

CEA CAPA Housing Policies

Participants should be familiar with CEA CAPA's complete housing policies. This information was provided to participants 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 participant 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 participant accommodation.

All homestays are located within the city of Madrid. However, as Madrid encompasses a large metropolitan area, you should be prepared for up to 60 minutes commute to your university metro stop. When possible, CEA CAPA tries to place homestay participants near other CEA CAPA housing participants. Please note that the cost for public transportation is not included.

Meals

Participants 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 participant's responsibility. Participants will have specific space to store their own food and access to the microwave; but will not have access to the oven/stovetop.

Participants 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. Participants 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, participants are expected to notify their family if they will be arriving late for or missing any of the meals provided. Note that quiet hours are from 10 PM to 7/8 AM. During this hours, please avoid cooking or using the microwave.

Phone and Internet

It is not guaranteed that the homestay will have a landline. In case there is, participants can have access for brief incoming calls before 9 PM. Participants may use local pay phones for any outgoing calls. Many participants 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 participants are used to in the United States.

Amenities

All rooms are fully furnished including a bed, limited storage space, desk with chair and lamp. There is heating (central or radiators) and a fan (during warm season and by request). In most homestays the bathroom is shared

with other participants/members of the family. Participants are required to keep their bedrooms tidy and the floor free of items. As a guest in someone's home, participants should always ask before using items in the home and respect private bedrooms and bathrooms. Keep personal belongings inside bedroom/bathroom.

Bedding, Towels and Toiletries

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

Laundry

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

Cleaning

Participant'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 participant and family will agree on the day of the week. Each participant 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, participants should report it in the first instance to the homestay family. Participants are asked to report any ongoing maintenance issues to the CEA CAPA Madrid Housing Department who will act on behalf of the participants in such cases as well as whenever a participant 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 neither in homestay apartments nor in the building/complex.

Guests

CEA CAPA participants 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 participant will not be home for dinner or plans to spend the night elsewhere, he/she must inform the host family. Participants must always be respectful of the neighbors and host family when coming home late. During quiet hours, after 10 PM, it is not allowed to take showers or to use the microwave.

Students are reminded to be careful to not make noise in the hallways/stairwells when coming home, and to be careful when shutting the door to not make noise and to ensure it is locked.

Noise Policy

It is forbidden to make noise from 10 PM to 7 AM during weekdays, and to 8 AM during weekends and holidays. It is not only a CEA CAPA rule, but is also Madrid Law. During quiet hours, after 10 PM, it is not allowed to take showers or to use the microwave.

Students are reminded to be careful to not make noise in the hallways / stairwells when coming home, and to be careful when shutting the door to not make noise and to ensure it is locked.

Keys & Security

Each participant will be given a set of keys to the apartment and shown how to lock properly the door upon checkin. For the safety of the participant 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 participants double lock the apartment door every time they leave the apartment empty. In the event that keys are lost or stolen during the program, participants 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 participants to insure their personal belongings for the time that they will be abroad. Any participant 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

Participants will be driven to their homestays when arriving on the check-in date and when eligible for airport pickup. Their family will be waiting for the participant in the main entrance to show them the apartment, and to get to know each other.

Check-out

Participants must leave their homestays on the program end date, by noon.

Utilities

CEA CAPA will cover all reasonable utility expenses. Participants 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 participant will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on participant accounts.

Please note that utility rates are typically much higher than in the US. Participants 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 participants must respect all furniture, property, and other items provided. All damage, even unintentional, will be billed to the participant 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, participants 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 participant will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on participant accounts.

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

Housing Changes and Discipline

Living with a host family in a new culture can be challenging at first. Participants 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 participants first try to talk to their host family about the issue. If they cannot come to an understanding, participants should contact the CEA CAPA Housing Office. The Onsite staff will work with the family and the participant to facilitate communication and try to resolve the conflict. Participants are guests in their homestay and must be respectful of house rules, property and to all family members and neighbors.

CEA CAPA commits to providing suitable student housing. Once housing is assigned by CEA CAPA, there are only limited or special circumstances in which CEA CAPA will make changes to a student's housing assignment. Such changes will be made at CEA CAPA's discretion and will require payment of \$400 (Change of Housing Fee) and all additional costs incurred as a result of the change.

In the exceptional circumstances that a change of student housing assignment is deemed necessary, CEA CAPA reserves the right to relocate student/s to any vacant CEA CAPA accommodation spots at any time during the program. Fellow CEA CAPA students affected by such a change will be given a minimum of 24 hours' notice prior to the inclusion of a new roommate.

For academic year and double semester students, changes to housing preferences for the second semester must be made no later than the application closure date for the second semester.

If the student is asked to leave the housing assignment due to their misconduct (as determined by the family or CEA CAPA Madrid; see CEA CAPA Code of Conduct for further details), and is allowed to remain on the program at the discretion of CEA CAPA, the student will forfeit their security deposit. The student will not be offered a new CEA CAPA housing assignment, and no refunds will be available. In addition, CEA CAPA staff will not assist students in finding new independent housing. Please note misconduct may result in immediate expulsion from CEA CAPA housing and/or the CEA CAPA program. Once the decision of eviction has been made, the student/s will be informed immediately and will be expected to leave their housing within a period of 24 hours to 7 days depending on the specific circumstances.



Housing Overview

Madrid, Spain

Homestay

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.