

Advice and emergency details for students under 18 LanguageUK

Student cards

You should always carry your LanguageUK student card with you. This card lists the telephone numbers for your host family, the school, and for the emergency services (police, ambulance and fire service).

Travelling to and from the school

We will give you a map of Faversham on the day you first arrive at the school, and we will check that you know how to find your Homestay accommodation. All students walk to and from the school.

Faversham is usually a safe place, but please **be careful at night**. You must return to your Homestay host after your classes or activities have ended for the day. Evening activities at the school are on set days of the week. These are organised by LanguageUK and are part of the itinerary. All Homestay hosts are aware of the full itinerary during your trip.

PLEASE NOTE: YOU ARE NOT ALLOWED OUT OF YOUR HOMESTAY ACCOMMODATION DURING THE EVENING UNLESS YOU ARE ATTENDING AN EVENT ORGANISED BY LANGUAGEUK, OR YOUR LEADERS OR HOMESTAY HOSTS HAVE OFFERED TO TAKE YOU OUT.

Please remember:

- You must be back at your Homestay for dinner every evening
- Be very careful with your personal possessions and do not carry too much money with you.
- If your behaviour causes concern to the school or to your host family, LanguageUK reserves the right to inform your parents or your agent where appropriate.

Problems

- If you have a problem big or small, either at school or with your accommodation, please tell someone at the school. Rosie Ellis and Verity Sessions are our under-18s Welfare Officer and they are always very happy to talk to you. Verity works in our Accommodation Office in Broadstairs and Rosie in Faversham. You can also talk to your teacher, or leaders.
- You can also ask your family to speak to us. The important thing is to talk to us.
- If you are not at the school and you have a serious problem or emergency, please call your leader or one of the numbers on your student card. The school emergency number is +44 (0)7541 362663 and is available 24 hours a day, seven days a week.
- If you need to contact the police, get an ambulance or call the fire service, call the UK emergency number 999. For non-emergencies, call 101.
- If you have a problem and you do not want to tell anyone you know, you can call ChildLine on 08001111. ChildLine is a counselling service for children and young people.

Useful telephone numbers

Remember: You should give the school and your host family your mobile telephone number, and you should ask your host family for theirs.

- School: 01843 604853
- School Emergency: +44 (0)7541 362663 (24-hour service)
- Police/Ambulance/Fire: 999
- Non-emergency 101

Drink/cigarettes/drugs

- You cannot enter a pub or club, and you cannot buy or drink alcohol if you are under 18 years.
- You cannot buy tobacco/cigarettes if you are under 18 years. There is ABSOLUTLEY NO SMOKING ON THE SCHOOL PREMISES OR IN THE HOMESTAY ACCOMMODATION.
- All soft/hard drugs are illegal in the UK. If someone offers you drugs, always say NO!

We hope you enjoy your time here!

