

# QUALITY CHART

## Accommodation in a host family



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## Contact information

### Address and general contacts:

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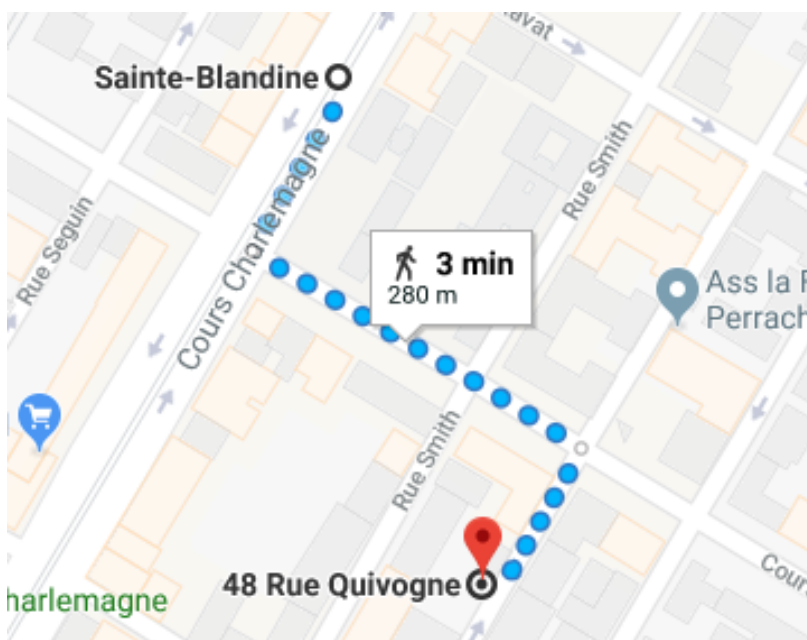
Email : [contact@inflexyon.com](mailto:contact@inflexyon.com)

Internet : [www.inflexyon.fr](http://www.inflexyon.fr)

### Contact us directly:

- > Accommodation manager : Morgane BION [logement@inflexyon.com](mailto:logement@inflexyon.com)
- > Director : Arnaud DUQUESNE [arnaud.duquesne@inflexyon.com](mailto:arnaud.duquesne@inflexyon.com)
- > Secretariat : [contact@inflexyon.com](mailto:contact@inflexyon.com)
- > Skype / Facebook (pseudo « inflexyon »)

**Location:** 3 minutes by foot from tramway stop **Sainte-Blandine**





## Introduction

*We don't have the same flag  
Nor the same color of skin  
We don't have the same language  
The same culture, the same pictures*

*But  
We all have the same sun  
And the same moon on our sleep*

[Grégoire – Soleil]

### Housing with half board in a host family allows:

- the student to benefit from privileged opportunities to practice French and discover French culture.
- the family to discover a new culture thanks to the guest.

### Introduction:

Inflexyon chooses its host families with great care. The hospitality, the friendliness, the will to communicate and the commitment of families to make their host's stay as pleasant as possible are mandatory criteria for all our host families.

Our host families and our students pledge to respect certain rules (cf. Host family agreement and Student agreement).

In addition, each family commits to respecting the beliefs, the privacy and the eating habits of the student.

The family has the possibility of interrupting the student's stay in case of major disagreement or force majeure, but never without informing Inflexyon at least a month in advance and never without letting the student stay in their home until a solution is found.

The student also has the possibility of interrupting his stay in case of major disagreement or force majeure, but again never without informing Inflexyon at least a month in advance and never without paying the rent until a solution is found.

### IMPORTANT:

INFLEXYON links a family and a student, but is not responsible for the payment of the rent, that is the student's sole responsibility nor for the conformity of the family with French administration, that is the family's sole responsibility.

Inflexyon can intervene as a mediator in case of a dispute.



### The length of stay and the amount of the compensation

The stay can vary between a week and a year. Generally, the student can arrive in his host family on a Sunday and start his course at Inflexyon the next day (Monday). The family should be available to welcome the student even if he or she arrives late in the night.

The student can stay in his host family until the Saturday following the end of his lessons. He/she has to leave before midday.

However, we ask flexibility and understanding from host families. Students can't always choose a flight that will allow them to arrive on a Sunday evening. Thus, if it is possible, we sometimes ask host families to welcome the student a day before or to let him stay a day longer without asking for a financial compensation.

The compensation is agreed upon according to the duration of the stay duration and the distance between the school and Inflexyon.

The family will provide the student with a housing certificate and other documents needed to obtain a residence card or to open a bank account for example (copy of the lessor's passport, proof of address...).

***We hope this charter will be a good guideline. We would like to remind you that customs vary from one country to another and that communication and openness are necessary in order to guarantee a good experience for both sides.***

***We remain available to answer any question,***

***Inflexyon team***



## Student's commitments

*Dear student,*

*You have chosen to live in a host family with half board.*

*It is a good choice since this type of housing will allow you to practice your French language on a daily basis and discover French culture.*

*To ensure a positive experience when staying in a host family, please remember to:*

Before arriving in your host family's home:

- Contact your host family by email as soon as possible to introduce yourself and specify your date, time and place of arrival in Lyon (train station, airport...)

During your stay:

- Make efforts to communicate with your host family in French.
- Keep your room clean and tidy.
- Respect other occupants by leaving the kitchen, bathroom and toilet clean after using them, and by being quiet between 10 p.m. and 7 a.m. (please avoid during that time taking showers, talking on Skype, watching movies or listening to music without headphones).
- Respect the environment by avoiding to take long showers or using the washing machine too often (once a week is reasonable).
- Respect the rules for the use of the kitchen, the bathroom, the toilet and the washing machine.
- Respect your host family's rhythm of life (dinner time, habits, rules and privacy)
- In case you choose half board, inform your host family at least 2 hours before dinner if you don't wish to eat dinner with them.
- Do not cook or keep food in your room.
- Pay the first compensation upon your arrival, then every 4 weeks.
- If you decide to travel for a few days, inform your family of your departure and return date.
- Ask for your host family's authorization if you wish to invite a friend into their home (the host family is not obligated to accept).



- Do not smoke in the apartment (unless your host family allows you to).
- Respect your booking dates; in case you wish to leave earlier, you have to inform your host family and Inflexyon at least a month in advance.
- If you stay more than a month in France, we advise you to subscribe to a household insurance in case you need to be covered for theft, a domestic accident or other damages.

*We wish you a very pleasant stay. We remain at your disposal in case you need more information,*

*Inflexyon team*



## Host family's commitments

*Dear host family,*

*We thank you for wishing to welcome one of our students in your home.*

*We would like to remind you that by welcoming an Inflexyon student, you agree to:*

Before the student's arrival:

- Answer his emails and introduce your family. Agree on his date and time of arrival.

Upon his arrival and during his stay:

- Warmly welcome the student upon his arrival (usually on a Sunday evening or in the after-noon) and communicate with him mostly in French.
- Show him your place and authorize him to use the bathroom, the toilet and the kitchen, in accordance with the house rules.
- Give him the possibility to inform his family that he has arrived safely.
- Give him keys to the apartment.
- Offer him a clean and functional single room, furnished with a bed, a closet, a desk or a desk-table, one or several chairs, a bedside table and a Wi-Fi connection.
- Give him a pair of bed sheets, a pillow, a quilt and a bath towel. Change the bedding twice a month, and as for the towel, discuss it with the student.
- Show him the shops, TCL stops in the neighborhood, explain to the student how to come to Inflexyon.
- Prepare breakfast for the student every day; what the breakfast will be composed of is to be defined with the student; the host family doesn't have to take breakfast with the student.
- In case of half board, prepare varied and balanced meals every day and try to communicate with the student in French; if the family has to leave during the evening, dinner will have to be prepared for the student beforehand.
- Allow the student to use the washing machine at least once a week.





*We would like to underline the fact that the host family doesn't have to go and pick up the student from the airport or the train station. However, if you wish to do it, the students and their families will certainly be reassured and will appreciate your help.*

*Similarly, host families do not have to spend all their weekends with the student. However, if you invite the student to the theater or on a trip to the country side, it could help you to know your guest better and to develop a friendly relationship.*

*We wish you many pleasant opportunities to meet and share with our students. We thank you for your hospitality and your availability.*

*We remain available to answer any question,*

*Inflexyon Team*



Satisfaction survey for students – your stay in the host family  
(Reserved for students)

**1) Was the accommodation found rapidly and efficiently?**

Yes  No

Comments :

**2) Did you have enough information to organize your departure before your arrival?**

Yes  No

Comments:

**3a) Did you contact host family before the arrival?**

Yes, by e-mail  Yes, by phone or skype  no

Comments:

**3b) If yes, did you receive an answer?**

Yes  No

**3c) If you received an answer, was your host family helpful?**

Yes  No

Comments:

**4) How did you reach your host family from the airport or stain station?**

Public transportation  Pick-up Service by Inflexyon  Taxi

My host family picked me up  Other: .....

Comments :



### 5) How was your stay?

the quality of your host family's hospitality?

excellent ✎    very good ✎    good ✎    average ✎    bad ✎

• the communication with your host family?

excellent ✎    very good ✎    good ✎    average ✎    bad ✎

• the intercultural exchange?

excellent ✎    very good ✎    good ✎    average ✎    bad ✎

• the food offered by your host family ?

excellent ✎    very good ✎    good ✎    average ✎    bad ✎

• the state and the cleanliness of the apartment ?

excellent ✎    very good ✎    good ✎    average ✎    bad ✎

• the comfort of your room ?

excellent ✎ very good ✎ good ✎ average ✎ bad ✎

Comments:



**6) Was is easy to reach Inflexyon?**

Very easy  easy  a little bit difficult  very difficult

Comments:

**7) Did you have difficult situations to deal with during your stay?**

Yes  No

If yes, could you explain?

**8) Why did you choose to live in a host family?**



**9) Did the accommodation proposed by Inflexyon meet your requests?**

Yes  No

Comments:

**10) What could we do to improve our accommodation service?**

Your opinion and suggestions are more than welcome:

**11) Would you suggest your host family to your friends?**

**Why?** Yes  No

Comments:

***We would like to thank you for your time,***

***Inflexyon Team***



## Satisfaction survey– Host family

(Reserved for host families)

### 1) Before the arrival of the student, did you have enough information from Inflexyon in order to organize the student's stay?

Yes  No

Comments:

### 2a) Did the student get in touch with you before his arrival?

Yes, by e-mail  Yes, by phone or skype  no  Comments:

### 2b) If yes, did you reply?

Yes  No

Comments :

## 2) How was your experience:

### • Communication with the student?

excellent  very good  good  average  bad

### • Cultural exchange?

excellent  very good  good  average  bad



- The respect of house rules by the student (common areas, washing mashine etc)?

excellent ✎ very good ✎ good ✎ average ✎ bad ✎

- The tidiness of the student

excellent ✎ very good ✎ good ✎ average ✎ bad ✎

- The respect of your privacy by the student

excellent ✎ very good ✎ good ✎ average ✎ bad ✎

Comments:

**4) Did you have difficult situations to deal with during his/her**

**stay?** Yes ✎ No ✎

If yes, could you explain?

**5) What could we do to improve our accommodation service?**

Your opinion and suggestions are more than welcome:

***We would like to thank you for your time,***

***Inflexyon Team***



## > Complaint form

If you have any kind of difficulties with your accommodation, we are here to listen to you and find the best possible solution. You are kindly welcome to come and talk to the person in charge of accommodation, with the director, the staff at the reception and our teachers.

Every student can use a special "ideas box", situated in the foyer, to express himself with all liberty and confidentiality. You could leave any sort of message filling in the complaint form.

The form below has to be filled, cut and placed in the "ideas box" in the foyer. You can always contact us by e-mail: [logement@inflexyon.com](mailto:logement@inflexyon.com).



Surname:

Name:

Complaint form deposit date:

### **Reason of complaint:**

Require an interview with the Director: YES / NO

Require a written answer from the Director: YES / NO

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Director's answer date:

Summary of Director/Student interview:

Written answer of the Director:



**Hébergement en famille d'accueil**

	Tarif semaine	Tarif semaine	Tarif semaine	Tarif semaine
	de 1 à 3 semaines	de 4 à 12 semaines	de 13 à 24 semaines	25 semaines et plus
Chambre simple en demi-pension	190 €	180 €	175 €	170 €
Chambre simple avec petit déjeuner	140 €	135 €	130 €	125 €

Learn the language of your host student at



Cours d'anglais



Cours de coréen



Cours d'espagnol



Cours de japonais



Cours de portugais

Based on know-how of Inflexyon its modern facilities, our department of foreign languages, **Lyon-Langues**, combines a quality teaching and intercultural exchange in order to offer its students a unique and rich language experience.

**Lyon-Langues** will give you the chance to meet our international students every day. Thanks to this intercultural environment, you can discover other cultures and practice what you've learned during the classes.

For further information, please visit our website <http://lyon-langues.com> or contact us by e-mail: [contact@lyon-langues.com](mailto:contact@lyon-langues.com).

### Where do our students come from?

Our students come from all over the world and thus create a truly international environment.

