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Hello and welcome to Oxford Spires International!

We are very happy that you have decided to join us in the UK and we are looking forward to meeting you!

We are very proud of our interesting English lessons, exciting activity programmes and friendly staff, and we will do everything that we can to ensure that you have a fabulous experience with us.

Our staff are looking to support you at all times during your stay with us. If you have any questions, or just want to talk to somebody about something, please speak to any member of the team.

Best wishes,

Owen McGovern

Managing Director
Oxford Spires International
ABOUT OXFORD SPIRES

Oxford Spires International is part of the Oxford Active family, which has been providing safe and exciting programmes for young people since 1998.

Oxford Spires International offers English programmes in Oxford and Cambridge for international young people to explore the UK, experience British culture, and develop their skills and confidence in using English.

Our programmes are a combination of English lessons, activities, workshops, and excursions, which means that our students have lots of opportunities to have fun, make new friends and practise their English skills!

We are proud to be accredited by Accreditation UK (the British Council), and members of English UK and Young Learners English UK.

OUR MISSION

Our Mission is to provide a safe, enjoyable and enriching learning experience.

We aim to be helpful and efficient, honest and reliable, and strive to build students’ confidence in using the English language through meaningful experiences.
MEET THE TEAM

Your teachers and activity leaders are looking forward to meeting you and leading your lessons and activities.

If you are travelling as part of a group, your group leader is responsible for keeping you safe and well during your stay. He or she will be with you every day during your programme.

If you are travelling independently, a member of staff will act as your group leader.

If you have any questions or problems during your stay, please speak to your group leader or any member of staff.

Paul and Jenni work in Head Office. They are responsible for organising your programme, and they will speak regularly to your group leader.

You will also see Head Office staff at school and during activities. We love to take photos and chat to you! Please come and speak to us if you have any ideas or feedback for us, and of course, if you have any serious problems.

Remember that all of our staff are very happy to help you and make your stay as comfortable as possible!
AT THE AIRPORT

A member of Oxford Spires staff will be waiting for you at the airport.

They will have a sign with the Oxford Spires logo and your name or your group name.

When you arrive:

⇒ collect your bags and ensure that you have all your luggage
⇒ follow your Group Leader out the baggage claim area
⇒ meet our staff member in the arrivals hall

If you get lost or separated from your group, phone +44 (0) 1865 594 963.

Our staff will take you and your group to the coach and travel with you to the school, residence, or to meet your host families.

If you are going straight to your host families, they will give you any information you and the rest of your group need to travel to school the next day, and they will swap contact details with you.

TRAVELLING TO SCHOOL

Public transport

If you are staying with a host family, we will give you your travel information before you go to your host family. Read the information carefully and bring it with you when you travel. Speak to your host family and they will show you where to find the nearest bus stop and answer your questions.

If you get lost, phone the emergency number (+44 (0) 1865 594 963) and we will help you.

Don’t forget your bus pass and your phone!

Private transport

If you are staying with a host family, we will give you your travel information before you go to your host family. This information will tell you what time to be ready every day.

Please do not be late—this is very important!

If you are staying in a residence, our staff and your group leader will travel to school with you every day.
**ST EDWARD’S**

**St Edward's School** (known colloquially as 'Teddies') is a co-educational, independent boarding school in Oxford. There are 13 boarding houses which are home to approximately 50–60 boys and girls.

The sports on offer for girls include hockey, netball, tennis and rowing, while the main sports offered for the boys include rugby, hockey, cricket and rowing, with football also proving an increasingly popular option.

The School has over 90 acres (360,000 m²) of playing fields in North Oxford.

On the first day at school, we will speak to you about the school rules, your timetables, and where to find him/her during the school day if you have any problems.

**Please be respectful of the school and the teachers during your programme. Remember, you are representing Oxford Spires International, your own school, and your country!**

**Please bring:**
- a notebook
- pens/pencils
- clothes for sport (you may have PE lessons)
- a reusable water bottle
- please see page 12 for information about which clothes to bring
ENGLISH LESSONS

What will we do in lessons?

You can expect lots of different activities in the classroom, such as:

⇒ role plays  ⇒ debates
⇒ group work  ⇒ conversation practice
⇒ pair work  ⇒ presentations
⇒ project work

If there is anything specific you would like to learn about, please speak to your teacher and they will try to add this to your lessons.

Learning Objectives

At Oxford Spires International we want you to have FUN learning with us!

During your programme, we want you to:

⇒ enjoy learning!
⇒ improve your confidence
⇒ develop your learning skills
⇒ practise using English inside and outside the classroom
⇒ use your skills to meet new people and experience the UK

LEARNING SUPPORT

If you have any Special Educational Needs, please tell us before you arrive so that we can support you as much as possible.

You can also speak to your Programme Co-ordinator when you arrive if you need extra help with anything in the classroom.
ENGLISH OUTSIDE THE CLASSROOM

It’s great to speak English in the classroom with your teacher, but it’s also important to use your English skills during activities and excursions!

Here are some ways that you can practise your English outside the classroom:

If you visit some shops, this can also be a great place to practise some English. **Ask the shop assistants questions** if you need to, and **be polite**!

**Look around you!** Are there new words you can see that you don’t understand? Take a photo and ask your teacher in your next lesson, or ask an Activity Leader.

**Listen!** Can you hear people speaking in English? Can you understand what they are talking about? Can you hear if they have an English accent, or something different?

**Ask** if you don’t understand!

**Speak** to your host family, your school buddy, Oxford Spires staff—every one!

**Practice makes perfect!**
ACTIVITIES & EXCURSIONS

At Oxford Spires International we want you to have fun, speak lots of English and experience life in the UK as much as possible!

That is why it is very important to us that when you are not in the classroom, you are participating in activities which will develop your language skills, encourage you to communicate with others, and teach you more about UK history and culture.

You will receive your weekly timetable when you arrive.

Activities

Our fantastic city locations mean that we can visit the town many times every week to play games, explore, and visit museums, colleges and other interesting places. Sometimes we also have activities at the park or at the school.

Examples of activities include: sports & games, quidditch, paparazzi, selfie challenges, team-building games, visiting museums & colleges, and walking tours.

Day trips

As well as visiting local places of interest and exploring the beautiful city, your timetable may also include day trips each week to explore other places.

During your stay, you might visit: London, Bath, Stratford-upon-Avon, Oxford, Cambridge or many other beautiful and historical places nearby!

Evenings

If you are staying with a host family, the evenings are a great chance for you to practise your English and learn more about UK family life. Speak to your family as much as you can and get to know them!

If you are staying in a residence, we will organise evening activities such as games, competitions and visits.
KEEPING SAFE

In general, Britain is a very safe place to visit, and celebrates being a multicultural and diverse country.

However, it is important to be careful and responsible, especially when we visit big cities such as London.

**ALWAYS:**

- ✓ Listen to instructions from your teachers, activity leaders and group leaders
- ✓ Ask if you do not understand
- ✓ Close your bag
- ✓ Cross the road at pedestrian crossings. Be careful of cars and bikes! *(Don’t forget! In England, we drive on the left-hand side of the road!)*
- ✓ Drink lots of water—it is especially important when you are playing sport, walking around, and if the weather is very hot.
- ✓ Tell people where you are going if you are travelling alone

**NEVER:**

- X Leave the group without permission
- X Bring lots of money, or expensive phones and cameras with you
- X Leave your bag open or out of your sight

If you are lost, you can always phone the emergency number and we will help you.

+44 (0) 1865 594 963

If there is an emergency, stay with the group and listen to your teachers. If you are not with the group, go to a safe place and ask for help, or phone 999.

Please tell us where you are; phone the emergency number—and we will help you.
WHAT TO BRING

Don’t forget that English weather can be very unpredictable. It could be beautiful sunshine one day and cold thunderstorms the next!

Check the weather report before you come (bbc.co.uk/weather).

We recommend that you bring the following:

**Clothing**
- Enough underwear and socks for one week
- Comfortable shoes
- Pyjamas
- Enough clothes one week
- Jumper or hoodie
- Clothes for sport
- Sun hat / baseball cap & pair of sunglasses
- Waterproof coat or jacket/winter coat (depending when you visit us!)
- Umbrella

Your host family will wash your clothes once a week, and the staff in the residences will help you to use the laundry facilities once a week.

**Toiletries**
- Toothbrush and toothpaste
- Deodorant
- Soap/ shower gel
- Shampoo and conditioner
- Hair brush/ comb
- Sun cream if you are visiting us in the summer (sometimes it is sunny in England!)
- Sanitary towels/ tampons
- **Wash cloth and towel (residential students only)**
WHAT TO BRING

Money
- Weekly pocket money in Pound Sterling (we recommend approximately £100 per week for shopping, souvenirs, and snacks).
- Laundry (residential students only): £3 per wash and £2 per dry

Miscellaneous
- Passport and visa, travel tickets, consent to travel form
- Electronic devices & chargers – camera, phone (please note that the school is not responsible for lost or damaged items. We do not recommend bringing expensive electronic devices)
- UK plug adaptors
- A bag that closes, preferably a backpack. You will need to carry your packed lunch on excursion days.
- A reusable water bottle
- Medicine you regularly take
- Prescribed medication. You must tell your group leader if you are taking prescribed medication. Please make sure that the correct dosage is written in English. The correct dose will be distributed to you at the times indicated by your doctor.

DO NOT BRING

List of forbidden items:

Oxford Spires International has a zero tolerance policy for students to have or use of any of these items:

- Tobacco/cigarettes
- Alcohol
- Illegal drugs/‘Legal highs’
- Blades, firearms, air guns, replica firearms or any other form of weapon
- Poisonous/corrosive liquids
- Flares, lighters or candles, pepper spray, explosives
- Clothes irons and cooking equipment

If we think you have one of these items, we might search your room.

If we find any forbidden items, we will follow our disciplinary procedure with you and you may be sent home.

Please see the school rules and our disciplinary procedure on pages 18 and 19.
HOST FAMILY ACCOMMODATION

If you are staying with a host family during your time with us, please read the following information carefully:

Staying with a host family is a great way to practise your English and experience family life in Britain. Your host family will welcome you into their home and will do everything they can to make you comfortable. During your stay with a host family, it is important to remember that some things may be different in England to your own country.

**Food**

Food in the UK will probably be different to the food in your country, and this is part of experiencing a new culture. We encourage you to be flexible and try new things!

In Britain, we usually eat our main meal in the evenings, and this may be earlier than you are used to. Dinner time is a great opportunity to speak to your host family and practise your English.

If you have any allergies, please tell us in advance and speak to your host family when you arrive.

**Bathroom**

Please do not stand on the toilet, and always leave the bathroom clean after you use it.

You must always put toilet paper in the toilet and nothing else. Sanitary products should go in the bin, not the toilet.

**Bedroom**

Please be respectful to your host family and keep your bedroom TIDY!

If your bedroom is untidy, it will be difficult to clean. Please do not eat in your bedroom.

Your host family will sometimes check your bedroom to see if it is clean and tidy. If it is very untidy, they might speak to your Programme Coordinator or your Group Leader.

**Cleaning & Laundry**

Your bed linen will be changed weekly, and the bathroom will be cleaned daily.

Your laundry will be done for you once a week.

**Good manners!**

In Britain, “please” and “thank you” are the most important words to learn!

Remember to always say “please” and “thank you” when you are with your host family, especially at meal times.

**Communication**

When you arrive, take your host family’s phone number and give them yours.

It is useful to speak to your host family about their daily routine. Is it better to take a shower in the morning or at night? What time do they like to eat dinner? Ask questions so that you can live comfortably with your new family!
# HOST FAMILY RULES

When you are with your host family, you are representing your own family, your country and Oxford Spires International. It is very important to follow the rules and have a positive experience with your host family:

- **We expect our students to be polite and respectful of host families and their homes at all times.**
- Keep your bedroom tidy and leave the bathroom clean.
- Do not damage furniture or decoration in your host family accommodation.
- Do not eat in your bedroom. You may drink water, but no hot drinks or fizzy drinks in your room.
- Do not use the family phone without permission.
- **You must return to your homestay by no later than 20:00 every evening.** If you will be late, tell your host family or your group leader as soon as possible.
- No smoking, drugs or alcohol are permitted at any time during your stay with Oxford Spires International. **This includes your time at the host family accommodation.**

If you break any of these rules, your host family may speak to your group leader or Programme Coordinator and we will follow the Disciplinary Procedure on page 19.

**Any questions?**

Your host family will be very happy to help if you have any questions or problems. If you still need help, contact your group leader. In an emergency, phone the emergency contact number on your wristband (+44 (0) 01865 594 963).
RESIDENTIAL ACCOMMODATION

If you are staying in a residence during your time with us, please read the following information carefully:

During your stay, it is important to remember that some things may be different in England to in your own country. This is a fantastic opportunity for you to experience a new culture and experience life in a different way to what you might be used to!

Food

Food in the UK will probably be different to the food in your country, and this is part of experiencing a new culture. We encourage you to be flexible and try new things!

In Britain, we usually eat our main meal in the evenings, and this may be earlier than you are used to. Dinner time is a great opportunity to speak to your teachers and fellow students and practise your English.

If you have any allergies, please tell us in advance and speak to the Programme Coordinator when you arrive.

Bathroom

Please do not stand on the toilet, and always leave the bathroom clean after you use it.

You must always put toilet paper in the toilet and nothing else. Sanitary products should go in the bin, not the toilet.

Bedroom

Please be respectful to the school cleaners and keep your bedroom TIDY! If your bedroom is untidy, it will be difficult to clean. Please do not eat in your bedroom. Oxford Spires staff will sometimes check your bedroom to see if it is clean and tidy.

Cleaning & Laundry

Your bed linen will be changed and your room will be cleaned weekly; the common areas will be cleaned daily. You can wash your clothes once each week using school washing machines. We will tell you which day, and how to use the machines, when you arrive at the residence. There is a small charge to use the machines, which is approximately £2 per wash and £2 per dry.

Remember to bring a towel because these are not supplied in residence!

Good manners!

In Britain, “please” and “thank you” are the most important words to learn!

Remember to always say “please” and “thank you” at school, especially at meal times.
RESIDENTIAL RULES

Living in a residence is a great way to meet new friends! Don’t forget, you are representing your family, your country and the school with your behaviour at the residence.

Please read the residence rules carefully.

- We expect our students to be polite and respectful at all times.
- Keep your bedroom tidy and leave the bathroom clean.
- Girls and boys accommodation at the residence is separate. Boys must not enter girls’ bedrooms and girls must not enter boys’ bedrooms.
- Do not eat in your bedroom. You may drink water, but no hot or fizzy drinks are allowed in your room.
- No smoking, drugs or alcohol are permitted at any time during your stay with Oxford Spires International.
- Do not touch fire equipment in the school unless in an emergency.
- Unless there is an emergency, we ask students to stay in their bedrooms after “lights out.”
- Be respectful of school property and other people’s property.
- Respect your fellow students (and the Oxford Spires staff!) and do not make too much noise in your bedroom. If you want to socialise with friends, use the social areas such as the common room.
- Your bedroom key is your responsibility. If you lose it, you will need to pay for a new one.

If you break any of these rules, Oxford Spires staff will follow the Disciplinary Procedure on page 19.

Any questions or problems?
Your group leader and our staff will be very happy to help if you have any questions or problems about your accommodation. In an emergency, phone the emergency contact number on your wristband (+44 (0) 01865 594 963).
SCHOOL RULES

We have school rules to keep everybody safe and happy.
Please read the school rules carefully:

ALWAYS:

✓ Follow English laws
✓ Attend all classes, activities and excursions—*if you are unwell and cannot attend a class, tell your group leader, a member of staff, or phone the emergency number*
✓ Respect the students and staff at Oxford Spires International—*we are all here to have fun together*
✓ Respect property at the school, your residence/host family and the city—*do not graffiti, litter or damage equipment*
✓ Speak English!
✓ Ask if you have a question or a problem—*the staff at Oxford Spires and your group leaders will always be happy to help you*

NEVER:

✗ Smoke, drink alcohol or use drugs—*remember that the legal age to smoke cigarettes and drink alcohol in the UK is 18*
✗ Bring forbidden items *(see page 13)*
✗ Bully or use anti-social behaviour—*bullying will not be tolerated at any time. If someone is being unkind to you, please tell your group leader, or a member of staff*
✗ Leave the school, residence or group without permission
✗ Eat in the classrooms or on the coach—*you can drink water at any time*
✗ Eat chewing gum at school or on private coaches
✗ Swear or use bad language (in any language!)
DISCIPLINARY PROCEDURE

What happens if I break the rules?

If you break any of the School Rules, Residential Rules or Host Family Rules, a member of staff will talk to you about what happened and why your behaviour is unacceptable.

If you behave very badly, or repeat bad behaviour, we will use the following sanctions:

1. **First Warning** - the Programme Coordinator will give you a verbal first warning and you may lose some free time/participation in an activity.
2. **Second Warning** – the Programme Coordinator will give you written second warning and they will tell your parents/agent about the situation. You may also lose some free time or miss an activity or excursion.
3. **Final Warning** – The Academic Manager will give you a final written warning, which says that you will be immediately sent home if you repeat the unacceptable behaviour. You may also lose some free time or miss an activity or excursion.
4. **Expulsion** – your family must pay for you to return home immediately.

If your behaviour is very serious, you may not be given any warnings before we speak to your parents or send you home.
**FAQ — GENERAL**

**What if I am unwell?**
If you are unwell, tell your group leader, or a member of staff and they will help you. If it is necessary, we can take you to a local doctor or dentist.

**What if I miss home?**
Our friendly and supportive staff are available to speak to you if you have any problems. If you are missing home, come and chat to us. You are never alone at Oxford Spires International We are all here to help you!

**Is there Wi-Fi?**
Yes, there is Wi-Fi in all schools and accommodation. We will give the necessary passwords when you arrive. Please note that some Wi-Fi areas may restrict the sites that you are able to visit, for example, occasionally some social media sites are blocked due to the host school's internet policies.

**Please speak to the school staff or your Group Leader about safety online and see the school noticeboards for tips and advice.**

**How often can I phone home?**
We understand the importance of staying in touch with your family and we will never stop you from phoning home during suitable and convenient times. **However, please remember that constant contact may prevent you from fully immersing yourself in the Easter Programme, and could actually make you feel more homesick.**

Phone calls through Skype, FaceTime or WhatsApp are usually the most reliable ways to contact home. If this is not possible, speak to a member of staff or your host family who will be able to help you.

**How do I study in the UK long-term?**
If you would like to continue your studies in the UK, you can speak to an Educational Travel Organiser or Educational Consultant in your home country. They will be able to tell you about your options, the application process, the academic requirements, and the fees.
Speak to a member of Head Office staff and they will be able to help you find a representative in your home country.

**Will my bank card work?**
Check that your bank card has one of the following symbols on the back: Cirrus, Maestro or Visa (Plus). Most UK bank machines (ATMs) will accept cards using these networks. If you are not sure, ask your home bank. Also, make sure you tell your home bank that you will be using your bank card abroad, otherwise they might stop your card from working.
The majority of ATMs are easy to use and let you take money out without any charges, but if you’re not sure, ask a member of staff and they will be happy to help you.
OUR ADVICE TO YOU

- Everybody will be a little scared when they first arrive! Be kind and understanding towards yourself and others.
- Be yourself!
- Speak in English! If you always speak in English, you are more likely to meet new people from other countries, and you will make more friends!
- Explore the common areas of school and introduce yourself to other students. See what similar interests you have, and what you can learn from them.
- Chat to the Oxford Spires staff. They are here to look after you and make you feel safe and happy.
- Listen to information, and don’t be afraid to ask questions if you don’t understand something.
- It’s important to contact home, but try to decide ONE time to do this every day. If you spend all your time looking at your phone, you will miss the fun!
- Keep busy! Participate in your classes and activities with a positive attitude.

The most important tip of all

You are never alone at Oxford Spires International! There is always someone there to support you.

If you are feeling sad, scared, homesick or worried, speak to your group leader, your Programme Coordinator, host family or any member of staff at any time and we will help you.

We look forward to meeting you soon!
INFORMATION FOR PARENTS

Contacting your child

Your child will usually have access to Wi-Fi on their phones every day during school breaks and lunch times. They will contact you to tell you that they have arrived safely.

We understand that you will be thinking of your child and will want to know how they are getting on. However, it is important that the child immerses themselves in the course; too many calls home can disrupt this process and potentially increase feelings of homesickness.

Contacting the school

Please refer to the next page for all school contact details.
We will contact you immediately if your child suffers more than a very minor illness/injury. Please note that we are unable to give daily, personal updates on students.

Pocket Money

The Oxford Spires course is all-inclusive. During their stay with us, students will have three freshly-prepared meals a day, and drinking water is always available. Students will therefore only need money to buy souvenirs during excursions. A good idea is to bring a pre-loaded credit or debit card as they will have access to ATM machines in the town centre.

The amount of pocket money is, of course, your choice but we would recommend no more than £100 per week. Please note that we cannot look after any money or valuables, and your child is therefore responsible for any money or expensive items they choose to bring with them.

For reasons of safety, and to promote equality among students, we ask that your child is not given more than £200 per week to spend.

Deliberate Damage

Please note that we reserve the right to ask you to cover damage to school or homestay property caused by deliberate action or gross negligence, which is the clear fault of your child.

Consent and important information sharing

Please ensure that you have completed the online consent form before your child arrives. We require your permission for your child to have unsupervised free time with their friends, to take photos of your child, and to treat your child in a medical situation.
INFORMATION FOR PARENTS

Allergies, Educational Needs, and Special Requests

We will do everything we can to accommodate your child at Oxford Spires International. Please inform us in advance, through the online consent form, if your child has any specific health problems, food allergies or learning requirements.

Please note that we need to know about food allergies and special access requests at least two weeks before your child arrives.

Keeping Safe

Your child’s safety is our top priority. We plan our activities and excursions in advance and have risk assessments for everything we do. We train all of our staff to care effectively for the students, and many have first aid training.

Please help us to keep your child safe by reading the school and host family/residence rules with them before they arrive and ensuring they understand. Please also ensure that that they do not bring forbidden items (page 13), and that they have the emergency number saved to their phone (see below). Thank you for your support.

CONTACT DETAILS

If you have any questions or concerns, it is usually better to contact your child’s group leader or travel agency directly.

If you would like to speak to someone at the school directly, please use the contact information below:

General email: info@oxfordspires.education

Oxford Spires International Head Office
(from 09.00 – 17.00 GMT), Monday to Friday
+44 (0) 1865 800 290

Out-of-Hours Emergency Contact (please call only in case of emergency):
+44 (0) 1865 594 963

Facebook: www.facebook.com/oxfordspires

Instagram: www.instagram.com/oxford_spires
RESOURCES FOR PARENTS

Our Website

Our website is www.oxfordspireslanguageschool.com. Here you will find plenty of information on our courses, the cities where the courses take place, the school facilities, prices and dates, and general information about Oxford Spires International.

There is also a helpful FAQ section here: www.oxfordspireslanguageschool.com/faq in case this handbook has not answered any of your questions.

Policies & Procedures

Our school policies including behaviour policy, missing student policy, prevent policy, emergency action plan, safeguarding policy, complaints procedure, and many others are always available to parents. In order to request access, you must write to us at: info@oxfordspires.education, and specify which policy(ies) you would like to have sent to you.

Insurance Cover

Please note that our course fees do not include travel or medical insurance. Costs could arise to you in case of cancellation, your child leaving their course early, medical expenses, emergency dental treatment, personal belongings, money, personal liability, etc.

We strongly recommend our students take out coverage before arrival. If you would like advice on how to do this, we will give you the name of our trusted insurance provider.

Oxford Spires will not be responsible for resolving any problems or difficulties which arise from your lack of insurance cover.

Accreditation

Oxford Spires International is regularly inspected by the Accreditation UK unit of the British Council. The latest inspection report is available on their website by searching our school name. We are also part of English UK, a national members’ association for schools in the UK promoting quality and best practice across all its members.

Complaints & Disputes

If you or your child are unhappy at any time, whether it’s with any aspect of our service, teaching, accommodation, etc. then we encourage you to speak to any member of staff as soon as possible. If the problem is not resolved, you should speak to the Managing Director. We will investigate the issue and inform you of the outcome. In the unlikely event that we are still unable to resolve the issue, you can write to the Chief Executive of English UK. All disputes are handled under UK law.
We look forward to seeing you soon!