



DEPARTURE GUIDE

VANCOUVER

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. Disclaimer: All the information on this departure guide is for reference. Please contact your advisor for the latest information.

ADDRESS:

Kaplan International Languages, Suite 300, 755
Burrard St, Vancouver BC, Canada, V6Z 1X6

PHONE:

+1 (604) 688-8330

FAX:

+1 (604) 688-7242

EMERGENCY CONTACT:

+1 (778) 834-7223

BOOKING CONTACT:

Your Kaplan Representative

SCHOOL DIRECTOR:

Carla Parsons

ACCREDITATIONS AND MEMBERSHIPS

Official Test Centre



This Kaplan International Language school is a DLI, accredited through PTIB and also accredited by Languages Canada.





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

Recommended 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 -5-5°C in the winter. 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 Vancouver @kaplanvancouver!

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
- ☐ Adaptor for electrical appliances
- ☐ Emergency information
- ☐ Laptop/tablet





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 Vancouver International 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 greeter holding a yellow Language Limousine company sign 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 advance.

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 yellow Language Limousine company sign.

Transfer service emergency contacts:

- Transfer service Student Tracker
www.languagelimousine.com

Username: Kaplan

Password: Vancouver

- Transfer service emergency number
(778) 773-5466 (text or WhatsApp)

INDEPENDENT TRANSFERS

UBER / LYFT

Cost: \$15 - 25, Journey time: varies

CANADA LINE SKYTRINE

Cost: Two zone fare \$4.25 plus \$5.00 Canada Line YVR Addfare. YVR Addfare waived if you have a transit pass.

Journey time: 25 minutes

TAXI SERVICE

Cost: \$30-60 (plus 15% tip), Journey time: 45 minutes depending on location of homestay/residence



FIRST DAY AT SCHOOL

Students should plan to attend class on their first day. Be sure to check your email the week before your start date for your class and orientation schedule! Also, don't forget to complete the placement test and send in any required documents before you arrive.



ABOUT THE SCHOOL

NUMBER OF BUILDINGS:	1
NUMBER OF FLOORS:	1
TOTAL NUMBER OF CLASSROOMS:	14
SCHOOL FACILITIES:	Elevator, air conditioning, heating, Wi-Fi, computer lab/ multimedia center, vending machine, sun terrace/ patio, student lounge/ common room
WHEELCHAIR / DISABLED ACCESS:	Yes
EXTRA COST OF FACILITIES:	No
OTHER SERVICES PROVIDED:	Accommodation, Airport transfer, University Placement Service, Medical Insurance, Virtual Internships
EXTRA COST OF OTHER SERVICES:	See our price list
NUMBER OF COMPUTERS AVAILABLE:	47
LEVELS OF ENGLISH OFFERED:	All levels

CLASS TIMETABLE

MORNING	AFTERNOON
Class: 08:10 - 09:40	Class: 14:40 - 16:10
Break: 09:40 - 09:50	Break: 16:10 - 16:20
Class: 09:50 - 11:20	Class: 16:20 - 17:50

SPECIFIC SKILLS CLASSES TIMETABLE

MORNING CLASS (MONDAY TO FRIDAY)	AFTERNOON CLASS (MONDAY TO FRIDAY)
11:30 - 12:40	13:20 - 14:30



SCHOOL MATERIALS

MATERIALS PROVIDED FOR STUDENTS:
K+ Course Books, K+ Learning Clubs, K+ Learning Space, K+ Extra, Interactive whiteboards
IS THERE A BOOK DEPOSIT?
No
IS THERE A MATERIALS FEE?
Yes (Price: \$10/week)



LOCAL INFORMATION

NAME OF LOCATION:

Vancouver

TOP 5 REASONS TO CHOOSE THIS CITY:

1) Surrounded by incredible nature and landscape , 2) A thriving multicultural city easy to find their own community including amazing restaurants with cuisines from all over the world, 3) One of the most transit friendly cities in North America , 4) A welcoming and safe city no matter your race, gender, sexual orientation , 5) An abundance of outdoor activities to do in summer (hiking, camping) & winter (skiing, snow-sports)

FAMOUS LANDMARKS:

Stanley Park, Grouse Mountain, Olympic Cauldron, Granville Island

CITY PERSONALITY:

Active nightlife, bike-friendly, coffee haven, creative, cultural, eco-friendly, friendly, hiking, iconic, laid-back, natural landscape, picturesque, professional, snowboarding or skiing, sports scene, unique, vibrant, youthful

WHAT MAKES THIS CITY UNIQUE?

Many beautiful parks and museums close to the school. The City of Vancouver is on the traditional territories of three Local First Nations: The Musqueam, Squamish, and Tsleil-Waututh. Enjoy the stunning ocean and mountain views from beautiful beaches or from a world famous park right in the heart of a vibrant city.

TRANSPORT WITHIN A 10-MINUTE WALK:

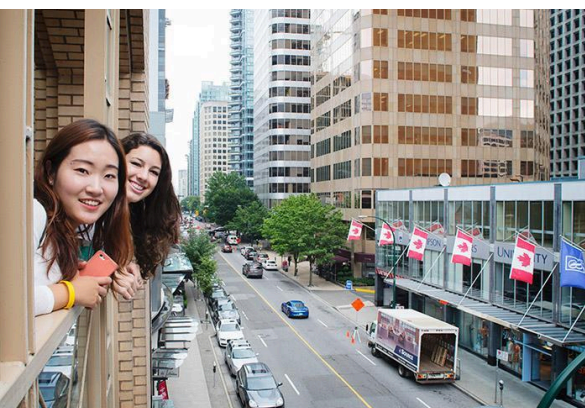
Buses and train

CUISINES WITHIN A 20-MINUTE WALK:

American, British, Chinese, European, French, Greek, Indian, Italian, Japanese, Mexican, Middle Eastern, Seafood, Spanish, Thai, Turkish, Vegetarian, Vegan, Korean

ALTERNATIVE THINGS TO DO:

Explore the local art galleries, see a different side of the city on a harbor cruise, climb The Grouse Grind (Grouse Mountain), brave the 2 suspension bridges, go whale watching



TYPICAL 2-WEEK SOCIAL SCHEDULE

DAY	FIRST WEEK	SECOND WEEK
MON	New student orientation and city walking tour	New student orientation and city walking tour
TUE	Bike around Stanley Park	Vancouver Art Gallery
WED	Paintball	Burger and beer night
THU	Indoor trampoline	Zumba
FRI	Hike Deep Cove	Capilano Suspension Bridge
SAT	Club ESL: Whistler	Club ESL: Victoria

REGULAR SOCIAL ACTIVITIES

Hiking	Free
Canucks hockey game	Prices vary
Indoor trampoline park	\$20
Bowling	\$20
Paintball	\$25
Bike ride around Stanley Park	\$20

Number of Social activities per week:

6

EXAMPLES OF NEARBY CITIES TO VISIT

SEATTLE

Travel time: 3 hours, price of round ticket: \$120, may need a US visa

WHISTLER

Travel time: 2 hours, price of return ticket: \$70

LIVING COSTS

(SAMPLE PRICES FOR ITEMS IN THIS CITY)

Bottle of water: \$2

Coffee: \$5

Can of coke: \$2

Meal out for two: \$60

Takeaway pizza: \$20-25

Sandwich: \$18

Local one zone bus ticket: \$3.20

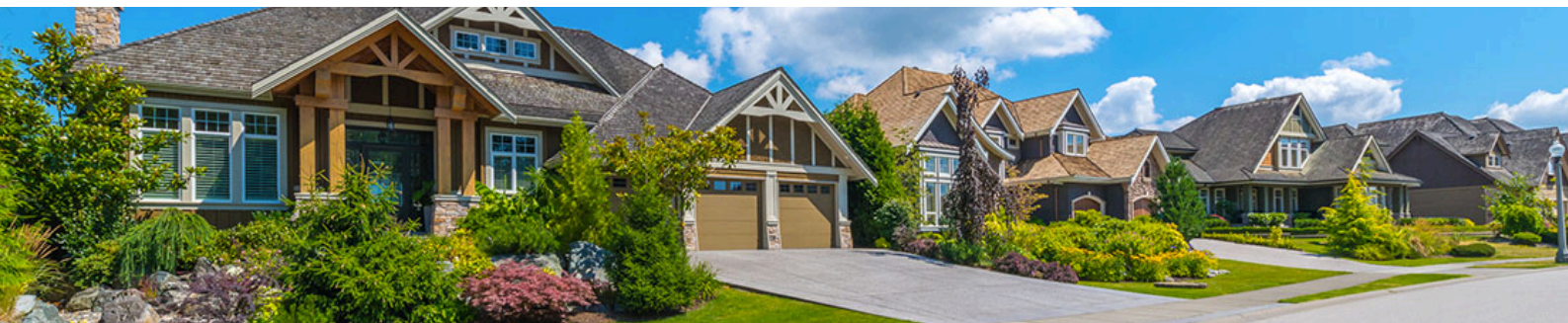
Local one zone train ticket: \$3.10

Bike rental around Stanley Park: \$20

Cinema ticket: \$18



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 their room feel like home, prescription medication, a small gift for your host family (not required), phone card, cell/ mobile phone

SERVICES INCLUDED:

Bed linen, towels, telephone use for emergencies, students need to make sure to discuss laundry with their host family after arrival 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, 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 plan your way to and from school on your first day and explain how to use public transport.

WHERE ARE THE HOST FAMILIES LOCATED?

North Shore, Burnaby, New Westminster, West, South or East Vancouver, Coquitlam, Surrey, Richmond

ADDITIONAL INFORMATION:

Homestays are 45-75 minutes of commute time to the school; students can expect very diverse families, including single parent and single individuals, male and female hosts; Vancouver has many different ethnic neighborhoods.



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: \$85-115
- Prescriptions at a chemist: varies on prescription
- Dental treatment: \$120
- Eye test or new glasses: \$60-100



LAWS

- No one under the age of 19 in British Columbia may buy or consume tobacco, alcohol or marijuana, including beer and wine. It is against the law to buy tobacco, marijuana or alcohol for someone you know is under the age of 19.
- Driving under the influence of alcohol and/or marijuana 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 banned substances 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-25
Family Day	17-Feb-25
Good Friday	18-Apr-25
Victoria Day	19-May-25
Canada Day (observed)	1 July 2025
BC Day Vancouver / Civic Holiday Toronto	4-Aug-25
Labour Day	1-Sep-25
Truth & Reconciliation Day	30-Sep-25
Christmas Day	13-Oct-25
Remembrance Day (Vancouver only) (observed)	11-Nov-25
Christmas Day	25-Dec-25
Boxing Day	26-Dec-25

* 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 23 December 2024 to 29 December 2024 with an additional closure for New Years on January 1st