



FREQUENTLY ASKED QUESTIONS

about the TASIS Summer Programs

Q. Will my child be met at the airport when he/she arrives?

A. Students who arrive on their own by plane the day the program begins (see times below) will be met by a TASIS representative outside the customs clearance gate, provided parents have sent us flight details in advance.

Lugano-based programs: Students will be met between 8:00 and 17:00 at the Lugano-Agno or Milan-Malpensa airports.

Château-d'Oex-based programs: Students will be met between 8:00 and 16:00 at the Geneva airport. Students who arrive by train will be met at the Lugano train station or the Château-d'Oex train station.

Q. What about departure?

A. At the end of each program, students traveling alone will be taken to the same airports or stations on time for check-in and helped with these procedures. All students picked up by parents on the last day of the programs must leave by 12:00. Students attending the 5th week in Paris from Château-d'Oex must schedule their return flight from either Paris Charles de Gaulle or Orly airports on August 1, 2014, preferably before 17:00. They will be accompanied to the airports in case of issues with the check-in procedure. TELAP students must arrange for their flights out of Geneva on August 1st.

Q. How do we know if our child arrived?

A. Students can call home from the main office once they arrive on campus. During their all-student meetings the first evening of the program, they will be encouraged to call home.

Q. Can my child arrive late to the program?

A: Unfortunately, no. Students who arrive late tend to have more trouble adjusting to the program. We have an extensive orientation program where students select activities and sports, meet their peers, review program rules, tour the premises and learn about the neighborhood. Students should arrive on the opening day of the program.

Q. Do students hand in their money and passports on their arrival?

A. Yes. Passports are kept in the school safe and will be given to the students only when they travel. Money will be kept in the student's account with the School and can be withdrawn through the school banker. CDE children will receive money from their allowance every time they go on excursions.

Q. How much pocket money do they need?

A. We recommend an average amount of 40/50 CHF per week for children up to 10 years old, and 80/100 CHF for the older students.

Q. How are children roomed? Can friends room together?

A. Children are roomed with their own age group and are housed in separate boys and girls dormitories, with a maximum of four students per bedroom. As TASIS welcomes students from around the world, we do not allow friends to room together. Part of the TASIS experience is to mix students from different cultures, which is an enjoyable part of the learning experience.



Q. Do you let children who speak the same language room together?

A. No, we separate children who speak the same languages. This is to encourage them to use the languages they are studying, or to communicate in English.

Q. If my child is studying a language, can he or she be moved to a different level if the class is too easy or too difficult?

A. We give placement tests upon arrival, though some shifting of students may happen during the first week.

Q. How can I remain in contact with my child?

A. Parents can send messages by email or fax at any time. During the first week of the program, children up to 13 years old are not allowed to make or receive phone calls, since these may stir up feelings of homesickness and hinder the student from making friends, developing self-confidence, and achieving a full commitment to the program. Frequent phone calls or visits are discouraged for all students. Once children know their schedules, they can arrange a time to reach you by phone.

Q. Do you cater for special diets?

A. The food at TASIS is varied, and all meat, wheat, and lactose dishes are labeled. Every meal features a non-meat dish for vegetarians, along with a salad bar with fresh vegetables. Students with particular food intolerances or allergies must provide a medical certificate and their needs will be accommodated to the best of our ability.

Q. What if my child gets sick?

A. Both locations have qualified nurses on duty throughout the program. The Lugano Health Center includes three nurses who provide round-the-clock care. The excellent Civico Hospital is 15 minutes from campus and provides emergency care. The Château-d'Oex programs share a nurse and the nearest hospital is only five minutes away.

Day students must provide their own health insurance or, if non-Swiss residents, apply for the TASIS Health Insurance Plan. The coverage is unlimited, has no deductibles, and is applicable only to illnesses developed during the child's stay in Switzerland. Please note that dental and eye care are not covered.

Q. Does TASIS have a laundry service?

A. Yes, and this is available at no extra cost. Please mark your child's clothing with the number that is assigned to him/her once accepted into the program. Use an indelible laundry marker. At the end of each session, unclaimed items left behind by the students will be given to charity.

Q. Due to previous engagements, my child has to leave earlier than the end date. Who will take him or her to the airport?

A. We will arrange for a taxi with a firm we use regularly. This will be at an extra cost.

Q. Can you provide accommodation if my child arrives early or stay late?

A. Unfortunately, we are unable to provide accommodation before the starting date of the program or after 12:00 on the final date of the program.
