



# VANCOUVER PRE ARRIVAL HANDBOOK



**TAMWOOD**  
LANGUAGE CENTRES



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## 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 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**

After you have claimed your baggage, you will exit the customs hall. When exiting the customs hall, stay to the right hand side. You will see the exit doors to the International Reception Lobby, IRL.

Proceed through those into the public meeting area. Tamwood representative will be waiting for you in front of wooden statues and will be holding a sign with your name on it.

#### **Domestic Arrivals**

After you have claimed your baggage at the correct carousel, look for a Tamwood representative who will be waiting near your carousel number holding a sign with your name on it.



# WELCOME TO VANCOUVER INTERNATIONAL AIRPORT

International & USA Arrivals



012015

## All Students

In the case that you do not see this sign or a Tamwood representative, DO NOT leave this area. Proceed to the information desk and call Tamwood Emergency Phone at 604 657 2423.

## International Arrivals

From that point a representative will be contacted and they will meet you inside the IRL or you will be instructed to another meeting place for a Tamwood representative to meet you.

## Domestic Arrivals

From that point a representative will know exactly where you are and will meet you.

If a secondary meeting place is required, it will be next to the information desk on the level that you arrive.

**TAMWOOD**

**EMERGENCY PHONE**

**604 657 2423**

Available on weekends and holidays

**604 899 4480**

Available on weekdays  
8.30 am — 5.00 pm



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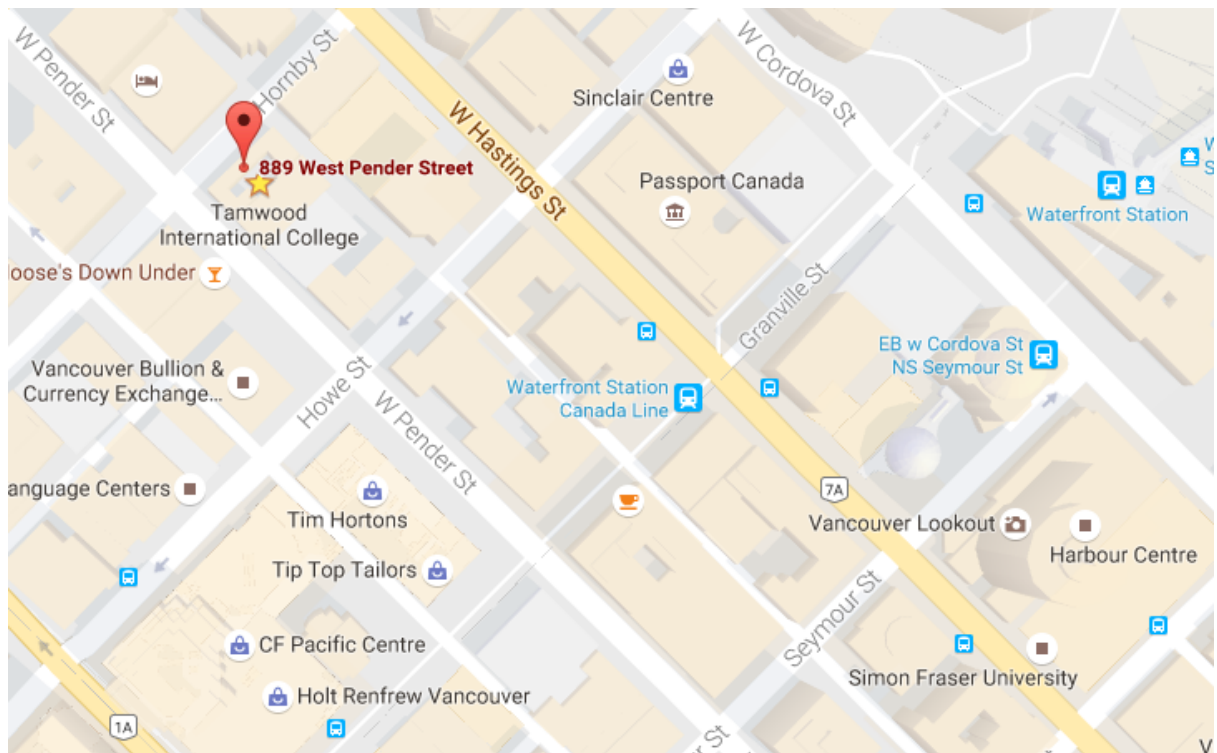
## TAMWOOD INTERNATIONAL COLLEGE

### Directions

Centrally located in the city's entertainment area, Tamwood Vancouver Campus is easily accessible by public transit. Conveniently located just 5 minutes away from Waterfront Skytrain Station. Consult the public transit website at [www.translink.ca](http://www.translink.ca) for information regarding using the bus, sea-bus, and skytrain service. For students staying with Homestay families, your families may take you to the school on your first day or will give you directions on how to get there on your own.

#### PENDER STREET CAMPUS

300—889, W Pender Street,  
Vancouver, BC  
Tel. +1 604 899 4480



### Facilities

Some of the facilities at Vancouver Campus include:

- Renovated, bright interior
- Student Workstations
- Student lounge with TV
- Microwaves
- Community board
- Cooler with drinking water
- Elevator
- Large classrooms equipped with audio systems and dictionaries
- Free Wi-Fi

## YOUR FIRST DAY AT TAMWOOD

Your first day of school begins on a Monday, unless it is a British Columbia 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. You may be scheduled for either morning or afternoon classes.



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FIRST DAY SCHEDULE	
TIME	CLASS
8.30—8.45	Students arrive to school
9.00—10.00	English Placement test
10.00—10.15	Break
10.15—11.15	City Tour and Activities Presentation with Club ESL
11.15—12.00	Tamwood Orientation
12.00—12.45	Lunch Break
12.45—2.15	Elective 1 Class
2.15—2.30	Break
2.30—3.15	Elective 2 Class
3.15—4:00	Elective 3 Class



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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](http://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 Vancouver 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.

#### **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.

## ***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:

- 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.



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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 cancelation 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 cancelation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
- 5) In case of the airport transfer cancelation, 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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- 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



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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.

- 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Additional Notes:

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\_\_\_\_\_

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