



WHISTLER PRE ARRIVAL HANDBOOK



TAMWOOD
LANGUAGE CENTRES



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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

If you have not requested an airport transfer you can use Greyhound bus service to get to Whistler. For more information visit Greyhound.ca. Greyhound station is located at Vancouver Pacific Central station which can be reached by taxi or Vancouver Transit System, TransLink.ca.

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.

See the International

Arrivals map on the next page



International Arrivals

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 Arrivals

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.

Tamwood Policies & Protocols during COVID-19

Please refer to our website for a copy of our COVID-19 safety plan as well as policies related to COVID-19

www.tamwood.com/terms-and-conditions/

WELCOME TO VANCOUVER INTERNATIONAL AIRPORT

International & USA Arrivals



012015

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.

All Students

In the case that you do not see this sign or a Ride-booker representative, DO NOT leave this area.

Proceed to the information desk and call Tamwood Emergency Phone at 604 657 2423.

TAMWOOD

EMERGENCY PHONE

604 657 2423

Available on weekends and holidays

604 899 4480

Available on weekdays 8.30 am — 5.00 pm



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 INTERNATIONAL COLLEGE WHISTLER CAMPUS

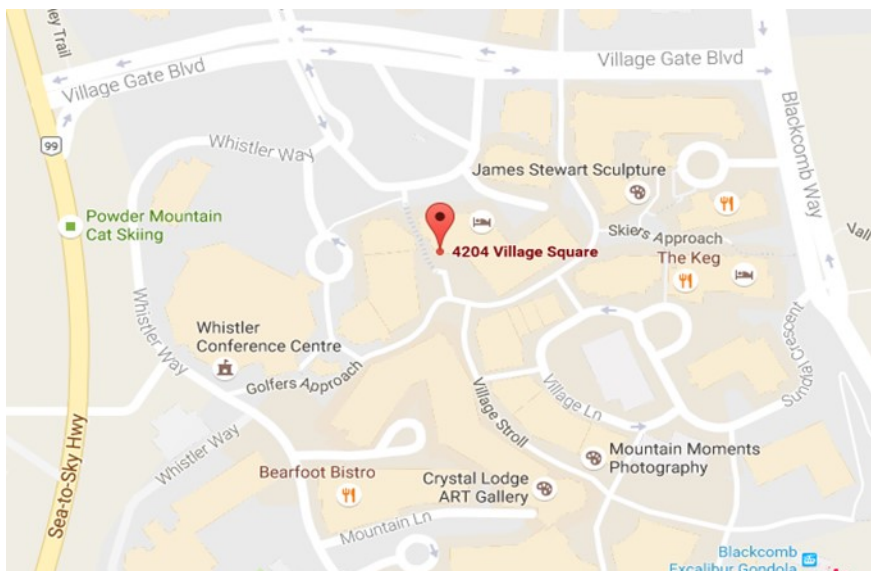
Directions

WHISTLER CAMPUS

301—4204, Village Square,
Whistler, BC
Tel. +1 604 938 9843

Tamwood’s English school in Whistler is located in the center of North America’s number one holiday resort destination, and is only two 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 English have 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/



Facilities

Some of the facilities at Whistler Campus include:

- Renovated, bright interior
- Beautiful mountain views from every classroom
- Student lounge with TV
- Pool table

- Microwaves
- Community board
- Drinking water
- Large classrooms equipped with audio systems and dictionaries
- Free Wi-Fi



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YOUR FIRST DAY AT TAMWOOD

Your first day of school begins on a Monday. You are required to be at school no later than 8.25 am. The day will begin with a student meeting which will welcome the new students and briefly go over the announcements for the coming week. The general schedule varies by season and will then be as follows. Please note: If you are enrolled in a specialized course your timetable will vary slightly.

FIRST DAY SCHEDULE: Summer

TIME	CLASS
8.30—8.45	Students arrive to school
8.45—11.30	Announcements, English Placement test and orientation tour
11.30—12.00	Break
12.00—13.05	English for Real Life Class (CORE 20 students only)

FIRST DAY SCHEDULE: Winter

TIME	CLASS
8.30—8.45	Students arrive to school
8.45—11.30	Announcements, English Placement test and orientation tour
11.30—16.00	Free time for skiing and snowboarding
16.00—17.05	English for Real Life Class (CORE 20 students only)

* Students taking Ski or snowboard lessons only:
11:35 meet instructors at ski school for initial assessment and class assignment.



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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

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 Study Insured, **www.studyinsured.com**. 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.

DRINKING AND SMOKING

The legal drinking age in British Columbia 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



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- 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.



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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 CANCELTION AND REFUND POLICY

The refund policy follows the PTIB Bylaw and is applied to the Student Enrolment Contract.

- 1) Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a) of the date Tamwood receives a student's notice of withdrawal,
 - b) of the date Tamwood provides a notice of dismissal to the student,
 - c) of the date Tamwood receives a copy of refusal of a study permit.
- 2) Tamwood will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3) If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, Tamwood will retain up to 50% of the tuition paid under the student enrolment contract.

4) If Tamwood receives a notice of withdrawal from a student or a student delivers a refusal of study permit:



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- a) No later than seven days after the effective contract start date and before the contract date, 100% tuition refund
- b) Between the date the contract was signed and the start date of the program where that period is less than seven days, 100% tuition refund
- c) More than seven days after the effective contract date and

- i. At least 30 days before the contract start date, Tamwood will retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000
- ii. Less than 30 days before the contract start date, Tamwood will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

d) After the contract start date

- i. But before 11% of instruction hours have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
- ii. Between 10% to 30% of instruction hours have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.
- iii. After 30% of the hours of instruction have been provided during the contract term, Tamwood will 100% of the tuition due under the student enrolment contract.

5) If Tamwood provides a notice of dismissal to a student and the date Tamwood delivers the notice to the student is:

- a) before 11% of instruction hours have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
- b) between 10% and 30% of instruction hours have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.

6) Tamwood will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal or refusal of study permit to Tamwood or Tamwood provides a notice of dismissal to the student.

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



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2. Tamwood Language Centres - Refund of Extra Services Fees

- 1) Registration Fee is non-refundable. Registration is ONLY refundable if a student was admitted in an approved program without having met the admission requirements and without have misrepresented his/her knowledge or skills when applying.
- 2) A full refund of Accommodation Placement Fee will be given when cancellation request received more than four (4) weeks before the check in date.
- 3) Accommodation Placement Fee is non-refundable when the student cancels his/her accommodation less than four (4) weeks before check-in date.
- 4) When the student cancels his/her accommodation
 - a) More than two (2) weeks before check-in – Tamwood will refund the full balance of the Accommodation Fees paid.
 - b) Less than two (2) weeks before the check-in date - Tamwood will retain 10 % of the Accommodation Fee and refund the balance of the Accommodation Fees paid.
 - c) After check-in date, (i) if a cancellation notice was received at Tamwood four (4) or more weeks before the requested check-out date, Tamwood will issue full refund for the cancelled portion of accommodation. (ii) If a shorter notice is provided, Tamwood will retain four (4) weeks of Accommodation Fees starting from the date when the cancellation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
- 5) In case of the airport transfer cancellation, students need to notify Tamwood during the working hours, Monday to Thursday, at least 24 hours before arrival/ departure. In case of late notice, the Airport Transfer Fees will not be refunded

LIVING WITH A CANADIAN FAMILY



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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:

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.

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.

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.



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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.



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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.

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.

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: _____

Dispute Resolution:

(1) Family Response _____ Date: _____

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

(3) Comments by Student on Action Taken Date: _____

(4) Agency Notified Date: _____

Student Signature

Date

Additional Notes:

Tamwood Homestay Officer

Date