

Vancouver

Let's get  
together  
and  
talk!



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

## WELCOME TO SPRACHCAFFE

You are obviously committed to not just having a holiday, but at the same time, also learning a new language or improving your skills in a language you already know. This 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 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



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## 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.

## Flight to Vancouver

### If you have booked a transfer with us:

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 inconvenient time you need to confirm your arrival with your agent and/or Sprachcaffe key account.

You will be picked up by the company- **Blue Sky**. Please collect your luggage, go through customs and immigration and look for a sign with your name in the arrivals area. You will be picked up there as long as we are informed about your flight schedule and any changes that might happen. If you don't see a sign with your name, please call the GEOS emergency number, +1 604 401 6014 School Emergency Number (Yalda); +1 604 328 3273 Homestay Emergency number (Christina), if after business hours, or the school 604-684-6407 during business hours.

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

### Public Transportation – Canada Line

From the airport, the Canada Line will take you directly to downtown Vancouver's Waterfront Station. Fare from the airport one way during weekdays is \$10.00 for adults, on weekends and at night it is \$7.75. Concession fares are available if you are over 65 years old. All prices are subject to change without notice.

### Taxi

A taxi will cost about \$40.00 - \$60.00 including tip for a one-way trip to downtown. The travel time is about 30-40 minutes depending on traffic.

Emergency number: +1 604 401 6014 School Emergency Number (Yalda); +1 604 328 3273 Transfer Emergency number (Christina) (After 5:00PM on weekdays and on the weekends. At any other time, please call the school directly if you have any problems – +1 604-684-6407.

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 your stay, please talk directly to the school staff.**

**You will find your Host Family's address in your voucher.**

### Host Family

Canadian host families are very open-minded, helpful and welcoming to their guests. You will be able to practice what you have learned during the course and you will improve your confidence while communicating with the family. The host family will certainly appreciate a little thank-you present, but by this we mean a **little** present.

In general, the families will introduce you to their daily schedule and house rules on the day of your arrival, for example, the handing over of the key, times for meals and use of the washing machine. You normally share the bathroom 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 inform your host family beforehand if you will not be home for a meal, if you plan to go on a trip for a few days or if you are not staying at home overnight. Otherwise, your family will be worried unnecessarily! If you plan on bringing friends, you must talk to the host family and ask for permission first.

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

Sprachcaffe homestay rules indicate that we do not place two students with the same native language 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. All families have been visited by members of our school's staff and live in safe, comfortable neighborhoods close to the school.

**If you would like to move out of your homestay, there is a 2-week notification required. If you leave your homestay earlier than this, you are responsible for the fees. If you go on vacation while in homestay, you are still responsible for the accommodation fees.**

Most 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 province in which you are studying. In British Columbia, it is 19 years old. 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.

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

The host family does the basic cleaning, but students are encouraged to keep their rooms clean and tidy.

**Distance to school:** 30 minutes to 1 hour and 15 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

You can easily get around Vancouver by public transportation - Bus, Skytrain and even a Seabus! Vancouver is also very walk-able and bike-friendly, so consider one of these options to really get to know the city. The school is located in the heart of Gastown, right across from the famous Steam clock. It is surrounded by great restaurants, cozy cafés, pubs, bars, banks and shopping malls, assuring the necessary services to meet every student's needs. After school, try walking or cycling to Stanley Park to escape into nature and admire some First Nations art or walk along the seawall while enjoying great views of the city. Speaking of views, students can enjoy the ocean and mountain views right from our classroom windows!

**On the first day please be at the school at 08:30.** The morning of the first day includes an orientation, placement test and speaking level check. What to bring - passport, medical insurance, pen and notebook.

Since June 2011, GEOS has been a part of the Sprachcaffe Languages Plus group.

**School Address:** **Sprachcaffe Vancouver / GEOS Languages Plus**  
 #322 Water Street, Mezzanine level  
 Vancouver, B.C., V6B 1B6  
 Tel: (604) 684-6407  
 Fax: (604) 684-5667

Emergency number +1 604 401 6014 School Emergency Number (Yalda); +1 604 328 3273 Homestay Emergency number (Christina) (After 5:00pm on weekdays and on the weekends, otherwise, please call the school for any problems)

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

**Languages spoken by the staff at the school:** English, Korean, Spanish and Japanese.

**Bistro, Snacks and Drinks:** Coffee maker, vending machine

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

**Study Lounge:** Students can enjoy watching movies or play games.

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

\$80 for Part-Time Course – 10 lessons per week (rent and deposit\* of original book).  
 \$160 for Standard Course – 20 lessons per week (rent and deposit of original book).  
 \$240 for Intensive Course – 30 lessons per week (rent and deposit of original book plus extra material).  
 \$240 for Super Intensive Course – 40 lessons per week. (rent and deposit of original book plus extra material).  
 (Changes during the year are possible)

Students will be charged per class and will be given their own book to use.  
 Copies are available for students taking 1-3 weeks of classes!

\*Deposit will be refunded to students once the book is returned in good conditions!! Thank you!

**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

The general time table for an intensive course:

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

Students may be able to change into a lower or higher level class after consulting the Academic Coordinator and 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 especially 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 participate actively in the lessons, will you be best prepared for the examination.

**Lessons are not held on the following public holidays in 2018: 1.1., 12.2., 30.3., 21.5., 2.7., 6.8., 3.9., 8.10., 28.12. – 28.12.2018 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.**

### **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 enrol 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)

PCTIA may also be contacted to help resolve disputes. You can find information about that at <http://www.pctia.bc.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.

#### **Evacuation Procedures**

In the case of a fire or other emergency which requires evacuation, please follow these steps:

- Follow your teacher or a staff member directly to the nearest fire exit
- Exit the building and follow the teacher/staff member to the corner of Water and Cambie Street.

#### **Photocopying and Faxes**

If you need to make a photocopy, please ask someone in the office to help you. It costs \$0.50 for a black and white copy, \$1.00 for a colour copy.

#### **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. 5 meters away

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

## General information

Vancouver is one of the most beautiful cities in the world – majestic mountains, numerous beaches, expansive rainforests and beautiful foliage all year-around. It is a vast, multicultural city known for its friendly people and great weather. It is a comfortable travelling distance from Victoria, Whistler, and Seattle (in the United States), and the must-see Rocky Mountains. Vancouver was also the home to the 2010 Winter Olympics – the Olympic Cauldron is located only a block away from our school!

Another spot which attracts 1 million visitors each year is the heritage neighbourhood of Gastown. It is the oldest area of Vancouver and has old-fashioned styled Victorian buildings. It is a great area for souvenir hunting. Not too far from Gastown is the third largest Chinatown in North America. Granville Island is also a popular spot near downtown, where shoppers can see artisans at work and also shop at a variety of open markets and speciality shops.

Vancouver is well-known for offering a multitude of exciting things to do. The language school is located in the heart of the downtown core, just a few minutes' walk from Sky train stations, bus stops, local shopping, and Stanley Park.

### Climate

Warmed by Pacific Ocean currents and protected by a range of mountains, Vancouver's weather is mild year-round. From the low to mid 20's Celsius in summer, to a mild 0° to 6° Celsius in winter, the climate is always hospitable. Our winters are wet, but it rarely snows, except on our local ski hills!

The average temperatures (degrees Celsius) in Vancouver are (Day/Night):

January: 6 / 0 February: 8 / 1 March: 10 / 2 April: 13 / 4 May: 16 / 7 June: 19 / 9

July: 22 / 11 August: 22 / 11 September: 19 / 8 October: 14 / 5 November: 9 / 2 December: 7 / 11

It can feel quite cold when it rains in Vancouver, so be sure to bring several sweaters and a warm (and preferably rain-proof) winter jacket for the fall and winter.

### Banking

The Canadian 1-dollar coin, known as the **loonie**, is the basic unit of currency - 100 cents is equal to one dollar. There is also a 2-dollar coin known as a **toonie**. Just remember, the **loonie** has the **bird** on it and the **toonie** has the **bear**! Paper bills come in denominations of \$100, \$50, \$20, \$10, and \$5. There are 25, 10 and 5 cent coins. The most commonly accepted credit cards are Visa and MasterCard. American Express and Diners Club are also accepted.

If you want to open a bank account, you will need an Enrollment Verification Letter from the school and your passport. All savings and chequing accounts come with a plastic **Debit Card** you can use to access automated teller machines (ATM) 24 hours a day to withdraw and deposit money. Please remember that if you deposit cash or cheques into the ATM, you must put the cash or cheque into an envelope first. Do not put any coins into the ATM machine. If you do, you will probably end up breaking the ATM – very embarrassing! Debit cards can also be used to make purchases in most major stores. This is a very common practice in Canada, but be aware, some smaller shops and special events do not accept debit cards or charge an extra fee to use them!

### Cellular phones

Your existing cell phone may work in Canada, but keep in mind that it may be costly to use in Canada 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 Vancouver for more than a month, you may want to consider getting a cell phone from one of the major providers here - FIDO, BELL, TELUS, or ROGERS. Phone cards are sold at the school as well.

### Health insurance

Medical insurance is recommended for all international students. You can arrange for overseas insurance before departure if you prefer, or we can assist you in obtaining medical insurance upon your arrival. We currently use an insurance company that will pay claims for 80% to 100% of the scheduled doctors' fees and medication, depending on the plan you choose.

## 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

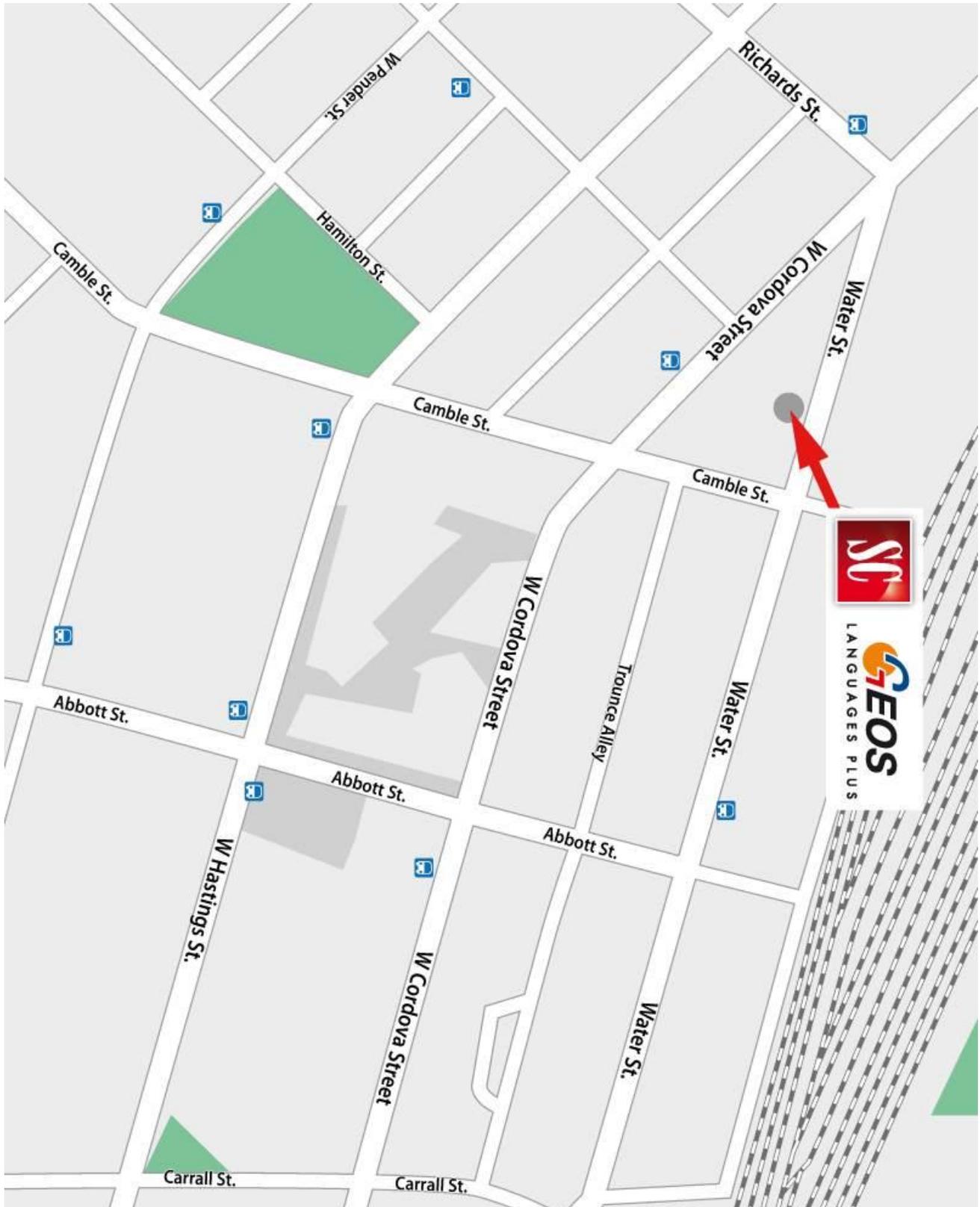
Email: [info@sprachcaffe.com](mailto:info@sprachcaffe.com)

[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