



*Welcome to
the UK.*

Information for families

SEPTEMBER 2026 INTAKE



A LETTER FOR YOU

Dear parent,

If you're reading this, your child has been offered a place at a UK university. The hard part — getting in — is done.

What follows is, in our experience, the second-hardest part. Not academically — practically. The first two weeks decide whether a young person arrives at their first lecture confident and settled, or spends the first month catching up on the things no one had time to teach them.

This brochure is about how we help with that second part. We meet your child at the airport, walk them through their first days, and send you a message at every step — so the time difference works for you, not against you.

Liz

— *Liz, Founder · United Kingdom*

FOUR PROMISES

What GSOS commits to.

01

Cultural match. Not chance.

We pair your child with a current UK university student who shares their language or culture wherever possible. So the first conversation isn't a struggle.

02

Vetted, named, photographed.

Every host is DBS background-checked, reference-checked, and interviewed before they meet a student. You see their photo and bio before they arrive.

03

You'll know when they land.

We message you at every milestone — flight landed, in the taxi, at the accommodation, first meal, first night safe — in WhatsApp, WeChat or SMS, in your language.

04

The boring details matter.

Refundable up to 14 days before arrival. Insured. Companies House registered. Real humans who answer email.

The first fortnight sets the tone for the whole degree. We make sure it starts well.



THE WEEK, SCENE BY SCENE

Five moments, one quiet thread.

1

Departure

The doorway at home — bag packed, a parent's hand still on the shoulder.

2

Arrival

A name on a card at the arrivals hall. The first hello, the first friendly face.

3

First evening

A cup of tea at the host's home — the questions that didn't make the phone call.

4

The first week

Bank, SIM, supermarket, transport. The quiet errands of becoming a resident.

5

The last day

A step back. The host hangs behind as your child walks into the next chapter.

THREE PACKAGES

Three ways to land softly.

Welcome

£649 · 2 days

The arrival essentials. Airport pickup, taxi to accommodation, first proper meal, milestone messages to you. For confident students with simple needs.

Settle

£1,199 · 3 days

★ MOST PARENTS CHOOSE THIS

Everything in Welcome, plus a UK bank account walk-through, SIM setup, first supermarket trip, transport orientation, campus walk-through, and a second proper meal. The default for most families.

Tailored

from £1,799 · 3+ days

Built around your child — specific university hand-offs, dietary or accessibility needs, additional days, parent-language briefings. A bespoke conversation before we quote.

All packages include the personalised printed Welcome Guide booklet, the cream GSOS canvas tote, and a host you've met — by photo and bio — before they meet your child.

From booking to landing.

- 01 You enquire.**
Write to us or use gsos.co.uk/enquire. A real person replies personally.
- 02 We talk.**
A short call to confirm we're the right fit and share host availability.
- 03 You book.**
Online payment in your local currency, via Stripe. Receipt by email.
- 04 We match.**
Within 7 days we send your host's photo, name, university and bio.
- 05 We brief.**
You get the Welcome Guide; the host gets a private briefing on your child.
- 06 They fly.**
We track the flight from take-off and message you when they land.
- 07 They land.**
The host meets them with a welcome card and sends you a photo.
- 08 The service days.**
Two to five days of settling-in, with you in the loop throughout.
- 09 The hand-off.**
The host walks your child to university orientation, then steps back.
- 10 We follow up.**
A week later, we email you for a quiet review of how it went.



TRUST & SAFEGUARDING

Why parents trust us.

Vetting

Every host holds a current UK Basic DBS check, two checked character references, an interview record, and verified right to work in the UK — re-checked every year.

Insurance

We hold public liability and professional indemnity insurance, and cover for the data we hold. Hosts hold their own travel and personal-accident cover during the service days.

Under-18 safeguarding

If your child is 17 on arrival, extra safeguards apply: a signed parental consent form before booking; a same-gender host (unless you waive it); no overnight host presence; and immediate escalation to the university safeguarding lead if any concern is raised.

Refunds

Full refund up to 14 days before arrival; 50% within 14 days; and a full refund regardless of timing for documented medical, visa, or university issues. Full policy at gsos.co.uk/legal/terms.



Global Students
ORIENTATION SERVICES

*A friendly face the moment they
land.*

Get in touch

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gsos.co.uk

United Kingdom