

## Information for Adult Students



We hope you will have a happy and successful stay in England.

This booklet is designed to prepare you for your time in LTC Eastbourne. Please read it carefully to help us make your stay enjoyable. Remember that we are here to help you with any problems you might have no matter how big or small they are.

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## Student Welfare

At LTC we are passionate about the welfare of our students. Our Student Counsellor and our Young Adults Advisor will be happy to listen to you if you have any problems.

Our Designated Safeguarding Lead Maria Bayne [maria@ltc-eastbourne.com](mailto:maria@ltc-eastbourne.com) is here specifically to supervise the care of students under the age of 18 to make sure they are safe and happy. Please contact her before, during or after your stay if you have any concerns.

## Before You Travel to England

**Please send these things to LTC** [info@ltc-eastbourne.com](mailto:info@ltc-eastbourne.com)

Your flight details.

Whether you have an airport taxi transfer or you are making your own way to Eastbourne, we need this information so we can inform your homestay so they can be at home when you arrive. Use the [Travel Form](#) on our Student Information page <http://ltc-english.com/ltc-eastbourne/pre-departure-information/>

Students aged under 18:

Please ask your parents to complete and send the [Medical Consent Form](#) and the [Under 18 General English Course Permissions Form](#). You can find these on the same page of our website.

### We send out

Your homestay information as soon as it is arranged. Check with your agent or the school if you have still not received it two weeks before you travel. Please remember to inform us about any allergies and other requirements so we can find the right homestay for you.

An airport taxi transfer confirmation (if you have requested it).

### If you plan to buy a British SIM card while you are here

Get your mobile phone unlocked before you travel

## When You Travel to England

Make sure you carry these things with you:

- Your Letter of Acceptance (if you are from outside the European Union)
- Your Homestay Booking Confirmation
- Your Airport Transfer Confirmation

If you are aged under 18

- [Letter of Consent to Travel](#)

## Airport Taxi Transfers

### Meeting your driver

If you have booked an airport taxi transfer through LTC, your driver will be waiting for you after you exit customs with your suitcase.

The driver will have a board like this with your name written on it and will know the address where he has to take you.



### If you can't find your driver

Don't go with any other taxi. It would cost hundreds of pounds.

Look near the airport information desk. Wait near the arrivals exit or the airport information desk. The driver may be delayed by traffic.

Direct Travel Taxis	+44 (0) 1323 48 44 46
LTC Eastbourne Emergency Phone	+44 (0) 79 85 34 34 40

If you can't find your driver after 25-30 minutes, telephone the taxi company or the school.

If you can't phone, go to the Airport Information Desk and ask them to phone for you.

### If you are delayed at Passport Control or Customs

Call Direct Travel Taxis or the LTC Emergency Phone to let them know you are delayed.

### If your flight is cancelled

Please contact Direct Travel Taxis or the LTC Emergency Phone to let them know you are delayed. If you booked your course through an agent, you can ask them to telephone us.

### If you change your flight or change your travel date

Please email [info@ltc-eastbourne.com](mailto:info@ltc-eastbourne.com) before 11:00 UK time on the Friday before you travel.

If you don't inform us in time, you will have to pay for the homestay and airport taxi transfer you have booked.

### If you have more than one suitcase

Please tell us how much luggage you have so that we can make sure your taxi is big enough.

### If you haven't booked an airport taxi transfer

From Heathrow Airport

- You can take a National Express bus from Heathrow to Gatwick Airport. These leave the Central Bus Station at Heathrow every 30 minutes.

From Stansted Airport

- You can take a National Express bus from Stansted to Gatwick Airport. There are normally 10 buses every day.

From Gatwick Airport

- Take a direct train to Eastbourne.

National Express Buses: <http://www.nationalexpress.com/>

Train information: <http://www.nationalrail.co.uk/>

### Airport information

Heathrow <http://www.heathrowairport.com>

Gatwick <http://www.gatwickairport.com/>

Stansted <http://www.stanstedairport.com/>

### Homestay Accommodation

Let us know if you have any allergies or medical conditions before you arrive.

If you wish to move homestay, you must tell us one week before or pay one week's money.

We will send out a homestay information profile when it is arranged. if you haven't received it two weeks before you travel, contact your agent or the school.



### Travelling to school

Your hosts will take you to school on the first day.

At the school you will be given a map so you can find your way around Eastbourne.

### Questions to ask on your first day in your homestay

Can you please show me how to lock the house? What time do you leave for work in the morning?  
What time is dinner?

What is a good time to have a shower? How long can I spend in the shower? Will I be doing all of my own laundry?

Where should I keep my suitcase?

Where can I smoke? (if you are a smoker) What are your house rules?

## Your bedroom

It is your responsibility to keep your room neat and tidy. Do not smoke in your room or in the house. Do not keep food in your room. It will attract bugs and mice.

## Good manners in England

English people say “please”, “thank you” and “excuse me” all the time. Try to do the same.

They say “**please**” every time they ask for something. For example “**Can I have a snack, please?**”

They say “**thank you**” every time they receive something or if someone does something for them. For example, “**Thank you for taking me to school**”.

Say “**excuse me**” if you walk past someone or need to interrupt their conversation or activity.

It is polite to ask before using household equipment such as stereos, computers and the TV. You should always knock on closed doors and wait for a reply before entering.

## Food and meals

Your hosts will give you breakfast and dinner every day. The food will be mostly English dishes. Be open-minded and try new foods. Tell your hosts if there is any food you do not like or cannot eat.

Your hosts will also give you lunch at weekends but during the week you must buy lunch at the school or a nearby shop.

Breakfast: English people often eat cereal, fruit, toast or yogurt.

Lunch: English people often eat sandwiches and fruit and crisps. You can buy lunch at the school or in nearby shops during the week. There is a microwave and a kettle in the school that you can use.

Dinner: English people eat a variety of cuisines. There is often just a main course and possibly a dessert.

## Table manners

It is polite to clear your dishes off the table after dinner.

It is good manners to eat with your mouth closed and to eat quietly (slurping is bad manners).

Feel free to ask questions and practise conversation at dinner time. Say “thank you” when someone serves you food or drink.

Ask your hosts if you want more food or drink.

## The bathroom

In most houses, you will share the bathroom with your hosts and/or other students. English people usually shower once a day and normally for 5-10 minutes.

Wet towels should be hung up when you have finished.

## Laundry

Most hosts will wash your clothes once a week. Some hosts will do the washing for you and others will ask you to do it. Please ask your hosts which they prefer.

## Telephone

The best way to call friends and family in your country is over the internet.

If you want to use your hosts' landline, ask them first. They may say no. You must pay for any phone calls you make on their landline.

Give your hosts your mobile number so they can contact you.

## Internet access

It may not be possible for your hosts to give you internet access at home. In this case we can recommend SIM cards with 12GB or more of data.

You can use the WiFi or the computers at LTC. Computers with internet access are also available in Eastbourne Library and various internet cafés around town.

## Curfew times

Students age 16-17 must return home by 11pm. Eastbourne Borough Council do not allow students under 18 to be out after 11pm.

## Having friends or visitors over

You can invite your friends from the school to visit your homestay but be sure to ask your hosts first.

## Going out

If you are going out and will be home late, tell your hosts what time you will be home. If you are going to be out later than expected, text or call your hosts to let them know.

You must text or call your hosts before **9:30pm** if you won't be home for the night. You must text or call your hosts before **4:30pm** if you won't be home for dinner.

## Going out with your hosts

Joining family activities is one of the best parts of homestay life.

If you are asked out to the cinema, a concert etc you should offer to pay for your ticket.

## Changing your accommodation

You must give the accommodation officer and your hosts notice if you want to make changes to your homestay.

Move out: A minimum of one week's notice to your hosts and the Accommodation Officer at LTC.

Please also give us at least one week's notice if you want to extend your stay.

## Accidental damage

If you damage something in the house, you will have to pay for it. LTC cannot be held responsible.

## Problems with your homestay

Our homestay is very carefully selected and most students have a great time in their homestay. However, if you are not happy, we can help. It is very important to talk to the Accommodation Officer if you are unhappy.

Please talk to your hosts if you do not understand the rules.

If you can't resolve a problem with your hosts, talk to the Accommodation Officer.

## Your First Day at LTC

08.45 Your hosts will bring you to the school.

09.00 You will have an English test to find out your language level and an orientation to the school.

We will give you a map and show you how to get back to your homestay.

Please ask if you are not sure about anything and we will help you.

After this you will join your class

## Class times

For all students:

Monday-Friday	
09.15-10.45	Lessons
10.45-11.15	Break
11.15-12.45	Lessons
12.45	Lunch - You can buy lunch at the school or from nearby shops

### Also for students studying General English Plus

Monday-Thursday (no lessons on Friday afternoons)	
13.45-15:15	Lessons
15:15-17:00	You are welcome to stay at the school to study or relax with friends

## The School

LTC Eastbourne is housed in the Duke of Devonshire's former home, Compton Place, which is an 18th Century mansion standing in its own 10-hectare park. It first opened as a finishing school-cum-language school for ladies in 1954.

Facilities include tennis and basketball courts, a small football pitch, table tennis, a dining hall, a common room with microwave and kettle and an enormous garden.

The school is accredited by the British Council for the teaching of English and is a member of English UK.

For more information on the school, please visit <http://www.ltc-english.com>.

## General Information

### Student card

We will give you a student card with all the information and telephone numbers you need on it. Keep it with you at all times.

### Learning materials

You will need pens, pencils etc, and possibly a highlighter pen. We will give you a ring binder and some paper on your first day.

Bring a good bilingual dictionary, either a book or an electronic one, but don't use it too often in class or you will miss what's happening in the lesson! You may find an English-English dictionary or a grammar book useful.

### WiFi

We offer free WiFi at LTC. You can also use our computers for free before 17.00.

### Traffic

Remember that in Britain drive on the left so be careful when crossing the road. Look right first, then left.

### Money

We can keep your money and passports in a school safe for you. Please do not forget to collect them before departure.

You cannot open a bank account unless you are staying in England for at least 6 months. You will need your passport and a letter from the school for the bank.

### Electricity

Remember our system is different as we use 3-pin plugs. You can get an adaptor from the airport or local shops.

### Weather

The weather in England is very changeable. It is always wise to bring an umbrella and a raincoat at any time of year!

**In summer (mid-June to August)** it can be hot or quite cool. Bring a pullover and a coat for rainy days. Temperature 15°C to 28°C.

**In spring (March – early June) and autumn (September – November),** it can be cold or it can be

warm and pleasant or rainy. Temperature 5°C to 20°C.

**In winter (December to February)** it can be very cold. You will need a warm coat, a hat and gloves and good shoes in case it snows (in Eastbourne it usually snows for a few days every winter).

Temperature: 12°C to -2°C.

For the most up-to-date information on local weather click on this link <http://www.bbc.co.uk/weather/> and put our postcode in "BN21 1EH"

### Feeling ill

Speak to us if you feel sick or you are injured at school. We have **first-aid trained staff** who can help. They have a red cross on their name badge.

We can help you find a doctor. We will give you directions to a local drop-in centre and go with you if necessary. If you are from the EU, bring your E-card and medical treatment will be free. Other students who stay less than six months have to pay to see a doctor. The current charge is about £50 per visit. Medicine is not free in England.

For minor illnesses, it is often better to see a pharmacist.

If you need a dentist we will help you to make an appointment. Everyone must pay to see a dentist and it is very expensive.

### Insurance

We recommend that all students take out an insurance before coming to study in the UK. Please click here <http://www.ltc-english.com/insurance/>

### SIM cards

We can recommend good SIM cards for you with excellent deals for £20-£25 per month. Ask at Reception

### Emergency numbers

The emergency number for Fire, Police or Ambulance in England is 999.

The school emergency number is 0798 534 3440 if you have a serious problem in the evening or at the weekend.

### Problems and complaints

Let us know if there is anything you are worried about or unhappy about, we are always happy to help.

### Information about living and studying in the UK

See <http://www.educationuk.org/global/main/living-and-studying/> or <http://www.ukcisa.org.uk/>

## If You are Under 18

If you are under 18, special conditions apply because you are not legally an adult under British law:

You cannot buy cigarettes or alcohol or drink alcohol in a pub

Your friends cannot buy alcohol for you

You have to go home by 23:00 in the evening

You need parental permission to stay away from home

We have a member of staff whose job it is to help and advise students who are under 18. Also, our Designated Safeguarding Lead Maria Bayne [maria@ltc-eastbourne.com](mailto:maria@ltc-eastbourne.com) is here specifically to supervise the care of students under the age of 18 to make sure they are safe and happy. Please contact her before, during or after your stay if you have any concerns.

## Free Time

We normally arrange three social activities (e.g. pub and cinema evenings or student parties) for students every week. Prices vary according to the activity. You will find this information on the Adult Social Programme notice board in the school.

You can also book day trips to London, Oxford, Cambridge and other places of interest at weekends. We work with a company called Discovery Tours <http://www.discoverytours.uk.com/>. Day trips cost £35-£55.

## Eastbourne

Eastbourne is a popular seaside holiday destination with more than four million visitors every year. It is famous for its elegant seafront and beautiful surrounding countryside with Beachy Head and the beautiful South Downs nearby. There is an international tennis tournament every June and one of Britain's largest free air shows every August. Eastbourne is just 90 minutes from London by train so it is easy for students to go there at the weekend or even just for an afternoon or an evening.

LTC is only 15 minutes' walk from the town centre and almost all of our students live within walking distance of the school.

For more information on Eastbourne, please visit <http://www.visiteastbourne.com/>

**Remember - if there is anything else you need to know, please contact us and we will do everything we can to help you.**

Email: [info@ltc-eastbourne.com](mailto:info@ltc-eastbourne.com)

Telephone: +44 (0) 1323 727755

Emergency Mobile: +44 (0) 79 85 34 34 40 – please note this number is for emergencies only