



WHISTLER PRE DEPARTURE LETTER



TAMWOOD
CAREERS



AIRPORT ARRIVAL INFORMATION

If you have requested an airport transfer, a Ridebooker representative will meet you at the airport. Please see below for more instructions

Vancouver Airport Student Meeting Area for Students with Airport Transfers

If you have a direct flight from your home country, or had a transfer in some other country than Canada you will be arriving at International terminal and should be following the International Arrivals instructions below.

If you have a transfer in one of the Canadian airports on your way from home country to Vancouver International Airport, or you are coming to Vancouver from other Canadian city, you will be arriving at Domestic terminal and should be following the Domestic Arrivals instructions below.

All Students

Follow the Canada Arrivals signs to Customs with your passport and travel documents. Your baggage may be claimed following passport inspection. To determine which carousel contains the baggage from your flight, check the baggage information display screens that are located on each carousel. Baggage carts are also located near the carousels.

++International Terminal++

Immediately after collecting your baggage & final customs clearance, you will enter a room with a large mural of a BC beach; this will be straight ahead of you and is before you enter the general public area. The Whistler Connection desk is immediately to the left of this beach mural. Our representative will be standing next to the desk with a sign saying "Whistler Shuttle/Whistler Connection". In the event you cannot locate the representative, please call 604-418-2448. Assistance is also available at the Information Desk in the middle of the International Arrivals Lobby.

++Domestic Terminal++

In this terminal, passengers move from the secured area to the public part of the terminal at the luggage claim on level 2. The Rep will be standing by the stone wall next to the luggage claim carousel designated for the arrival flight. In the event that you cannot locate your Rep, please call 604-418-2448.

++Wait Time Guarantee++

For bookings made more than 72 hours in advance of arrival, the following wait time guarantees apply:

- A 1 hour guarantee applies to flights arriving between 07:30 and 20:00.
- A 2 hour guarantee applies to flights arriving between 20:01 and 23:00.

The clock starts running after you have collected your baggage and have been met by the airport representative.

++Delayed Flights++

The Whistler Shuttle will meet delayed flights arriving as late as 23:30. If your flight is delayed to arrive after 23:30, you must call the airport representative at 604-418-2448 to reschedule your shuttle to Whistler the following morning.

++Not Arriving on a Flight++

Please meet your Airport Representative at the large Wooden Statues in the public Arrivals Lobby of the

International Terminal. In the event that you cannot locate your Rep, please call 1-604-418-2448. Phone booths are located at the exit doors by the main entrance to the terminal or ask for assistance at the Tourism Information desk in the middle of the International Arrivals Lobby

***It is the student responsibility to check the transfer time and verify transfer times. You must ensure that there is a minimum of 5 hours between pick up in Whistler and flight departure. Tamwood cannot take responsibility for missed flights in any circumstances. Please see the Ridebooker contact details on this confirmation and contact them directly if you need to make any changes to your pick up time. ***



Transfer from Vancouver to Whistler

After you are met by a Ridebooker representative, you will be taken to a shuttle bus that will drive you to your accommodation in Whistler.

The Highway from Vancouver to Whistler, Highway 99, is often referred to as the “Sea to Sky” Highway. This two-hour drive is one of the most scenic roads in the world.

TAMWOOD CAREERS WHISTLER CAMPUS

301-4204 Village Square

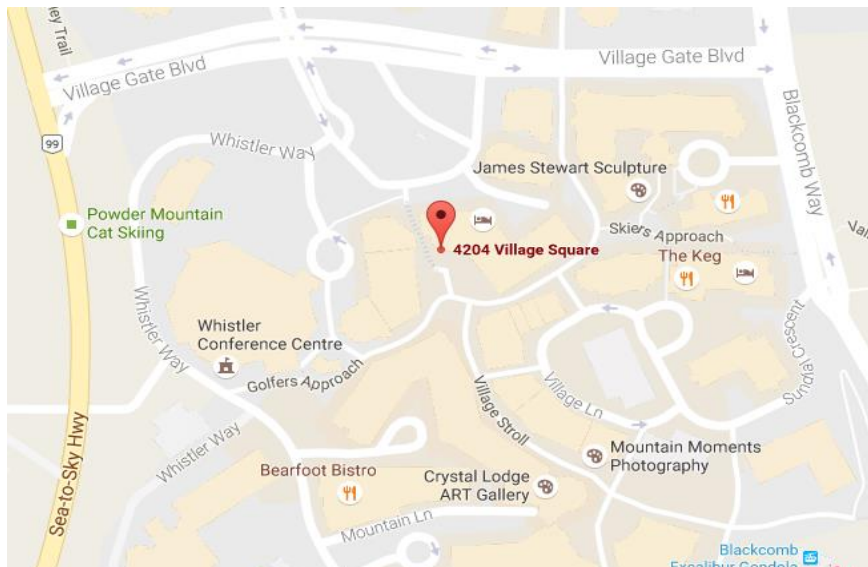
Whistler, BC

Tel : +1 604 938 9843

Directions

Tamwood Careers in Whistler is located in the center of North America’s number one holiday resort destination, and is only one and a half hours by car from Vancouver. Students enjoy the great opportunity to ski and practice other outdoor activities in the afternoon while having their classes in the morning. Studying has never felt better!

Most of our students would use Whistler Public Transit to get to and from the school. More information on fares, maps, and schedules can be found at www.transitbc.com/regions/whi/



A SAMPLE schedule for the first day is shown below.

| | |
|-------------------|---|
| 8:30am | Welcome! Please check in at the 3 rd floor reception desk <i>There will be an all-school meeting at 8:45am</i> |
| 8:45am - 9:15am | Welcome and Introductions Tamwood staff <i>Please show us the original copy of your study and work permits. Copies will be made and kept in your student file. You must have a valid study visa to start the program and it must be valid for the entire duration of your program. You must have a valid work visa to start the work/co-op portion of the program. If you do not have your work visa, you must apply for one as soon as possible.</i> |
| 9:15am - 10:30am | Student Handbook and policies review |
| 10:30am - 11:15am | Tour of Whistler Village |
| 11:15am - 12:30am | Tamwood Careers Class Orientation <i>At the orientation, you will be given information about the Tamwood Careers class schedules, rules, staff and policies and you will need to submit your student contract, waiver of liability and participation agreement</i> |
| | |
| | Note: <i>Your instructor will give you the course outline, assessment overview for the current course, and the course textbook.</i> Important: Please do not leave school today without submitting to the front desk signed student contract, waiver of liability and participation agreement. You will not be allowed to start classes tomorrow unless we have these documents. |

WORK ORIENTATION

Please note you must take the Work Orientation (temporarily offered online) on the Friday of your first week. At this Work Orientation, you will learn more about living and working in Canada. We will provide you with more details during the Academic Orientation that takes place the Friday before the start of your program.

LIVING WITH A CANADIAN FAMILY

Homestay is a great privilege and opportunity to learn more about the diverse ways Canadian families are structured. This opportunity benefits both the students and the families in various ways, and most importantly it helps both to experience memorable intercultural exchanges.

When we choose a host family, we take into account three important aspects:

1. Interactive Canadian Families

Families are selected to interact with our students, and support them to enhance their language learning and cultural experience. Family structures vary in Canada. There are traditional homemakers, active families who volunteer and do other activities after work, moms or dads who work from home, single parents with children or retired individuals who also have time to learn more about you.

Canada is a very multicultural country 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.

We welcome differences in Canada. For Tamwood it is very important that students accept any homestay Host, regardless of their race; national or ethnic origin; colour; religion; gender; age; mental disability; physical disability; and/or sexual orientation, in accordance with the Canadian Charter of Rights and Freedoms.

2. Safety and cleanliness

All our homestays are located in safe neighborhoods. We select families who can offer a minimum of:

- A furnished room
- A bed with clean linen (sheets, pillow, and blankets)
- Private storage for your belongings (such as a chest of drawers or a closet)
- Access to a shared bathroom with your own clean towels
- A quiet place to study, usually in your own room.

3. Homestays accessible to the school by public transportation

We understand that commuting time is important for our students. All our accommodations are close to public transportation. Students can commute from 35 to 45 minutes to the school. The first day after arrival, hosts are encouraged to show students bus/train stops and how to use the public transportation. After that, students take public transit between their homestay and the campus as they are mature enough to travel alone.

We do our best to match your preferences

At Tamwood we work hard to match your interests and needs with your host based on your request in your application. (We are very careful to take into account your allergies and, religious needs). For this reason the matching process begins as soon as we receive your application.

We carefully select our Hosts by inspecting their houses and interviewing them before they become part of our Tamwood Homestay group. We discuss with them our expectations when hosting international students and the care and attention you will need.

Here are some suggestions to help you have a memorable stay in your homestay. Be curious, kind and considerate, this is a life learn experience. Enjoy!

- **Multicultural Families**

Canada is a very multicultural country 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.

- **Houses**

It is often thought that all North Americans are rich and live in large beautiful homes. However, you will probably be living what is considered a regular life with a family that is neither rich nor poor. In Canada, families are very independent and each member usually assists with the household chores. Keep in mind that your host family will not have a maid to look after your needs. Also, many houses have bedrooms in the basement (under the main floor of the house) and have separate suites for people to rent.

- **Cleaning**

It is very common that everyone in the family participates in keeping the house clean and tidy. There are no gender roles allocated to this activity. 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.

- **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 may differ in portion size and food type from your country. Breakfast is usually self-serve and families often do not eat 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.\

- **Hygiene**

Most Canadians take showers rather than baths. 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.

- **Recycling & Environmental Awareness**

Canadians, in general, are environmentally conscious, and many families recycle. Plastic, glass, cans and other materials are recyclable and they are not thrown in the garbage. Ask your host family to show you how they sort and throw away the recyclables. In Canada, most people are also energy conscious, so it is normal to switch off the lights after you leave a room.

- **Laundry**

Most host families have a washer and dryer machine, and you should ask if you are expected to do your own laundry. Not all homestay families are comfortable with washing the clothes of the students staying at their home. They do not want to damage any of your clothing that may need to be washed differently than what is common here in Canada. 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.

- **Common Courtesies**

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

- * Most people take off their shoes before entering their house, but some families may 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 for a visit.

- * If you are going to arrive later than your expected curfew time, please call your homestay in advance to let them know.

- * You should try to make phone calls between 9am and 9pm. Speak to your homestay family if you need to make calls outside of these times or if you expect to be on the phone for longer than 30 minutes. It is your responsibility to get your own calling card or service plan for long distance calls.

- **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.

WE LOOK FORWARD TO WELCOMING YOU!



TAMWOOD
CAREERS