

HOMESTAY CLIENT TERMS & CONDITIONS

1. Booking Confirmation

Bookings are only confirmed after full payment, including (if applicable) any administration fee, has been made. We reserve the right to cancel any booking where payment has not been received by the due date.

2. Payments and Bank Charges

2.1 All payments must be made in pounds sterling (GBP) as all our payments are invoiced in UK pound sterling.

2.2 All outstanding monies must be paid 7 days after invoice date or before guest's proposed move in date, whichever is the sooner. All late reservation requests will require payment in full prior to arrival. Any exceptions to these terms must be agreed by HFS London in writing.

2.4 We will not pay for any bank charges. This also applies to any refunds payable to the guest. Refunds will be made in the same method that the payment was received and will be at our discretion.

2.5 For international bank transfers, please add £10 to your payment to cover all bank charges in the UK or 3% if paying by credit card. It is important that when making payments to us, you consult your bank with regards to any charges in your country that may be applicable. We will not cover the bank charges from your country.

3. Arrival

We must be notified of the arrival time at least two working days before arrival in the UK otherwise we cannot guarantee that there will be a host waiting at home, nor will we be held responsible for any expenses incurred as a result of this.

4. Movement of Guests

We reserve the right to move a guest from accommodation or refuse to accommodate any guest should their behaviour be deemed unacceptable

5. Guest Complaints

5.1 We will respond to any complaints as soon as possible after the guest has moved in. We will call the host concerned as soon as possible to try ascertain their perspective on the complaint. If the issue is resolvable we will suggest that the host and guest talk through the issues directly. If not, and on hearing both sides we

deem that there are grounds for relocation, we will aim to find a suitable alternative. If we cannot do this then we will offer a refund on the remaining time booked with this host. If on hearing both sides, we deem that there are not suitable grounds for relocation then we will not relocate the guest. In this instance the guest will then be subject to the early leaver T&Cs as stated in clause 6 of this document.

5.2 It is our policy to contact the host family in the event of a complaint under most circumstances unless it contradicts our Safeguarding policy. Except for these cases, we will not relocate without calling the host family first. Therefore, if the guest requests relocation without us discussing the complaint with the host family, we will not normally be able to satisfy this request.

5.3 We will not be responsible for the payment of fees for hotel stays or accommodation not booked by us in the event that you choose not to stay in the booked accommodation, for any reason.

6. Guests choosing to leave early

For any guest wishing to leave their Homestay early after arrival, the guest may serve 2 week's notice at any point after the first 2 weeks of their Homestay, subject to a minimum of 4 weeks stay. For stays under 4 weeks, there will be no refund issued.

7. Guests choosing to extend their stay

7.1 Should a guest wish to extend their stay, we must be given at least 1 week's notice. Extensions are subject to availability. If an extension is not possible, we will endeavour to find a similar alternative.

7.2 All revisions and extensions to a guest's stay must come through us directly and not the host.

8. Cancellations

8.1 Non Visa Refusal: Full refund minus 2 week's accommodation charge for stays of all duration and irrespective of notice given to us.

8.2 Visa Refusal: If more than 2 week's notice is given, there will be a 100% refund less 1 week's accommodation charge. For less than 2 week's notice, there will be a 100% refund less 2 week's accommodation charge.

8.3 In the event that a guest has been refused entry into the UK, we must receive a copy of the visa refusal letter from the British Embassy within 7 days of it being issued if any refund is to be awarded. In such cases, we will not refund (if applicable) the administration fee nor any supplementary expenses incurred. Failure to send us a copy of the Visa refusal letter in time will mean the guest incurring the Non Visa Refusal cancellation charges above.

8.4 For all "no-shows", there will be no refund for stays of 4 week's or less. For stays greater than 4 week's, there will be 100% refund less 4 week's accommodation charge. A "No-show" occurs where a student or guest fails to arrive at the homestay on the confirmed arrival date without previous notification to HFS or the Host. In this situation, the Company will have 48 hours to investigate before HFS applies the cancellation policy.

8.5 Cancellation requests must be received during office hours, which are from 09.00 – 18.00 (GMT) Monday to Friday. Saturdays, Sundays and national holidays (including the days between Christmas and New Year) are excluded.

9. General

9.1 We strongly advise all guests to take out travel insurance to cover matters concerning personal injuries and loss or damage of personal items. The host can accept no responsibility for such matters during the course of the guest's stay.

9.2 Use of phone, washing facilities, and appliances are up to the discretion of the host. Loss of front door keys, and damage to property belonging to the host are payable by the guest. The guest is expected to conduct themselves in a reasonable manner in terms of using hosts' facilities, noise and inviting guests to the home.