



Centre Specific Information Salisbury



CONTACT DETAILS

To contact the centre/a student/a group leader, please do so **in the following order**:

1. The Twin Office telephone
2. The Twin Emergency Number

If it is a **real emergency**, and the above 2 numbers do not respond:

3. and it is in office hours, please phone the Twin Head Office number
4. or out of office hours, phone the Twin Summer Centres Emergency number

PLEASE NOTE:

- The emergency numbers are **for emergencies!** Please do not call these numbers for other reasons; you could be stopping us receiving an important call.
- The centre is in an area where mobile phones **often get a bad or no signal**. Please try to phone again later or leave a message on the phone and someone will get back to you soon.

TWIN SALISBURY CENTRE			
Centre Address:	Centre Manager	Centre Office Tel	Centre Emergency Mob
Twin English Centre F.A.O Twin Centre Manager, Duchess OF Albany Building, Ox Row, Salisbury UK	David Duggleby	+44 (0) 01722 412 711	+44 (0) 777 24 10 147
	Coach Pick-up/ drop-off point		
TWIN HEAD OFFICE			
Address:		Head Office Telephone	Head Office Emergency
Twin Summer Centres Team 67-71 Lewisham High Street London SE13 5JX UK		+44 (0) 20 8297 3231	+44 (0) 780 53 82 904
		or +44 (0) 20 8297 3214	or +44 (0)780 95 52 145

ACCOMMODATION

What type of accommodation is available in Salisbury?

Students will stay in homestay accommodation. Students will be met on arrival and either picked-up by your homestay family or escorted to it by Twin staff. Students should remain patient while waiting; traffic and any early or late arrival time can result in a short wait.

The Homestay providers will show the student how to get to and from the centre by bus, if necessary. All students have a Travel Card so they can travel easily on the local transport.

Usually students are placed 2 students per room, unless a very big room, and a maximum of 4 students per family.

LAUNDRY

How and how often are clothes cleaned?

Every homestay has its own rules. However, generally laundry will be done once a week, but not for the first week. Therefore students must bring enough clean clothes for at least one week.

Students should ask their homestay provider.

***** Twin Group will not be liable for any loss or damage to clothing*****

MEALS

What is the food like?

3 meals per day will be provided. Students will be provided with packed lunches.

What time are the meals?

Students will be advised of the time of meals by their homestay. Students must make sure they are at home at the meal times given, and if are going to be late, they must phone the homestay to advise them with sufficient notice.

Food in the UK might be very different from what students are used to but all our meals are well balanced, generous with plenty of choice for everyone. Students should be encouraged to try everything with an open mind.

What about students with special diets?

Please note: that we can cater for most special diets only on request 14 days before the student arrives.

CLEANING

How often are the rooms cleaned?

Rooms are cleaned and bed linen changed weekly. In order to ensure the room is thoroughly cleaned make sure that there are **no clothes/belongings on the floor** and all rubbish is deposited in the bins provided.

Students are expected to keep their room tidy.

TOWELS

Please note that Twin cannot guarantee that towels will be provided so students will need to bring their own towels in case.

SAFETY

Salisbury school is in the city centre so students should take care when crossing roads. Whenever possible, students should wait for a member of staff to cross the road with them.

Students should always **look right, then left, then right again** when crossing the road in the UK as cars drive on the left.