



DEPARTURE GUIDE

TORONTO

Welcome to Kaplan International Languages. This guide will help you make the most of your chosen course and will give you useful information that you can refer to during your stay.

ADDRESS:

250-35 The Esplanade Toronto ON Canada
M5E 1Z4

PHONE:

+1 (416) 364-0989

FAX:

N/A

EMERGENCY CONTACT:

+(416) 232-6818

BOOKING CONTACT:

Please contact your Kaplan representative

SCHOOL DIRECTOR:

Eris Brake

ACCREDITATIONS AND MEMBERSHIPS

This Kaplan International Language school is accredited by Languages Canada.

 Last updated 06/08/2022



BEFORE YOU LEAVE

Here are some important things you need to know to make your arrival as smooth as possible. Use our checklist to ensure you don't forget anything and are prepared for the exciting times ahead.



POCKET MONEY

Recommend weekly budget: \$250. This should cover expenses, laundry, local travel and activities. You will need additional money if you want to take weekend trips. Bring \$100 with you in cash and a debit or credit card. You will need to check with your financial institution to make sure you will be able to withdraw money from a Canadian ATM. Do not bring foreign currency. It is not wise to carry around large amounts of cash.

BANK ACCOUNT

If you're staying longer than six months, you may wish to open a bank account. If possible, set up your account before you arrive as rules, regulations and policies between banks vary. You may be required to bring personal documentation with you; remember it may take a long time to set up the account, so make sure you still have access to money during this process.

CLOTHING

Most students dress casual for classes, but you should bring nice clothes for going out and active clothes for sports and outdoor activities. The climate is changeable and may be different from your own. The typical temperature is 25-35°C in the summer and -10-0°C in the winter, although it can drop below freezing. Bring waterproof clothing if you're arriving in the autumn or winter.

ELECTRICAL CURRENT

Standard voltage in Canada is 120 volts; remember to bring an adaptor with you or buy one when you arrive.

SCHOOL NOTIFICATIONS

We encourage you to follow the school's Instagram account before you arrive and especially during your stay. This will give you an idea of what is happening in the school and help you connect with staff and students. This is also where we will post notification of any unexpected school closures: it is important you check our Instagram account for any messages while you are attending the school, especially if there is severe weather in the area (e.g. snowstorm, flood, etc.). If the school cannot open or school opening will be delayed, we will post a message as soon as possible (the night before or in the morning) to advise you of this, along with information on how to get further updates and any alternate scheduling (if applicable). Follow Kaplan Toronto! @kaplantoronto

CHECKLIST

Is everything ready for your first day at Kaplan? Below is a full list of all the items you'll need to bring with you to orientation. Feel free to print this page out and take it with you!

- ☐ Passport
- ☐ Acceptance letter and Kaplan documentation
- ☐ Visa and study permit letter
- ☐ Accommodation fact file (provided by your booking agent)
- ☐ Proof of health/medical insurance
- ☐ \$100 in cash and credit/debit cards
- ☐ Weather-appropriate clothing
- ☐ Adaptor for electrical appliances
- ☐ Prescription medication and medical records
- ☐ Emergency information
- ☐ Insurance for your personal belongings (recommended, but not mandatory)





WHEN YOU ARRIVE

Arriving at the airport in a foreign country can be overwhelming. To better prepare yourself, make sure that you have read the information below about your arrival and how to get to your accommodation. If you get lost or confused upon arrival, don't be afraid to ask the airport staff for help as they will be happy to give assistance.



KAPLAN TRANSFERS

Students should arrive at Toronto Pearson Airport. We request that you book your flights according to the starting date of your specific program. You must arrive on the Saturday or Sunday prior to your course start date. If you have booked a transfer service, a driver will meet you outside the customs area and drive you to your homestay or residence. Please ensure you arrange and pay the transfer fee in advanced.

TRANSFER SERVICE EMERGENCY CONTACT DETAILS

If you have any flight changes, miss a connecting flight or need help meeting the transfer service, you should call one of the following emergency numbers. Please be prepared to tell them your name, school name (Kaplan International) and location. Students should only accept a transfer from a greeter with the official Kaplan International signage.

Transfer service emergency numbers:

- 1 (416) 829-7695 or 1-877-650-0975
- 1 (416) 232 6818
- 1 (866) 293 3451

INDEPENDENT TRANSFERS

UP EXPRESS

Cost: \$12.35, Journey time: 25 minutes

TAXI SERVICE

Cost: \$50–60 (plus 10–15% tip), Journey time: 45 minutes depending on location of homestay/residence



FIRST DAY AT SCHOOL

Orientation starts at 09:00. This includes a placement test, orientation presentations on the school and academic programs, a tour of the local area, and the distribution of class timetables. Classes begin the following day 8:15 or 14:35. On their first day, students are expected to bring their passport and proof of medical insurance.

NOTE: During high season, students may study at our King's campus, located 7 mins from our main school. Classrooms are brand new, with Wi-Fi, a lounge area and vending machines in the premises.



ABOUT THE SCHOOL

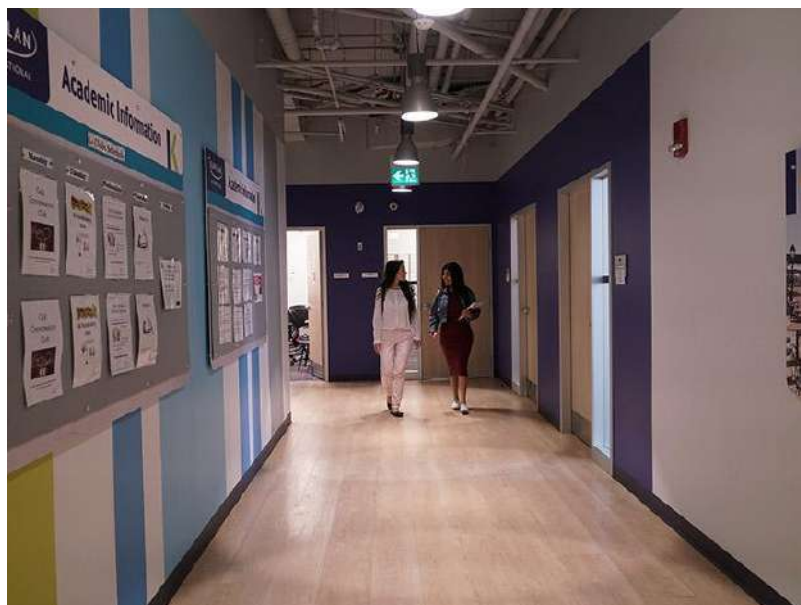
NUMBER OF BUILDINGS:	1
NUMBER OF FLOORS:	1
TOTAL NUMBER OF CLASSROOMS:	15+ (Classrooms without windows: 0)
SCHOOL FACILITIES:	Elevator, air conditioning, heating, Wi-Fi (free), computer lab/ multimedia center, library, self study center, cafeteria (no hot meals available), vending machine, parking facilities, prayer room, student lounge/ common room, nearby gym
WHEELCHAIR / DISABLED ACCESS:	Yes
EXTRA COST OF FACILITIES:	Parking: \$16
OTHER SERVICES PROVIDED:	Airport transfer, University Placement Service (UPS), Medical Insurance
EXTRA COST OF OTHER SERVICES:	Airport transfer: \$125, UPS: \$175 (free with 16+ week course)
NUMBER OF COMPUTERS AVAILABLE:	20
LEVELS OF ENGLISH OFFERED:	Beginner, Elementary, Lower Intermediate, Intermediate, Higher Intermediate, Advanced, Proficiency

CLASS TIMETABLE

MORNING	AFTERNOON
Class: 08:15 - 09:45	Class: 14:35 - 16:05
Break: 09:45 - 09:55	Break: 16:05 - 16:15
Class: 09:55 - 11:25	Class: 16:15 - 17:45

SPECIFIC SKILLS CLASSES TIMETABLE

MORNING CLASS (MONDAY TO FRIDAY)	AFTERNOON CLASS (MONDAY TO FRIDAY)
11:35 - 12:45	13:35-17:45



SCHOOL MATERIALS

MATERIALS PROVIDED FOR STUDENTS:

K+ Course Books, K+ Learning Clubs, K+ Online, K+ Online Extra, chromebooks, interactive smartboards

IS THERE A BOOK DEPOSIT?

No

IS THERE A MATERIALS FEE?

Yes (Price: \$10/week)



LOCAL INFORMATION

NAME OF LOCATION:	Toronto
TOP 5 REASONS TO CHOOSE THIS CITY:	One of the most diverse cities in Canada, safe atmosphere, many varied restaurants and cuisines, a wide variety of cultural events (art, music, dance), many prestigious universities nearby
FAMOUS LANDMARKS:	St Lawrence Market, CN Tower, Rogers Centre, Fairmount Royal York Hotel, Hockey Hall of Fame, The PATH
CITY PERSONALITY:	Academic, active, artistic, big city, bike-friendly, business capital, creative, cultural, eco-friendly, foodie scene, friendly, green, iconic landmarks, modern, natural landscape, snowboarding or skiing, unique, vibrant, youthful
WHAT MAKES THIS CITY UNIQUE?	Biggest metropolitan and multicultural city in Canada, voted as one of the world's safest and most liveable cities, close to top tourist destinations: Niagara Falls, French Canada and New York
TRANSPORT WITHIN A 10-MINUTE WALK:	Subway, bus
CUISINES WITHIN A 20-MINUTE WALK:	American, British, Chinese, European, French, Greek, Indian, Italian, Japanese, Mexican, Middle Eastern, Seafood, Thai, Vegetarian, Moroccan, Polish, Caribbean
ALTERNATIVE THINGS TO DO:	Explore the many museums, enjoy many exciting winter activities (skiing, snowboarding) and summer activities (canoeing, biking), experience the local cultural events



TYPICAL 2-WEEK SOCIAL SCHEDULE

DAY	FIRST WEEK	SECOND WEEK
MON	Student orientation	Student orientation
TUE	Half price movies	Language meetup
WED	International party night	Art Gallery of Ontario
THU	Eating beavertails (Canadian desert)	Poutine night
FRI	Running club	Attend hockey game
SAT	Niagara Falls	French Canada tour

REGULAR SOCIAL ACTIVITIES

Art Gallery of Ontario	\$20
Canoeing trip	\$30
Poutine night	\$6
Running club	Free
Attend ice hockey game	\$20
St Lawrence Market trip	Free
Niagara Falls	\$55

EXAMPLES OF NEARBY CITIES TO VISIT

NEW YORK CITY

Travel time: 8 hours, price of return ticket: \$120

MONTREAL

Travel time: 5 hours, price of return ticket: \$120

LIVING COSTS

(SAMPLE PRICES FOR ITEMS IN THIS CITY)

Bottle of water: \$1-2

Coffee: \$2

Can of coke: \$1-2

Meal out for two: \$50

Takeaway pizza: \$10

Sandwich: \$4

Local bus ticket: \$3.25

Local train ticket: \$5

Bike rental: \$10

Cinema ticket: \$8



ACCOMMODATION



Your new home is an important part of your study experience. Each school has specially chosen options to help make the most out of your stay. Homestay and student residences offer different accommodation experiences, but always meet the highest standards.

HOMESTAY

THINGS STUDENTS NEED TO BRING:

Toiletries, personal items to make student's room feel like home, prescription medication, phone card, a small gift for the host family (not required)

SERVICES INCLUDED:

Bed linen, towels, telephone use for emergencies, students need to make sure to discuss laundry with their host family after you arrive as laundry facilities will depend on your individual homestay.

EXTRA COST OF SERVICES:

No

MEALS PROVIDED:

Yes (depends on booking type)

ABOUT HOMESTAY MEALS

BREAKFAST:

Breakfast is usually a light meal consisting of cereal, fruit, toast, juice, or coffee. Hosts will usually ask you to prepare your own breakfast.

LUNCH:

You will be responsible for buying your own lunch at school, from a local restaurant, or the local shops.

DINNER:

You will usually eat dinner with your host, or occasionally you may prepare your own meal with food supplied by your host.

RESIDENTIAL ACCOMMODATION

IF YOU HAVE BOOKED RESIDENTIAL ACCOMMODATION

Please refer to the Residence Fact File from your booking agent for more information, including check-in and check-out times and services available.



WILL THE HOMESTAY ARRANGE TO PICK UP THE STUDENT FROM THE AIRPORT?

No

TRANSPORT TO SCHOOL:

Your host will help you to find your way to and from school on your first day and will show you how to use public transport.

WHERE ARE THE HOST FAMILIES LOCATED?

Uptown, Downtown, Midtown, East End, West End, East York

ADDITIONAL INFORMATION:

Homestays are 45–60 minutes of commute time to the school.



HEALTH AND SAFETY

MEDICAL INSURANCE

All students must have medical insurance for the duration of their stay in Canada. They can either book medical insurance offered by Kaplan International or they can choose their own.

IF YOU GET SICK

If you get sick while in Canada you should visit a doctor. You can ask the Customer Service Center or your host family where the nearest doctor is. If you have a minor illness you can ask staff at a local pharmacist for advice. Remember to bring any relevant insurance or medical documentation with you.

PROTECTING YOUR BELONGINGS

We strongly recommend you take out insurance for your personal belongings, especially cameras, music players, mobile phones and laptops. Personal items cannot be covered by Kaplan homestay or residence insurance.

PRESCRIPTION MEDICATION

Remember to bring enough of your prescribed medication with you as Canadian pharmacists will not fill a foreign prescription. International customs agents may ask you questions about your medication upon your departure or arrival, so be sure to pack it carefully. Bring any important medical records (blood type, prescriptions, x-rays) that might be useful for medical care abroad as well as contact information for your health care providers at home.

EMERGENCY SERVICES

Call 911 in case of fire, medical emergency or if you need the police.

MEDICAL COSTS

Medical costs are at the discretion of your local doctor or hospital.

Minimum medical costs are as follows

- Consultation with a doctor: \$75-100
- Prescriptions at a chemist: \$25 per item
- Dental treatment: \$150
- Eye test or new glasses: \$60-100



LAWS

- No one under the age of 19 in Ontario may buy or consume tobacco or alcohol, including beer and wine. It is against the law to buy tobacco or alcohol for someone you know is under the age of 19.
- Driving under the influence of alcohol is a very serious crime and police make regular random checks.
- You will need international ID to enter bars, clubs or pubs (e.g. passport, ID card, driving licence).
- Buying, selling and using drugs is illegal.

LOCAL CUSTOMS

- Women in Canada are equal to men and should always be treated fairly.
- Canadian people talk to strangers in public areas. This is a great way to practice English, but caution should be taken. You should not give out your address and telephone number, or accept inappropriate invitations.
- "Please" and "thank you" are very important words! Always use them if you ask someone to do something for you, or if they help you or give you information.
- Canada is a culturally diverse nation where people of all ethnic backgrounds are treated equally.
- People in North America leave a tip for good service in restaurants, hair salons and other places. The tip rate at most restaurants is about 15–20% of the bill and is not usually included. Fast-food is not tipped unless it is delivered. Porters in stations, airports and hotels should be tipped approximately \$1 per bag. Taxi drivers are generally given a 15% tip.



KAPLAN INTERNATIONAL LANGUAGES RULES

- If you leave your Kaplan International Languages course, the government may revoke your student visa and advise you to return home.
- You must attend all classes. If you do not attend your classes your representative will be informed. If you do not then improve your attendance you will be sent home.
- Be on time for all your lessons.
- Always tell Kaplan International Languages if you are going to be absent from school for any reason and tell your host family if you are going away overnight.
- If you commit a criminal offence or have to be severely disciplined you will be sent home. We will also inform the immigration authorities.

CANADA PUBLIC HOLIDAYS

New Year's Day	1-Jan-22
Family Day	21-Feb-22
Good Friday	15-Apr-22
Victoria Day	23-May-22
Canada Day	1-July-22
BC Day Vancouver / Civic Holiday Toronto	1-Aug-22
Labour Day	5-Sep-22
Remembrance Day (Vancouver only)	11-Nov-22
Christmas Day (Substitute Day)	26-Dec-22
Boxing Day (Toronto only)	27-Dec-22

* The above dates are observed as holidays in the year. If you arrive on a week where the Monday is a holiday, your first day of school will be a Tuesday.

HOLIDAY POLICY

ACADEMIC YEAR & SEMESTER STUDENTS

There are preset holiday dates for all Academic Year and Semester students. These dates depend on your start date and cannot be changed. Please check with the school if you are not sure when these are.

SCHOOL CLOSURES

The school will be closed from "26 December 2022" to "3 January 2023" with an additional closure for New Years on January 1st

 Last updated: 8 June 2022