

# Information for Young Learners



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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## Care of Young Students

At LTC we are passionate about the welfare of our young students. Our Designated Safeguarding Lead Maria Bayne [maria@ltc-eastbourne.com](mailto:maria@ltc-eastbourne.com) is here specifically to look after young students to make sure they are safe and happy. Please contact her before, during or after your stay if you have any concerns.

## Groups and Individuals

### Group Students

Most young learners come to LTC as part of a group organised by a teacher or an agency.

Your group leaders are there to help you. Let them know if you have any problems or complaints because they can speak to us for you so we can try to solve your problem together.

### Individual Students

In summer, up to 40% of young learners come as individuals.

We treat the welfare of our individuals as a top priority and an experienced member of staff will be appointed as your advisor.

Each advisor has 10-15 students to help. He or she will get to know you personally and make sure you know what is happening and what activities you can join.

Your advisor will help you if you have any problems or complaints.

## Before You Travel to England

### Summer School individual students only

Your parents must email these three documents to [info@ltc-eastbourne.com](mailto:info@ltc-eastbourne.com).

You can find them at <http://ltc-english.com/ltc-eastbourne/pre-departure-information/>

[YL Students Permission Form](#) – this needs to be signed by your parents

[Travel Form](#) – even if you have not requested an airport taxi transfer, we need this information. Please remember to tell us if you are travelling unaccompanied as you will need a different confirmation from us.

If you have booked an airport taxi transfer we will send you an airport taxi confirmation.

[Medical Consent Form](#)

### Group students

Your group leader or agent will send us the information we need.

### Homestay students

We send out information about your homestay when it has been arranged. Contact your agent, your group leader or the school if you have not received it. Please remember to inform us about any allergies and other requirements so we can find the right homestay for you.

Get your mobile phone unlocked before you travel.

## We strongly recommend that all students have travel insurance

See <http://ltc-english.com/insurance/> for details of the insurance that LTC can arrange for you.

## What to Bring

### Residential students only

- £20 bedroom key deposit. We will give this back to you when you return your key before you leave.
- A towel. If you want to use an LTC towel, you must give us a £5 deposit.

### All Summer School students

- Bring a towel to use if you go swimming. Residential students should bring two!

### Toiletries

Bring soap, shampoo, toothpaste and everything you need for washing and having showers.

### Clothes

In **summer** (mid-June to August) bring casual summer clothes, a good jacket / raincoat, trainers, pullovers, swimming costume and a towel if you want to go swimming.

In **spring** (March – early June) and **autumn** (September – November), you will definitely need pullovers and a warm jacket because it can be cold.

In **winter** (December to February) it can be very cold, so you will need a warm coat, a hat and gloves and good shoes in case it snows.

### Pocket money

You will want to buy snacks and souvenirs. If you want to know how much you might need, please contact us, we will be happy to suggest the amount.

### Learning materials

Pens, pencils etc., and possibly a highlighter pen, a good bilingual dictionary, either a book or an electronic one. We will give you a notebook and a file.

### Valuables

We can keep your money, passport and travel documents in the school safe for you. But please do not bring anything expensive. Also please charge your mobile phone up before

coming to the UK as you will need to contact your parents immediately to let them know you have arrived.

## When You Travel

### Summer School individual students only

#### If you are travelling without adults:

Your parents should ask the airline to look after you.

Book an LTC **Airport Taxi Transfer**. This will take you safely from the airport to your accommodation in Eastbourne and back to the airport at the end of your course. When you leave, we will automatically book the **Park and Assist** service so the driver will help you to check in and take you to Departures.

We will give you a letter authorising the taxi company to pick you up and also send our emergency phone numbers. Show them to the airline staff. The taxi driver will have a copy of the letter.

#### 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 they have to take you.



#### If you can't find your driver

**Don't go with any other taxi. Stay with the airport staff until you find our driver.**

The driver may be near the airport information desk. If they are not there, call one of these numbers. If you can't call, the airport staff will call for you.

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

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

Ask them to 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.

## When You Arrive in Eastbourne

### Homestay students

#### Summer school individual students

Your airport taxi transfer will take you straight to your homestay.

Ask your hosts if you can use their WiFi or telephone to contact your parents to let them know you have arrived safely.

#### Group students

First you will come to LTC where your group leaders may take your passports to look after them.

You can use the school's WiFi to contact your parents to let them know you have arrived safely.

Your homestay hosts will pick you up from LTC.

See homestay accommodation information below.

### Residential students

Our staff will welcome you. We or your group leaders will take your passport, your plane ticket and your money and look after them for you.

We will take a £20 bedroom key deposit from you. You can have this money back when you return your key at the end of your stay.

You can use the school's WiFi or telephones to contact your parents to let them know you have arrived safely.

See residential accommodation information below.

## Wristbands and Student Cards

Please note that all Young Learners are required to wear wristbands at all times.

They have three purposes

- To act as meal tickets so our kitchen staff know that you don't have to pay.
- To act as tickets for social activities.
- To act as security in case you get lost as they have the name of the school and the contact numbers printed on them.

Our wristbands are made of soft plastic and are very comfortable to wear. Once fastened, they cannot be removed unless cut with scissors.

### Homestay students only

You will also get a student card with the address of your homestay. Keep this with you at all times in case you get lost.

## Residential Accommodation

### Residential students only

Most bedrooms have four or five beds, but some rooms are bigger and one very large room has ten beds.



Boys' room



Girls' room



Bathroom

We will give you a bedroom key and a locker key. Always keep valuables such as mobiles and tablets in your locker. LTC does not accept responsibility for items stolen from bedrooms.

We will take a £20 bedroom key deposit from you. You can have this money back when you return your keys at the end of your stay.

**Please note that LTC do not normally provide towels.** However we can provide a fresh towel each week for a deposit of £5.

### Summer individuals only

Let us know before arrival if you prefer to stay with your friends or with students of a different nationality. We will try to accommodate you according to your wishes but it may not always be possible.

### Group students

You will normally share a room with other students from your group.

**Food:** we serve continental breakfast, hot lunch and hot dinner in our dining hall every day. If you have a full-day excursion, we will give you a packed lunch.

**Lights out** is at 23:00 every evening and wake up is normally at 07:00 in the morning.

**Laundry:** you can wash your clothes in our launderette. It costs about £3 to wash and dry. Ask our staff or your group leader for help.

On your last day, we normally ask you to vacate your bedroom after breakfast.

If you have a problem or complaint about your accommodation, speak to your group leader or LTC staff. We will do everything we can to help.

# Homestay Accommodation

## Homestay students only

We send out homestay information about your hosts before you arrive. Check with your agent, your group leader 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 the house

Can you show me how to lock the house?

What time do you leave for work in the morning? What time is dinner?

How long can I spend in the shower? What is a good time to have a shower? What happens if I need to wash my clothes?

Where should I store my suitcase? What are your house rules?

## Your bedroom

It is your responsibility to keep your room neat and tidy. You must 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” more than most countries. Don’t forget to do the same or people will think you are impolite.

## Food and meals

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

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

**Lunch:** English people often eat sandwiches, leftovers, fruit and crisps. You will have hot lunch at LTC from Monday to Friday.

**Dinner:** English people eat a variety of cuisines. There is usually 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.



## Homestay information continued

### The bathroom

In most houses, you will share the bathroom with your hosts and/or other students.

English people usually shower once a day, a 5-10 minute shower. You should hang wet towels up when you have finished. An English bathroom is not a wet room – you must not get water on the floor.

### Laundry

Your hosts will do the washing for you (usually once a week).

### Telephone

If you want to use your hosts' telephone, check with them first. You must pay for any phone calls you make in your homestay. It's probably cheaper to call your country via the internet.

### Internet Access

It may not be possible for your hosts to give you internet access at home. In this case you can use the WiFi and the student computers at the school.

### Curfew

The curfew time for 13-15 year olds is 21.00, for 16-17 year olds is 23.00.

Eastbourne Borough Council does not allow students under 18 to be out after 23.00 hours.

**If you go out in the evening, you must tell your hosts where you are going and what time you will be back.**

#### Group students

Your group leader may give you earlier curfew times. If so, follow your group leader's rules.

#### Summer School students

Our discos and cinema evenings finish late. Afterwards you must take a taxi home.

##### Group students

Your group leader will arrange the taxi for you. If four students share, it will cost about £2 each.

##### Summer individual students

LTC staff will arrange the taxi for you. You do not need to pay.



## Homestay information continued

### Going out with your hosts

Joining activities with your hosts can be one of the best parts of homestay life.

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

### Changing Your Booking

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.

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 EASTBOURNE cannot be held responsible.

### Problems in your homestay

Our families are very carefully selected and most students have a great time in their homestay. If you are not happy, we can help. It is very important to talk to the accommodation officer if you are unhappy. You can find her in Reception.

It is important to talk to your hosts if you do not understand the rules.

If you can't resolve the problem with your hosts, talk to the accommodation officer.

## Your First Day at School

### Homestay students

Your hosts will bring you to LTC by 08:45 on your first day.

Normally all the new students meet at 09:00 and you will have:

- A test so that we know the level of your English
- An orientation to the school and your stay in England

Classes usually begin mid-morning.

## The Timetable

A typical timetable looks like this:

### Residential students

07:15 Wake up  
08:00 Breakfast  
09:00 Classes begin  
15-minute breaks at 09:45 and 10:45  
12:30 Lunch  
13:00/14:00 Afternoon activities begin  
18:00 Dinner  
19:00/19:30 Evening activities begin (Summer School)  
22:00 Time to head for bed  
23:00 Lights out

### Saturday Excursions

06:15 Wake up  
07:00 Breakfast  
08:00 Departure  
18:00 Return to LTC  
18:30 Dinner

### Homestay students

08:45 Arrive at LTC  
09:00 Classes begin  
15-minute breaks at 09:45 and 10:45  
12:30 Lunch  
13:00/14:00 Afternoon activities begin  
17:30/18:30 Dinner at homestay  
19:00/19:30 Evening activities begin (Summer School)

### Saturday Excursions

06:15 Wake up  
07:00 Breakfast  
08:00 Departure  
18:00 Return to LTC  
18:30 Dinner at homestay

## Social Programmes

### Summer School students

You can find the full programme for the summer here. Everything is included in your fees.

<http://ltc-english.com/wp-content/uploads/2014/10/Young-Learner-Social-Summer-Programme-2017.pdf>

### Group students

Your Wednesday and Saturday excursions may be different – check with your agent or group leader. All other activities are the same. Everything is included in your fees.

### Summer School students continued

Please note that you must participate in all the excursions and activities. If your parents sign your permission form saying that you can go out on your own then you may miss afternoon activities. However, Wednesday and Saturday excursions are obligatory.

### Group students outside the summer

Your group will have a special tailor-made programme. Check with your agent or group leader.

## The School

LTC Eastbourne is housed in the Duke of Devonshire's former home, Compton Place, which an 18th Century mansion is standing in its own 10-hectare park. It is an historic building and we ask you to help us look after it.

Facilities include tennis and basketball courts, a small football pitch, table tennis, a games hall, a dining hall, piano and an enormous garden.

The school first opened as a finishing school-cum-language school for ladies in 1954. It 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>.

## Eastbourne

Eastbourne is a safe and 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 two hours from London by coach and less than an hour from Brighton and Hastings.

LTC is only 15 minutes' walk from the town centre and about 20 minutes' walk from the beach.

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

## Regulations

LTC Eastbourne is a friendly place without many regulations, but our rules are very important:

### Summer School individual students

You can only go out on your own (not with LTC staff) if your parents say "YES" in writing. Please ask your parents to email the permissions form to us before you arrive at the school.

When you go out, you must tell us where you are going and when you will be back. There is a special book in the Welfare Office where you must write when / where you are going. You must come back on time.

### Group students

You can only go out on your own (not with group leaders or LTC staff) if your group leaders give permission. When you go out, you must say where you are going and when you will be back. In summer there is a special book in the Welfare Office where you must write when / where you are going. You must come back on time.

### Residential students

No boys in the girls' bedrooms. No girls in the boys' bedrooms.

You must attend all lessons on time. If you are ill you must tell either the Welfare staff or your teacher.

No smoking in the building.

### Summer School students

Excursions on Wednesdays and Saturdays are compulsory.

You must speak English at all times (particularly during lessons).

No bullying.

No vandalism or graffiti.

No alcohol or cigarettes. Remember they are illegal in the UK for anyone under the age of 18.

### Possible sanctions for students who break the regulations

**Exclusion from activities** If a student misbehaves we can choose to exclude them from some activities (disco, bowling, sports, etc.).

#### Informing parents

**Yellow card** If a student is consistently misbehaving or is involved in a single serious incident, they will be put on a yellow card. This is a piece of paper which they must get signed by relevant members of staff to say that their behaviour has been satisfactory. Their teachers will have to sign it after class as will the member of staff running the activity they take part in during the afternoon or evening, including the person on fire duty. This is normally used for a three day period but can be extended.

**Red card** If the student's behaviour still does not improve after being placed on a yellow card, they will be sent home. A student can also be sent home if they have been involved in a very serious incident (setting off a fire alarm, shop lifting, violent bullying, etc.). The Principal will be involved at this stage.

**Expulsion from the school** All serious cases will be referred to the Principal whose decision will be final. Students who are expelled must return home at their expense and will not receive a refund. Any Young Learner arrested for breaking the law (e.g. shoplifting or taking drugs) will be expelled.

## Contact Numbers

You can phone home from the school or use our WiFi to call home. You can buy a telephone card here to make cheaper phone calls home. Not all cards work on our phones.

Also your parents can phone you on these numbers:

+44 1323 722 485

+44 1323 747 760

**Please note that LTC staff never answer these phones. You must arrange a time for your parents to call you and wait by the phone.**

The best times for your parents to phone are 13:30-14:00 (after lunch)

17:00 – 18:00 (before dinner)

Parents should not phone during class times 09:00 – 12:30 hours.

The LTC Emergency Mobile number is +44 (0) 79 85 34 34 40. This is for emergencies only.

### Summer School individual students

You can contact an advisor on +44 (0) 73 770 79 710

## General Information

### WiFi

There is free WiFi at the school. You can use our computers for free from 16:00 to 17:00.

### Traffic

Remember we 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.

### Electricity

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

### Feeling ill

Let us know if you need a doctor or a dentist and we will make an appointment for you. Students from EU countries should bring their E-card and then the doctor will be free. Other students have to pay to see a doctor. The current charge is about £50 per visit (excluding

medicine).

Everyone must pay to see a dentist and it can be very expensive.

### First Aid

We have qualified First Aiders in the school who deal with sickness and injuries on the premises. Look out for the staff badges with a red cross on them.

### Insurance

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

### Emergency Numbers

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

The school emergency number is +44 (0) 79 85 34 34 40

### Summer School individual students

You can contact an advisor on +44 (0) 73 770 79 710

### Problems

Sometimes little problems can seem very big. Let us know if there is anything you are worried about, we are always happy to help.

### Useful links

Eastbourne	<a href="http://www.visiteastbourne.com/">http://www.visiteastbourne.com/</a>
Eastbourne buses	<a href="https://www.stagecoachbus.com/maps#tab1">https://www.stagecoachbus.com/maps#tab1</a>
Heathrow Airport	<a href="http://www.heathrowairport.com">http://www.heathrowairport.com</a>
Gatwick Airport	<a href="http://www.gatwickairport.com/">http://www.gatwickairport.com/</a>
Stansted Airport	<a href="http://www.stanstedairport.com/">http://www.stanstedairport.com/</a>

**Remember if there is anything else you need to know, please contact us.**

And the main thing:

**ENJOY YOUR STAY & LEARN LOTS OF ENGLISH!**