

Calgary

Let's get  
together  
and  
talk!



1 ORGANISATION • 7 LANGUAGES • 30 DESTINATIONS • COUNTLESS MEMORIES...

## WELCOME TO SPRACHCAFFE

You are obviously committed not just to having a holiday, but at the same time, also learning a new language or improving your skills in a language you already know. That is why we would like to send you our warmest congratulations! It is great when people want to make the world a bit smaller for themselves.

"If you talk to a man in a language he understands, that goes to his head. If you talk to him in his own language that goes to his heart." Nelson Mandela

It pleases us even more that you have chosen Sprachcaffe GEOS for your language trip. Lively teaching methods, a relaxed and stress-free atmosphere, learning through interaction and chatting (which helps you bond with others) - we have become experts with our 35 year experience in language teaching and with our 30 destinations worldwide.

In the enclosed documents you will find everything you need to know for your trip. **Please do not travel without this information sheet.** If you have any additional questions, we are glad to answer them: Please send us an email: [info@sprachcaffe.com](mailto:info@sprachcaffe.com)

We wish you a great holiday and lots of success!

**Your Sprachcaffe Team**



## Content

|                                     |           |
|-------------------------------------|-----------|
| <b>BEFORE YOUR TRIP</b>             | <b>1</b>  |
| <b>ARRIVAL IN CALGARY</b>           | <b>1</b>  |
| <b>ACCOMMODATION</b>                | <b>2</b>  |
| HOST FAMILY                         | 2         |
| <b>THE SCHOOL</b>                   | <b>4</b>  |
| <b>GENERAL INFORMATION</b>          | <b>10</b> |
| <b>FEEDBACK</b>                     | <b>11</b> |
| <b>LOCATION OF THE SCHOOL</b>       | <b>12</b> |
| <b>CHECKLIST BEFORE DEPARTURE</b>   | <b>12</b> |
| <b>CHECKLIST FOR RETURNING HOME</b> | <b>13</b> |

## Before your trip

### EU Citizens

You are required to have a (temporary) passport valid for the period of the trip in Canada.

Since March 2016 citizens of the European Union have to apply for the **Electronic Travel Authorization (eTA)**. For the application a valid passport, a credit card and an e-mail address is required and a small fee will be charged.

The eTA can be requested under the following link: <http://www.cic.gc.ca/english/visit/eta-facts-en.asp>

An instruction on how to fill out the form for the eTA you can find under the following link:

<http://www.cic.gc.ca/english/pdf/eta/english.pdf>

### Non EU Citizens

If you are not a citizen of the European Union, we kindly advise you to comply with the visa regulations for Canada. For the entry requirements please check with your local consulate.

## Arrival in Calgary

Please inform your agent or Sprachcaffe about your arrival time **at least one week** prior to your departure to Canada. If you arrive at an inappropriate time you need to confirm your arrival with your agent and / or Sprachcaffe key account.

**Please understand that we cannot guarantee a smooth check-in if we are not informed of arrival dates and times or delays in advance.**

If you have asked for the Airport Pick-up Service, you will be met as soon as you walk out of the departure area. The host family or Sprachcaffe employee will be holding a sign with your name on it.

### Public Transit

Calgary Transit provides public bus transportation to and from the Calgary International Airport via Route #100 Airport McKnight-Westwinds Station and #430 North Crosstown. There is also an express bus, #300, which goes from the airport to downtown.

Below are key destinations for new and revised routes:

#### Route 300 BRT Airport/City Centre

Rapid, limited stop service to Downtown via Centre Street

Operates every 20 minutes during Weekday peak periods (4:40 a.m. - 10 a.m. and 3:20 p.m. - 7 p.m.) and every 30 minutes on Weekday afternoons, evenings (till Midnight) and on weekends

Customers boarding at the airport must pay with either:

Calgary Transit Boarding Pass - available for \$9.50 at Mac's Convenience Stores in the airport terminal - Arrivals Level

\$9.50 cash on the bus (no change provided)

Monthly, Senior, Low Income or Day Passes

Transfer pass will not be accepted

#### Route #100 Airport/McKnight -Westwinds Station

Connection to McKnight-Westwinds LRT Station (LRT Blue Line)

Regular transit fares apply

#### Route #430 North Crosstown

Connections to Northpointe and Sandstone Bus Terminals

Regular transit fares apply

A Calgary Transit ticket costs \$3.15, is valid for 90 minutes and can be used in either bus or train.

### **From Airport to School**

Take Bus 100 from EB@Airport Terminal (Stop ID 7557) going NB@Westwinds McKnight Terminal  
Walk to SB@McKnight-Westwinds Station (Stop ID 9897) and take 69 ST C-Train going WB to Downtown West Kerby Station.

Car rentals may range from \$50 to \$100 per day, depending on the type of car, number of days, protection package, etc.

### **Taxi Service**

Round the clock taxi service is available at the Calgary International Airport. Taxi stands are located on the Arrivals level. Effective June 7th 2010, Associated Cab Ltd. will provide the on-demand service at the Calgary International Airport. If you wish to utilize another taxi company please make arrangements through them directly.

All prices are subject to change and do not include tips!

## **Accommodation**

**It is our aim to provide the best service possible. However, if you have any issues during you stay please talk directly to the school staff.**

**Your will find your host family contact information in your voucher.**

**The emergency number for clients with homestay accommodation is the following: +1 403-701-7485.**

### **Host Family**

The Canadian host families are very open-minded, helpful and welcoming to their guests.

You will be able to practice what you learn during the course and you will shed your fear while communicating with the family. Offering your host family a small gift as a token of your appreciation is always welcomed.

In general, the families will introduce you to their household rules when you arrive. For example, they will provide a house key, discuss meal times and the use of the washing machine. Normally, the bathroom is shared with other members of the family. Please make sure that you always leave your room and bathroom clean and tidy and that you do not damage the furniture.

Please take the family into consideration and avoid unnecessary noise, especially late in the evening and at night.

Please be respectful and polite to your host family and inform them about your daily plans, especially if you decide to stay out late, to prevent them from worrying. Please also inform them if you will not be home for a meal, if you plan to go on a trip for a few days or if you plan to stay away overnight. Please ask your family for permission before inviting friends over after school and on weekends. In general, families do not mind when you invite new friends over but please be considerate and ask them first.

Please discuss with your family any specific household rules. Students may be expected to help with small household chores. Please ask permission before using the family phone; the family phone should be used for local calls only. Long distance calls may be made with the use of an international calling card. Please also note that our Canadian families do not allow students to smoke in their rooms or anywhere inside house. When staying with a host family, bed sheets and towels will be provided.

Sprachcaffe homestay policies indicate that we do not place two students with the same native language or same gender in the same home. If there is another student in the home who speaks the same native

language, please let the school know right away as we want to ensure you are fully immersed in an English environment to improve your ability to learn English.

**If you would like to move out of homestay, a 2-weeks notification is required. If you leave before this period, you will be responsible for these fees.**

**If you go on vacation while in homestay, you are still responsible for the accommodations fees.**

All families have wireless internet at home. Whether or not students have their own computers, they should still ask their host family about the rules for using the internet at home

Alcohol: Please make sure you know the legal drinking age in the city in which you are studying. In terms of drinking alcohol at home, please make sure to check the rules with your host family, as different families have different rules about alcohol consumption at home. All families have been visited by members of our school's staff and live in safe, comfortable neighbourhoods close to the school.

Facilities: A private room with a bed, desk, and closet. They will have full access to the kitchen and the bathroom. Families also provide bed linen.

Services: The host family does the basic cleaning but students are encouraged to clean their rooms.

Distance to school: 10-60 minutes by public transit.

**Please make sure to let Sprachcaffe know in advance of any food allergies, pet allergies, or special food requirements that you may have.**

## The School

On the first day please be at the school at 08:45.

**School Address:** Sprachcaffe Calgary / GEOS Languages Plus  
Suite 140, 1040 7 Ave SW  
Calgary AB, Canada, T2P-3G9  
TEL: (403) 266-5152  
FAX: (403) 266-7393

Emergency number: 403-701-7485

**Opening hours:** 8.30am – 5:00pm, Monday to Friday

**Languages spoken by the staff at the school:** English, Japanese, Spanish, French, Arabic, Russian

**Student card:** A student card with photo is issued on arrival.

**Bistro, Snacks and Drinks:** Restaurants are also located close by.

**Internet room:** There is a computer lab and free wireless internet throughout the school.

**Study Room:** A study room where students can work on/revise their homework is available.

### In general, the schedule on the first day is:

|              |  |
|--------------|--|
| 8:30 -9:00   | Welcome, Student ID photo, speaking test |
| 9:00-10:30   | Orientation                              |
| 10:30-12:15  | Placement test                           |
| 12:15 – 1:00 | Lunch                                    |

### Please note that you need to pay for the course books. The approximate prices are:

\$50 for Part-Time Course – 10 lessons per week  
\$100 for Standard Course – 20 lessons per week  
\$150 for Intensive Course – 30 lessons per week  
\$200 for Super Intensive Course – 40 lessons per week  
(Changes during the year are possible)

Students will be charged per class and will be given their own book to use, write in and keep. For longer stays you can rent the book for a deposit fee of \$80. You'll get \$30 back, when you return the book. If you are enrolled for 4 weeks or less, you have the option to rent the books instead of buy them. The rental fee is \$10 per book / per week, up to \$40. The rental fee is non-refundable.

### Class Schedule

Based on your level, your classes will meet at the following times:

*09.00-10.30 Lessons*  
*10.30-10.45 Break*  
*10.45-12.15 Lessons*  
*12.15-13.00 Break*  
*13.00-14.30 Lessons*  
*14.30-14.45 Break*  
*14.45-16.15 Lessons*

**Class Types:**

|                        |   |
|------------------------|---|
| Part-time course       | 2 lessons per day; 10 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes |
| Standard course        | 4 lessons per day; 20 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes |
| Intensive course       | 6 lessons per day; 30 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes |
| Super-intensive course | 8 lessons per day; 40 lessons per week; 5 days a week (Monday to Friday); 1 lesson = 45 minutes |

Students may be able to change into a lower or higher level class after consulting with the course academic coordinator or following his/her recommendation. The maximum number of students in one group is 14.

Our employees and teachers have a lot of experience with long-term students, and with examination preparation courses. However, please also take into consideration that the teachers, despite their years of experience, cannot be held fully responsible for the examination results. Only if you actively participate in the lessons, will you be best prepared for the examination.

**Lessons are not held on the following public holidays in 2018: 01.1., 19.2., 30.3., 21.5., 02.07., 06.8., 03.9., 08.10., 12.11., 25.12.- 28.12.2017 and 1.1.2019. Please note that lessons lost due to public holidays, late arrival or early departure will not be made up.**

**It is our aim to provide the best service possible. However, if you have any issues during you stay; please talk directly to the school staff.**

**School closures due to force majeure**

'In cases of force majeure, the school will be closed. In such cases, group lessons are not recuperated or refunded. Private lessons will be rescheduled with the agreement of the student, teacher and the school management.'

**Levels**

Based on your speaking and written test scores, you will be placed in one of six levels: Level 1-Beginner, Level 2-High Beginner, Level 3-Intermediate, Level 4-High Intermediate, Level 5-Pre Advanced, Level 6-Advanced. Each level can usually be completed in 12 weeks.

**Advancement Policy**

After 12 weeks in one level, you will be eligible for advancement if:

- 80% attendance
- 80% average on the weekly assessments
- the recommendation of your teachers

Conditional advancement is sometimes offered to students who have met the following:

- 8 weeks in one level
- 80% attendance
- 80% average on the weekly assessments
- the recommendation of his/her teachers
- a passing score on the written test

If you have any questions or concerns about your level placement or advancement, please talk to the Academic Coordinator.

**Course Retention Guidelines**

Students who are assessed for advancement but have failed to meet all the requirements stated above will be placed on academic probation and retained in the current level. Students will be notified that they have been placed on academic probation by letter from the Academic Coordinator. If after 24 weeks in the same

level a student cannot demonstrate the proficiency needed to advance to the next level, he/she will face dismissal from the program.

### **Assessments**

You will be given weekly assessments in each class, and you may not make up missed assessments. If you miss an assessment, the first missed assessments of the session will be excused and not counted negatively towards your overall skill averages. However, if you have a second or more absences on an assessment, a 0 will be recorded on your SPR and it will count negatively toward your overall skill averages. This can affect your eligibility for advancement, so it is important that you are not absent on the day of an assessment.

### **Exit Evaluation**

For US destinations, any student with an enrolment of eight weeks or longer will be required to take an exit evaluation during his/her last week. The assessment used for this is the placement test so that scores and progress can be easily compared. The test will be scheduled outside of class hours, and the AC will meet with you once the test is corrected so that you can receive feedback.

In Canada, this test can be arranged upon request.

### **Student Progress Policy**

All students are expected to maintain good attendance and adhere to their scheduled completion date. Students must work diligently to acquire the many learning objectives needed for successful completion of each class.

GEOS tracks both current and overall attendance. Current attendance is the rate of attendance from the first day of the enrolment until the current date. This number can fluctuate up and down. Overall attendance is the rate of attendance from the first day of enrolment until the last day of enrolment, assuming that the student attends every class until the end of the enrolment. This number can only go down and will never improve. Therefore, GEOS looks at the current attendance rate when determining eligibility for attendance probation since there is room for improvement.

Full-time students must maintain a current attendance of 80% or higher. Failure to comply with this policy will result in the student being placed on attendance probation. The student will receive an attendance probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. The student must immediately attend class and participate fully in classroom activities for the next 4-week session, and students are off probation if their attendance is at least 80% at the end of the following 4-week session. Students placed on attendance probation are not eligible for class advancement or a Leave of Absence. Additionally, students whose overall attendance falls below 80% will not receive an end-of course certificate.

If a student's overall attendance falls below 70%, they will be automatically expelled from the school unless the student can provide documentation to prove extenuating circumstances exist. In the case of a full time student in the US, their I-20 will also be terminated; in the case of a student studying with a study permit in Canada, the CIC will be notified and the student may lose their ability to study, at the discretion of the CIC. All evidence will be reviewed and adjudicated by the School Manager. Furthermore, students cannot make up or defer any missed classes unless the absence is part of an approved Leave Of Absence.

In addition to monitoring attendance, students' weekly test scores are monitored as well. Students enrolled in general English classes must achieve an average of 75% on their weekly assessments after they have completed the first four weeks of their enrolment. If a student does not have an average of 75% or higher on the weekly assessments at the end of the second session, he/she will be placed on academic probation. The student will receive an academic probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. Students are off probation if their average skill scores reach 75% at the end of the following 4-week session.

Students enrolled in test-prep classes will take full length practice tests at six week intervals. Students must achieve an increase of 5% from their previous full length practice test score, otherwise he/she will be

placed on academic probation. The student will receive an academic probation warning letter outlining the terms of the probation, and a signed copy will be kept in the student's file. Students are off probation if they achieve a 5% increase on the following assessment.

If the student has not reached an average of 80% or higher on the weekly assessments after 12 weeks in one level, he/she will be retained in the current level. If after 24 weeks in the same level a student cannot demonstrate the proficiency needed to advance to the next level, he/she will face dismissal from the program. Students can enroll in classes for a maximum of 36 months.

### **Tardiness Policy**

Students are not allowed into any class more than 15 minutes after the start of class and will be counted absent. Students that miss a class will be allowed into subsequent classes, as long as they are on time for them. Students who leave class early, more than 15 minutes before the scheduled end of class, will be marked absent. Students who arrive late but within the first 15 minutes of class more than twice in any week, on the third and subsequent incidences, will not be allowed into class and will be counted absent. Students who leave class within the last 15 minutes more than twice in any week, on the third and subsequent incidences, will be counted absent. Instructors should mark students arriving within the first 15 minutes or leaving within the last 15 minutes with an "L" so that the Academic Coordinator can track multiple lateness.

### **Leave of Absence**

The Leave of Absence (LOA) policy is outlined below:

- ~ Students must give two week's written notice to the Administrative staff.
- ~ No LOAs will be granted in the first eight weeks. Exceptions will be made for breaks indicated at the time of booking.
- ~ LOAs must be in one-week blocks only, beginning on a Monday and ending on a Friday.
- ~ LOAs must be a minimum of one week and a maximum of four weeks. Exceptions will be made for breaks indicated at the time of booking.
- ~ If the LOA extends the study term past the expiry date of the student's visa, the student is responsible for applying to extend their visa.
- ~ If the LOA extends the study term past the expiry date of the student's visa, and if the student is unable or unwilling to extend the visa, no refunds will be given on remaining study time.
- ~ The total length of time permitted is 20% of a contract, or two weeks for every 12 weeks of enrolment. Exceptions will be made for breaks indicated at time of booking.
- ~ LOAs are to be taken for legitimate reasons, which must be approved by administration.
- ~ Time off for illness is permitted but requires a written note from a medical doctor. Such time off must be approved by the school administration.
- ~ We will try to place the LOA student in his/her original class but this cannot be guaranteed.
- ~ In the case that space is not available in the student's appropriate level, GEOS may ask the student to delay his/her return date.
- ~ Students who take an LOA accept that they may return at a point in the curriculum that they have previously studied. This does not mean that they will be automatically advanced to the next level.
- ~ This policy is separate from and independent of any accommodation agreement. In the case where the LOA policy and accommodation agreement are in conflict, the terms of the accommodation agreement shall take precedence.

### **Cancellations and Schedule Changes**

In the event of extraordinary situations such as earthquakes, hurricanes, tornadoes, fires, political unrest, blizzards, etc., the school will generally follow the example of the area's public school system regarding school closure. If public schools are on break at the time of the extraordinary situation, the school management will decide whether or not to close the school and will leave a voice message by 8am on the school phone to inform students if the school is closed for the day. Therefore, it is important that you phone the school if an extraordinary event is taking place before attempting to travel to school. Group lessons

missed because of school closure due to extraordinary situations are not counted towards a student's attendance record, are not recuperated and are not refunded. Private lessons missed because of school closure due to extraordinary situations will be rescheduled with the agreement of the student, instructor and the school management.

### **English Only**

English is the only language spoken at our school, as it is the only language that all staff and students speak. If you are found speaking any language other than English, you will be given a warning on the first instance. On the second instance, you will be asked to leave school for the day. Failure to comply will take you to the next level which is that for a third offence, you will be barred from attending one class and will be counted absent for it. On the fourth and subsequent instances, you will be barred from class for an entire day and counted absent. These absences will count negatively towards your overall attendance.

### **Pathway Program**

GEOS North America has over 70 pathway partners to facilitate your entrance into a Canadian or US college or university. If you are interested in learning more about the Pathway Program, please talk to the Academic Coordinator.

### **Certificates**

Certificates will be awarded to students who have successfully completed their enrolment during a graduation ceremony on the student's last day.

### **Contact Information**

If your address or phone number changes during your enrolment at GEOS, please inform any staff member as soon as possible so that we have your updated contact information. A GEOS staff member will also confirm that the information we have on file is accurate every 12 weeks.

### **Problem Resolution**

GEOS Languages Plus will try to resolve disagreements informally. If this policy is unable to provide a resolution, a formal procedure will be applied to ensure a fair outcome. If such is the case, GEOS Languages Plus has established a set of procedures based upon a flexible set of actions aimed at ensuring that ultimate intervention will be undertaken by appropriate persons.

#### **Step One: Internal Procedure**

A student must put his or her complaint into writing and submit it to the appropriate member of staff. In the case of *academic-related cases*, students should address their concerns, in writing, to the school's Academic Coordinator or to the Program Coordinator if the Academic Coordinator is not available. In the case of a disagreement with *money-related issues*, the student should write and talk to the School Manager.

The appropriate member of staff will conduct an investigation and a meeting with all the people involved will be held within 24 hours upon written notification.

The appropriate member of staff will provide all parties with his or her written decision within 48 hours.

*If a student is still unsatisfied with the decision made, and still maintains an honest belief that the problem has not been resolved, an external procedure is available to try to provide a final opportunity for a solution:*

#### **Step Two: External Procedure**

The Director of Operations of GEOS Languages Plus, Canada may be called in to resolve the problem.

Students also have the right to contact Languages Canada if the student feels a resolution is not possible. Students should visit the website: [www.languagescanada.ca](http://www.languagescanada.ca)

Both internal and external procedures are intended to ensure that both parties to a dispute have every opportunity to state their own terms under relatively informal and confidential conditions. It is hoped that very few problems will carry onto the external procedure stage, but since GEOS Languages Plus' reputation is involved, our institution has a right to demonstrate the equity and fairness of our process, and students have every right to be assured that they will be heard.

This process is set to be non-threatening and helpful. However, the people involved in such a process should be reminded that the process does not rule out future legal action. Problems involving matters of transfers between institutions or related to the perceived value of courses would not be considered in this context.

The mediator in both internal and external disputes shall interview the people involved separately before and after making any resolutions. Once a decision has been settled, the mediator will provide all the people involved with a written summary of the conclusion of the dispute.

### **Student Conduct Policies**

GEOS is strongly committed to educational programs that provide a foundation for intellectual, cultural and social growth. GEOS has standards of behaviour for all students, instructors and coordinators. They are expected to conduct themselves in an honourable and dignified manner. Any student may be dismissed from the school for inappropriate behaviour such as aggressive or threatening actions, theft, vandalism of any sort, illegal drug use, or the use of alcohol. Similarly, sexual harassment, racial discrimination, behaviours that violate school rules, disobedient or disrespectful behaviour toward students, staff, or instructors will also not be tolerated and will result in students being placed in counselling sessions, probation, suspension or, at the School Manager's sole discretion, dismissal from the school. If dismissed from school, the student will be expelled.

Smoking is not permitted anywhere in school buildings, including restrooms. Students are asked to step outside of the building if they wish to smoke.

Students must abide by all local, provincial and federal laws.

## General information

Calgary is at the foot of the Rocky Mountains, and is Canada's sunniest city. On average, there are beautiful blue skies for more than 300 days per year. Calgary is what students believe and expect Canada to be; beautiful scenery and friendly people....the Canada of your dreams!! Calgary is considered the Canadian city which has developed the most in the past few years. Calgary comprises everything large cities offer, and yet keeps a less stressful pace of life and has a low cost of living according to most students. The stage for the 1988 winter Olympic Games, the city continues receiving athletes today; this continues to promote the practice of sporting pursuits, especially those related to snow. Banff National Park and Lake Louise are some of the majestic natural attractions of the province of Alberta, and they are only an hour or so away from the city. Among the several events that take place in the city, the "Calgary Stampede", a festival that occurs every July, is the most famous. It is a celebration of the Old West spirit and attracts tourists from around the world every year.

### School Activities

Studying and living in a foreign country is not only about going to class. While you are here, try to experience as much Canadian culture as possible. Sprachcaffe Calgary offers a wide variety of regular and seasonal activities to make sure you have the best possible time while in Canada. The activities range in cost from free to \$110.

### Transportation

Calgary has a well-developed public transport system. Service frequency on the C-Train and busier bus routes is typically from 5–30 minutes with operating hours of about 4:00 a.m. to 1:00 a.m.

Calgary Transit currently operates as a single fare zone, with a flat rate fare for all standard service including bus and the C-Train. Calgary Transit tickets are valid for 90 minutes after validation and can be used on either bus or train; \$3.15 for single adult pass and \$31.50 for a pack of 10 passes. In order to transfer from one transit vehicle to another, proof of fare from the C-Train, or a transfer from a bus is required. Monthly passes are also available for \$99.00. Passes can be purchased at C-Train stations and in most convenience stores around Calgary.

### Phones

Local calls may be made using the GEOS courtesy phone located at the front desk for free. Your existing cell phone may work in Canada, but keep in mind that it may be costly to use because every local call you make is an international call from your phone. It is also costly for those who call you from inside Canada because calling a cell phone with an overseas phone number is an international call as well. If you are planning to be in Calgary for more than a month, you may want to consider getting a cell phone from one of the major telephone companies in Canada here. Recommended providers are FIDO, BELL, TELUS, WIND MOBILE or ROGERS. Phone cards can also be purchased at convenience stores close to the school.

### Mail

There are two conveniently located post offices within a few minutes walking distance from the school. Students can send both packages and letters from them. If you already have the postage for your letter, it can be mailed by the elevators by the school.

### Banking

GEOS Calgary is conveniently located near several major banks. To open an account, you will need your passport, student or working holiday visa, and proof of your address in Calgary. If you have any questions, please feel free to talk to our office staff.

### Medical Insurance and Services

All students are encouraged to have medical insurance because of the high costs of medical treatments in Canada for non-residents. You can purchase medical insurance with Student Guard as our provider for \$2.50CAD per day. Please see Kyoko Okubo for more information.

### Places of Worship

Calgary is a multicultural city and various religious communities can be found in this city. As well, we have a room set aside in the school for students to pray. For a list of places of worship, location and contact numbers, please see Kyoko Okubo.

## Feedback

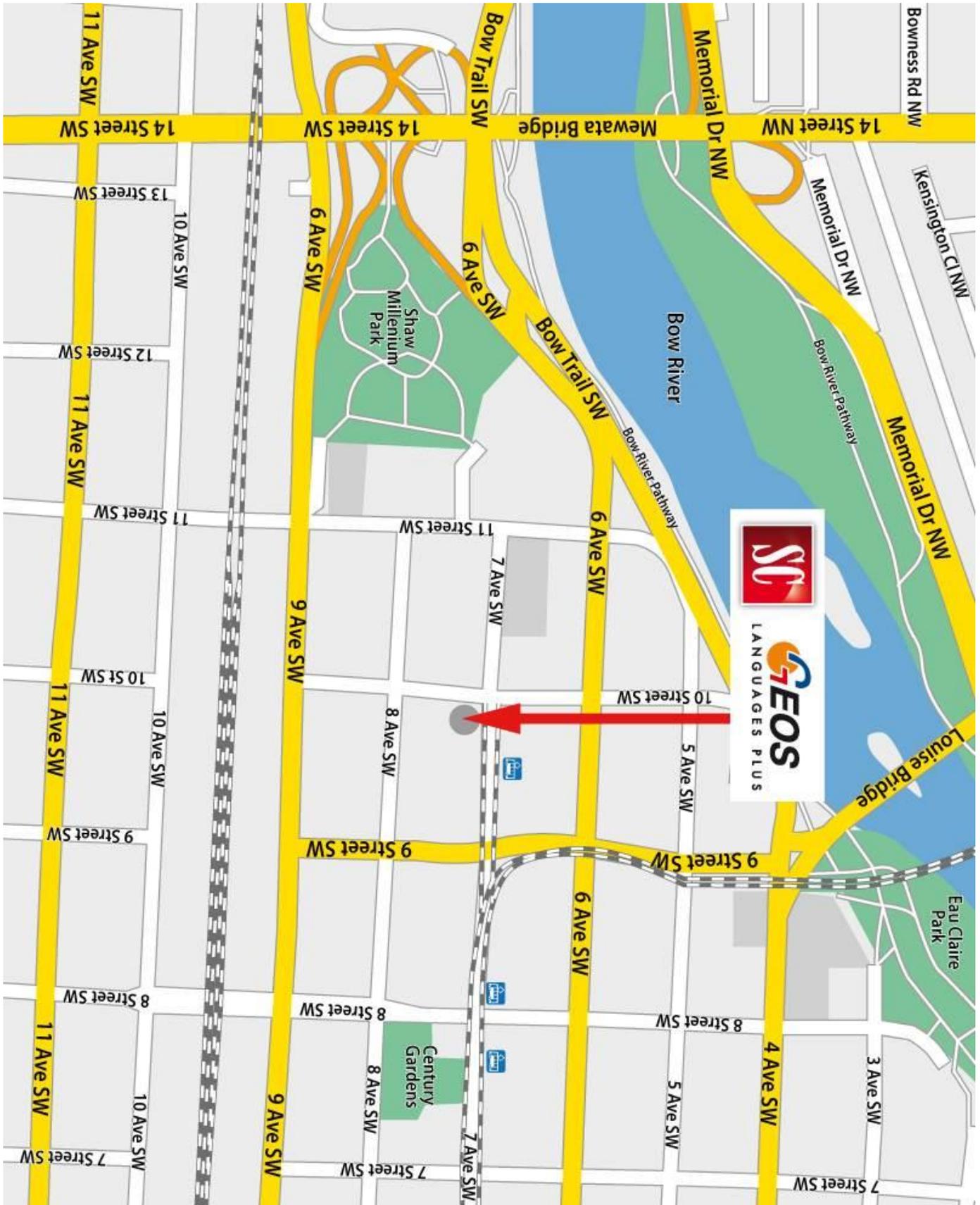
Before the everyday routine back at home sets in completely, we would be very pleased if you could give us your feedback. As a participant, you can tell us about your experiences. Just fill out the online form at <http://www.sprachcaffe.com/english/feedback.htm> We always welcome ideas, tips and constructive criticism!

Address: **Sprachcaffe Languages PLUS**  
Headquartes Gartenstrasse 6  
D – 60594 Frankfurt/Main  
Tel.: 069 (0) 6109 120  
Fax: 069 (0) 603 1395  
Email: [info@sprachcaffe.com](mailto:info@sprachcaffe.com)  
[www.sprachcaffe.com](http://www.sprachcaffe.com)

**We wish you a wonderful stay and a successful language course!**

**Your Sprachcaffe Team**

### Location of the school



## Checklist before departure

Things you might want to think of when packing your luggage

### Important travel items

- Travel guide
- Reading material
- Dictionary
- Cash, credit card
- Phone number of your credit card company, in case you have to block the card
- Vaccination card
- Inform Sprachcaffe about arrival time
- Alarm clock
- Sunglasses

### First-aid kit

- Sunscreen
- Any medicine required
- Insect spray
- Medicine for stomach trouble
- Plasters
- After-sun lotion
- Tweezers

### Travel documents

- Identity card
- Flight or train ticket
- Student ID
- Sprachcaffe travel documents

### Sport/Hobby

- Camera
- Extra film, extra memory card
- Music / radio
- Batteries
- Sports equipment

### Insurances

- Travel health insurance
- Luggage insurance
- Insurance card from your car insurance
- Phone number of your car insurance

## Checklist for returning home

- Buy souvenirs for friends and relatives at home
- Exchange addresses with people in the course, teachers and host family
- Pick up course participation certificate
- Tidy and clean up the room
- Pack and check the rooms for anything left behind