



# TORONTO PRE ARRIVAL HANDBOOK



**TAMWOOD**  
LANGUAGE CENTRES

# AIRPORT ARRIVAL INFORMATION

**If you have requested an airport transfer**, a Tamwood representative will meet you at the airport. The Tamwood representative will be holding up a sign with your name on it so please look out for the sign. The representative will rely on you to notice him/her amongst all of the other people who will be arriving at the same time as you.

**If you have not requested an airport transfer** you can use a taxi service or Toronto transit system, TTC. This is the most economical way to get from the Pearson International Airport to downtown Toronto with a travel time of 1 hour 5 minutes and 2 transfers. You can consult their website: [www.ttc.ca](http://www.ttc.ca) for more information.

## *Toronto Airport Student Meeting Area for Students with Airport Transfers*

### **International Arrivals**

Follow the Canada Arrivals signs to Customs and Immigration with your passport and travel documents ready for inspection.

After you have claimed your baggage, exit Customs and walk through the International Reception Lobby toward the Public Meeting Area. A Tamwood representative/Host Family will be waiting with a sign and your name on it.



### **Canadian Students**

Go to the domestic arrival area where a Tamwood representative/Host Family will be waiting for you with a sign with your name on it.

### **All Students**

Please wait at the designated locations and do not leave the area. If after waiting approximately a half hour, you still do not see a Tamwood representative, please call the Tamwood Emergency Telephone Number.

### TAMWOOD EMERGENCY PHONE

If by chance you do not see a Tamwood representative, please call the emergency cell phone 604 657 2423 and they will organize an alternative place to meet you in the airport

Tamwood Policies & Protocols during COVID-19

Please refer to our website for a copy of our COVID-19 safety plan as well as polices related to COVID-19 [www.tamwood.com/terms-and-conditions/](http://www.tamwood.com/terms-and-conditions/)

# TAMWOOD INTERNATIONAL COLLEGE

## TORONTO CAMPUS

### Directions

Transit in Toronto is highly accessible with most students taking the subway to school everyday. The Tamwood Campus is located one block west of the Bloor & Yonge subway station. Our newly renovated and bright coloured facility includes five classrooms, student lounge, dining area, and complimentary Wi-Fi.

The Toronto transit system, [www.ttc.ca](http://www.ttc.ca), is made up of a network of buses, streetcars, and subway. The TTC provides transit services covering the entire city of Toronto - getting around the city is convenient, easily accessible and often provides up-close views of the city's colourful neighborhoods!



### TORONTO CAMPUS

1200 – 80, Bloor Street West,  
Toronto, Ontario M5S 2V1

Tel. +1 604 899 4480



### Facilities

Some of the facilities at Toronto Campus include:

- Bright interiors
- Student lounge
- Microwaves
- Filtered drinking water
- Elevator
- Large classrooms equipped with audio and visual systems

## YOUR FIRST DAY AT TAMWOOD

Your first day of school begins on a Monday, unless it is a Canadian Statutory holiday, in which case school will start on the following Tuesday.

Please arrive at Tamwood before 8:30 a.m. Upon arrival, introduce yourself to the receptionist, she will give you a copy of the day's schedule and direct you to the student lounge where the Campus Manager will meet you for orientation. Your schedule for the day is shown below. If you are enrolled in a specialized course your timetable will vary slightly.

### *What to bring on your first day*

First day at Tamwood is similar to your first day at school, so while it is up to you to decide what you need to bring with you, please, make sure to have the following item on you on your first day at Tamwood:

- Your passport (copy of all the pages or original)
- Any immigration documents you might have, including study permit and/or work permit (copy or original)
- Evidence of obtaining the health insurance (health card, certificate, etc.)
- Your residential address in Canada while studying at Tamwood

Tamwood will NOT retain or withhold student's passport, Study Permit, or similar document under any circumstances.

FIRST DAY SCHEDULE: Morning	
TIME	CLASS
8.00—8.45	Sign in at front desk where you will be given a Tamwood Academic Calendar and copy of today's schedule. Wait in the student lounge for the orientation to begin.
8.45—9.00	Toronto campus orientation
9.00—10.45	Written and oral assessment. Tamwood orientation and general procedures
11.00—11.30	Area tour to get familiar with the local services, restaurants, and other amenities
13.00—13.50	Elective 1: First class of the day. Great opportunity to meet your teacher and classmates
14.00—14.50	Elective 2
15.00—15.50	English for Real Life

## VACATION

Tamwood allows students to take one vacation break during their study period if the enrolment period exceeds 12 weeks. The maximum vacation length is two weeks. Vacations must be in a week long periods starting on Monday and ending on Friday. When booking a vacation, the extra weeks will be added to the end of your stay. There will be no refunds of the vacation weeks.

Students must notify the Campus Manager in writing at least two weeks prior to the planned vacation. A student may not take a vacation if their visa will expire prior to the completion of their program.

## MEDICAL INSURANCE

All Tamwood students are required to have medical coverage when they arrive in Canada. If you request Tamwood to arrange medical insurance, you will be insured through a company called guard.me, [www.guard.me](http://www.guard.me). Please contact your Tamwood Representative, if you would like Tamwood to arrange a medical insurance for you.

Please be ready to provide your medical insurance confirmation on the first day of your school. If you purchased the insurance through Tamwood, please remember to pick up your card at the Tamwood Reception Desk in order to provide us with your medical insurance confirmation.

There is a 14 days minimum medical insurance duration for purchase .

If you wish to order your medical insurance, you are required to give Tamwood at least 10-days notice and pay in advance

Medical Insurance is not refundable

## DRINKING AND SMOKING

The legal drinking age in Ontario is 19 years old. Nightclubs, bars, and pubs close usually at 3:00 AM. You will need two pieces of photo ID to be permitted into these establishments.

Smoking is not permitted by law in public buildings, on public transit, in shopping malls, and in all restaurants, pubs, nightclubs and casinos. Many restaurants and other establishments have designated smoking areas on uncovered patios. Please smoke in designated areas only.

## CONDITIONS OF ENROLMENT

- The minimum requirements cannot be waived by either the institution or the student.
- Applicants must be at least 17 years old. Any applicants under 19 years of age require parents' permission, as indicated on the application form.
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy.
- All students must complete payment due to Tamwood according to Tamwood Payment Schedule.
- All students attending a Tamwood program must have valid medical insurance for their entire study period. Students who do not provide Tamwood with proof of valid medical insurance on their first day of classes can purchase their insurance through Tamwood. No student will be allowed to attend a Tamwood program until they have provided Tamwood with proof of valid medical insurance.
- All students agree to accept the Tamwood Cancellation and Refund Policies.

Tamwood Language Centres teaches English and can therefore accept students into its ESL Program with any level of English, from Beginner to Advanced, so there is no language proficiency requirement for the program. Certain English courses offered by Tamwood in the ESL Program are offered only to students who have reached an intermediate to advanced level of English. Students who wish to study in such courses will need to reach a pre-requisite level of English proficiency in the Tamwood General English course first or, if they wish to enroll directly into such a course, demonstrate proficiency in English to the required level for the course on or before the course start date.

Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

Students who wish to enroll directly into the Intermediate to Advanced courses must provide one of the official test results listed for each of the courses in the LANGUAGE PROFICIENCY ASSESSMENT POLICY as a proof of their English level, or demonstrate that they have the minimum English language Proficiency required for their desired program on the Tamwood Placement Test and Placement Interview administered on their first day of the course.

Students who don't achieve the score required for admission to their desired course on the Tamwood English Placement Test and Interview, will be placed into General English course until they reach the required English Language proficiency for the course they applied to.



## *PAYMENT TERMS FOR ADULT PROGRAMS*

### *Schedule of Payments for Adult Programs*

1. Tamwood cannot guarantee the student his/her registration until Tamwood has received the Registration Fee. Failure to pay the Registration Fee could result in the student's application being rejected.
2. The balance of the fees owing must be paid in full no later than 4 weeks before the first day of the student's program at Tamwood.
3. Tamwood reserves the right to cancel, without notice, all bookings and arrangements if the Student fails to pay the required fees for a booking pursuant to the Schedule of Payments set out herein.

### *Payment Method*

1. All payments shall be cleared in either Canadian or United States dollars.
2. Payments shall be made by either International Money Order or via bank transfer to Tamwood's bank account.
3. The student is responsible for all bank transfer charges.
4. Tamwood reserves the right to cancel, without notice, all bookings and arrangements if the student fails to pay the required fees for a booking pursuant to the Schedule of Payments set out herein.
5. Tamwood regrets that under no circumstances will a student be allowed to commence and/or attend any course where payment remains outstanding or not cleared.

## *ADULT PROGRAMS CANCELATION AND REFUND POLICY*

The refund policy is applied to the Student Enrolment Contract.

1) A student may be entitled to a refund of tuition fees in the event that:

1. The student provides written notice to the institution that he or she is withdrawing from the program; or

2. The institution provides written notice to the student advising that the student has been dismissed from the program.

2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

### **Written Notice Required:**

To be considered for a refund, the student must submit a written and signed notice to Tamwood International College of withdraw from the program. Verbal notices will not be considered.



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In case of visa refusal all fees will be refunded less Registration Fee. Proof of refusal is required.

4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

6) If an international student's Study Permit application has not been completed by the start date identified in the Tamwood Letter of Acceptance and the student so notifies the institution, at the request of the student, Tamwood may issue an additional Letter of Acceptance for a later start date. In such a circumstance, Tamwood will charge the student an additional \$50 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

7) Tamwood will retain the Registration Fee of \$155 for international students who are denied Study Permit or visa authorization from Citizenship and Immigration Canada. Students denied a Study Permit or visa must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy will apply. Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

8) Refund policy for students:

#### **1. Refunds before the program of study begins:**

a) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

b) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.

c) Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

#### **2. Refund After the program of study starts:**

a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.

b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.

c) If a student withdraws or is dismissed after 30% of the period of instruc-



tion specified in the contract has elapsed, no refund is required.

7) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

8) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.

9) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge: 1. The student must return the equipment unopened or as issued within 14 calendar days; and

2. If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

10) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.

11) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

#### **Tamwood International College - Refund of Extra Services Fees**

1. The Text Book fee is refundable up to one week before the program start date, but if the student cancels less than a week before the program start date or after the program has started, this fee is non-refundable.

2. A full refund of Accommodation Placement Fee will be given when canceling with more than four (4) weeks' notice or in case of denied Study Permit or visa authorization from Citizenship and Immigration Canada. The denial letter from CIC is required as a proof.

3. A full refund of accommodation fees will be given when canceling with more than four (4) weeks' notice.

4. When the student cancels his/her accommodation with less than four week notice, Tamwood will retain the fee for four (4) weeks accommodation and refund the balance of the accommodation fees paid.

5. In case of the airport transfer cancelation, students need to notify Tamwood during the working hours, Monday to Thursday, within 24 hours from arrival/ departure. In case of late notice, the Airport Transfer Fees will not be refunded.



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## LIVING WITH A CANADIAN FAMILY

- Schedules

North Americans, in general leave for work quite early (between 6:30 a.m. and 8:30 a.m.) and arrive home around 5:00 p.m. Dinner is usually served at 6:00pm and most families get ready for bed after 9.00 p.m. and go to bed before midnight.

- Meals

Most meals are quite simple, and will differ in size and food type from your country, Breakfast is usually self-serve and families often do not together. It is usually hot or cold cereal and/or some toast. Lunch is usually a sandwich, some fruit and a drink. It is not a large meal, although many people will take “leftovers” (uneaten food from dinner) for lunch the following day. Dinner is the largest meal of the day and is usually eaten together. Check first with your host family if you would like to cook your own meals.

- Cleaning

It is very common that everyone in the family participates in keeping the house clean and tidy. You may be asked to help with the household chores, such as setting the table and washing the dishes. Your homestay family will expect you to keep your room neat and tidy.

- Hygiene

Most Canadians take showers rather than baths only once a day. Showers should not take more than about 10 minutes, as the hot water will run out after about three or four people have their showers. Some families will also schedule showers in the evening as well as in the morning. It is good to ask if you are permitted to use the shower more than once a day or late at night.

- Houses

It is often thought that all North Americans are rich and live in larger beautiful homes. In fact, you will probably be living an ordinary life with a family that is neither rich nor poor. For example, your host family will not have a maid to look after your needs. Many houses have bedrooms in the basement (under the main floor of the house) and have separate suits for people to rent.

- Recycling & Environmental Awareness

Canadians, in general, are environmentally conscious, and many families recycle. Ask your host family how they do this. Canadians in general are also energy conscious, so it is normal to switch off the lights after you leave a room.

- Laundry

Most host families have a washing and drying machine, and you should ask if you are expected to do your own laundry. Not all homestay families are comfortable washing clothes that people bring from overseas. They do not want to damage

any of your clothing that may be washed differently than is common here. If you wash your own clothes, you should ask for instructions on how to use these machines and when is a good time to use them. In most cases families do not like you to wash small loads, so save your laundry and do a load only when you have enough to fill the machine.



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- Multicultural Families

Canada is very multicultural and we are very happy that our host families reflect this wonderful fact. Many of our host families come from a variety of ethnic backgrounds. They are Canadians and offer you an opportunity to see exactly how wonderfully open the cultural diversity in Vancouver can be.

- Common Courtesies

- If you are going to be late or away for dinner, please call your homestay family to let them know.

- Most people take off their shoes before entering the house, but some families do not ask you to do so.

- If you ask in advance, host families often do not mind if you invite a friend over to the house.

- You should try to make phone calls between 9 am and 9 pm. Speak to your family if you need to make calls outside these times or if you expect to be on the phone for longer than 30 minutes.

- Privacy

If you feel tired or just want some time alone, it is perfectly okay to go to your bedroom. You do not have to stay with the family all the time. If you want privacy, close the door to your room. Otherwise it is usually left open.

Homestay Complaint Report & Dispute Resolution Process

\*\*\*\*\*Completed Form to be Placed in Student File\*\*\*\*\*

The purpose of the form is to ensure that homestay issues are properly communicated to all parties allowing for a fair and judicial review.

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Date of Complaint: \_\_\_\_\_

Family Name: \_\_\_\_\_

Tamwood Employee: \_\_\_\_\_

Nature of Complaint: \_\_\_\_\_ Date: \_\_\_\_\_

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Dispute Resolution:

(1) Family Response \_\_\_\_\_ Date: \_\_\_\_\_

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(2) Action by Tamwood International College Ltd. Date: \_\_\_\_\_

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(3) Comments by Student on Action Taken Date: \_\_\_\_\_

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(4) Agency Notified Date: \_\_\_\_\_

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\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

Additional Notes:

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\_\_\_\_\_  
Tamwood Homestay Officer

\_\_\_\_\_  
Date