned once a week and they will be informed of the schedule during the first week after arrival. At the beginning of the stay the student and family will agree on the day of the week. Each student is responsible for cleaning his/her room and keeping it tidy throughout the duration of the program as well as keeping all common areas clean.

Maintenance

In case of a maintenance issue, students should report it in the first instance to the homestay family. Students are asked to report any ongoing maintenance issues to the CEA CAPA Madrid Housing Department who will act on behalf of the students in such cases as well as whenever a student requests assistance.

Local Rules & Regulations

Alcohol, Smoking & Drugs

A glass of wine at dinner is common practice in many Mediterranean families. However, alcohol abuse or signs of drunkenness is not accepted. Smoking and drug consumption or possession is not allowed in homestay apartments.

Guests

CEA CAPA students must notify their host family in advance if they plan to bring a guest into the flat and will be responsible for the conduct of their guests while in CEA CAPA housing. Overnight guests are not permitted in any housing assignment.

Curfew

There is no curfew in any homestay. However, if the student will not be home for dinner or plans to spend the night elsewhere, he/she must inform the host family. Students must always be respectful of the neighbors and host family when coming home late.

Keys & Security

Each student will be given a set of keys to the apartment and shown how to double lock the door upon checkin. For the safety of the student and host family, it is very important that the apartment address is never with the keys, the keys are not given to anyone else, and that students double lock the apartment door every time they

leave the apartment empty. In the event that keys are lost or stolen during the program, students will be responsible for the cost of replacement as well as for the cost of a new lock should this need to be changed. Copies of keys can only be made by the host family.

CEA CAPA is not responsible for any lost or stolen personal items (laptops, jewelry, cell phones, cameras, bags, etc.). We strongly advise students to insure their personal belongings for the time that they will be abroad. Any student who is a victim of crime should notify the onsite staff as soon as possible so that they are informed of the necessary safety protocols.

Check-in

Students will be driven to their homestays. Their family will be waiting for the student in the main entrance to show them the apartment, and neighborhood, and to get to know each other.

Check-out

Students are supposed to leave their homestays on the program end date, before noon.

Utilities

CEA CAPA will cover all reasonable utility expenses. Students who incur utility charges above and beyond what is deemed reasonable by CEA CAPA will be responsible for paying the excessive charges. It may take up to three months for foreign utility bills to be issued; therefore, CEA CAPA reserves the right to hold program deposits until all utility bills have been reviewed. If the program damage deposit does not cover all utility charges, the student will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on student accounts.

Please note that utility rates are typically much higher than in the US. Students are expected to be mindful of this when using electricity, water and gas in their host country, and to be more conservative than they might otherwise be.

Damages

All students must respect all furniture, property, and other items provided. All damage, even unintentional, will be billed to the student responsible. If responsibility cannot be determined, the cost will be split equally among all residents. If excessive cleaning and/or trash removal is required at the end of the program, students will be responsible for all additional costs incurred. In addition, CEA CAPA will, without liability, dispose of any personal items left in CEA CAPA housing at the end of this contract term. If the program damage deposit does not cover all charges, the student will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on student accounts.

Host families are not responsible for any lost, damaged or stolen items belonging to the student. Students must keep their personal belongings in his/her bedroom.

Housing Changes and Disciplines Problems

Living with a host family in a new culture can be challenging at first. Students should give themselves time to adjust to their new living situation. Most conflicts are due to miscommunication or a misunderstanding. CEA CAPA recommends that all students first try to talk to their host family about the issue. If they cannot come



Housing Overview

Madrid, Spain

Homestay

to an understanding, students should contact the CEA CAPA Housing Office. The Onsite staff will work with the family and the student to facilitate communication and try to resolve the conflict. Students are guests in their homestay and must be respectful of house rules, property and to all family members and neighbors.

Students who do not abide by the CEA CAPA Housing Rules and Code of Conduct will be subject to disciplinary action. Repeated breaches of CEA CAPA housing rules can lead to the removal from the homestay family and/or dismissal from the CEA CAPA academic program. If the student is removed from the housing assignment due to misconduct, and is allowed to remain on the program at the discretion of CEA CAPA, the student will forfeit their \$300 security deposit. The student will not be offered a new CEA CAPA housing assignment, and no refunds will be available.

Conflicts

You agree to make CEA CAPA staff aware of any conflicts or significant disagreements regarding issues with roommates. Any information you share with a member of the staff can be shared with a third party if CEA CAPA considers it necessary. CEA CAPA staff has the authority to intervene and take appropriate action regarding such disputes which may include, without limitation, a change of housing assignments. You will be responsible for any costs associated with the resolution.