



## IMPORTANT INFORMATION FOR PARENTS

We are so glad you have chosen Mackenzie School of English for your child's language learning experience. Before they travel to the UK we have collected some information together to help them (and you!) feel ready for your trip. Please read the following and take a look at our 'Get Ready!' section on our website for downloadable forms and info sheets. If you have more questions don't hesitate to contact us on [inof@mackenzieschool.com](mailto:inof@mackenzieschool.com)

### PRE-ARRIVAL

There is some information that we need from you in advance. Please ensure you get this information as soon as possible:

- Student details (name, age, allergies, dietary requirement and sharing preferences)
- **Parental Consent Forms**
  - Please sign this and send it back to us as soon as possible
- Decide a **curfew** (time to be back with their host) for the students in the evenings. This is for the **home-stay option** only.
  - The school is open in the evening from **19.30 – 22.00**. Curfew is normally 22.30 but it can be as late as 23.00. It can also be earlier. It will depend on the students' ages and what we agree in advance.
  - **Staff are on duty** in the school every evening and look after the students as they socialise in our common room.
  - Keeping our students safe is always our top priority and there are systems in place to ensure their **safety**. In the evenings:
    - Students sign in and out.
    - Students must tell their hosts where they are going and for how long.
    - A member of Mackenzie staff supervises while they are at school.
    - Students cannot visit the city centre unless they are with a teacher or Activity Leader.
    - Mackenzie staff make calls to hosts to check students are at home if they have not signed in at school.
    - Hosts contact us if students are late home and miss their curfew.
  - If you tell us your child must stay with hosts in the evenings then, of course, this will be adhered to.
- Make sure you have valid travel insurance before your trip begins
- Deposit (**residential option** only)
  - There is a **£40 deposit** (or 50 Euros) that will be taken on arrival and given back on the day of departure.
  - This deposit is **per student not per room**.
  - This deposit is for damage to rooms or loss of keys etc.
  - All students will need to pay this, without exception, so please prepare your son/daughter and give them the cash in advance.



## ARRIVAL DAY

When students arrive at the airport we will be waiting to greet them and welcome them to Edinburgh. Please ensure that they:

- Have the airport 'Meet & Greet' person's **telephone number**.
- **Wait in the arrival lounge**; do not wander around the airport. Even if the student can't see a Mackenzie School of English member of staff we will be there or on our way. Please make sure your son/daughter stays in one place so we can find them easily!

Transfer from the airport takes about 30 minutes. At the main school, students are met by their host or if they have chosen a residential programme they will be met by the Centre Manager.

- Prepare your son/daughter for **cultural differences**. Managing expectations is important. Little differences can feel really strange to a student who is travelling away from home for the first time.
- Allow a **couple of days to settle** in. It takes some students longer than others to feel at home. If they tell you they are not happy after an hour or so with their hosts, try to give them some time to adjust and encourage them to give it a chance.
- Encourage your child to have a **positive attitude**... there is no need to be nervous!

## SAFETY: OUR NUMBER ONE PRIORITY

We appreciate that sending your children abroad can be worrying and at Mackenzie School we implement many measures to ensure the students under our care are **safe and happy at all times**.

- We will take **very good care of your children**. Our carefully trained and checked staff are passionate about working with children and know exactly what they are doing
- We take every precaution to make sure your kids are **safe**: we offer taxis back to hosts after evening activities, have set curfews and roll calls and provide emergency phone numbers that students can use at any time
- Your students will come home with a **new enthusiasm for English**. This is one of our main goals when students are with us and we want them to see English as more than just another school subject but as a living, breathing language and an essential tool in the modern world.

We know that safety is the biggest concern for parents when their children travel abroad which is why we do everything in our powers to **ensure the well-being of all our students**.

- We provide **taxis home after all evening activities** for students in **home-stay**. We cooperate with a local taxi firm to ensure all students return home safely.



- We subscribe to a consultancy service provided by Ellis Whittam, which keeps us up to date with all **Health & Safety** and Employment Law matters.
- A minimum ratio of **1:20 for activity staff to student** on all trips and excursions.
- Key staff receive **First Aid training** and First Aid kits are taken on all trips and excursions.
- The year-round school remains open every night of the week so the students have somewhere to relax when they have free time.
- Students are given **24 hour emergency number cards** on arrival.
- Every member of our staff undergoes a **criminal record check**.

### ✓CHECK LIST ✓

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| PARENTAL CONSENT FORMS RETURNED              |  |
| STUDENT DETAILS EMAILED                      |  |
| CURFEW DECIDED (HOME-STAY ONLY)              |  |
| EMERGENCY TELEPHONE NUMBERS FOR TRAVEL       |  |
| MEET & GREET NUMBER FOR ARRIVAL              |  |
| STUDENTS PREPARED FOR CULTURAL DIFFERENCES   |  |
| QUESTIONS OR DOUBTS ANSWERED                 |  |
| DEPOSIT READY (RESIDENTIAL ONLY)             |  |
| TRAVEL INSURANCE                             |  |
| YOUR SON OR DAUGHTER PACKED AND READY TO GO! |  |