

**TERMS & CONDITIONS OF SERVICE**

**Our Vision and Values**

**Our Vision**
Our core team values are reliability, responsiveness, availability, and approachability. We are a solutions-based organisation, with a friendly team who will go the extra mile to deliver for the needs of our customers.

**Our Business**
We place students with Homestays as our core business using an informed, balanced approach, treating each host and student as individuals. We use our large reach, our deep experience, and extensive resources to solve problems. We do not rely on our expertise only, but communicate regularly with our customers, hosts, and partners to improve our service and grow our offering to ensure homestay covers a vast variety of flexible and affordable option for students seeking accommodation. Our successful business growth is due to the ability to expand and adapt to our client’s requests.



**Our Challenge**
Our customers’ biggest challenge is expectation: not understanding the multi-cultural makeup of our hosts, the size and transport networks of the cities and the layout of a typical homestay. We strive to manage expectations by giving our customers accurate information and by educating our partners and the wider student community.



**Our Mission**
We want to be the best accommodation provider in the UK, offering a wide choice of options in a safe environment for our customers. We take care of the accommodation needs of our partners so they can concentrate on their businesses.

**Accommodation Services**

Hosts International (HI) agrees to accommodate students in homestay accommodation at agreed rates

The ‘partner’ will submit all requests for accommodation in writing detailing all the essential requirements necessary for the placement of a booking

HI will provide quality, vetted homestays that meet HI’s and industry standards

All juniors (students under the age of 18) will be accommodated in especially selected and checked homestays only. These families will have been checked to required safeguarding standards.

Any junior staying more than 28 days will be accommodated under a Private Foster Care arrangement. This will be in co-operation with the relevant local authority and HI will register the host and the junior with the relevant social services department.

HI cannot be responsible where information has not been provided to us at the outset by the partner

HI works with clients and partners in an ethical, transparent, personable manner and expect a reciprocal working relationship

**Movement of Students**

If student is dis-satisfied with their current accommodation, HI must be informed immediately in writing. HI will take appropriate and agreed action the same day. If the situation cannot be resolved, will move the student to a new accommodation at the earliest possible convenience

If a student decides to move out accommodation provided by HI, we will need notice as follows:

For stay between 1 and 4 weeks, we will ask for one weeks' notice

For stays more than 4 weeks we will ask for two weeks' notice.

All changes and cancellations must be received in writing in our normal working hours.

**Complaints**

The partner must inform us of any issues as soon as possible. In the event of a student complaint, HI will aim to solve the issue on the same day. HI aim to act on feedback immediately, avoiding any delays and maximising the quality of the students stay. HI will offer a suitable solution, but should any student be dissatisfied with the accommodation, despite the attempts to please all parties, we will relocate the student to another home as soon as possible.

It is HI’s responsibility to relocate the student to another suitable home. HI will always suggest another suitable accommodation but if the student does not wish to take up the alternative offer, the college must give HI one week’s notice to cancel the accommodation. Similarly, if a host family decides that they want their student to leave, they too must give the student/partner notice.

For moves without valid reasons, cancellation fees are charge equal to one week’s notice. Further administration charges may be charged for changes or moves without reason, on short notice (less than one week)

Notice subject to change under exceptional circumstances when pre-agreed

HI will not be responsible in any way, for any alternative arrangements made in accommodation not provided by us.

Note - HI reserve the right to move a student from their accommodation or refuse to accommodate any student should we find his/her behaviour unacceptable.

**Damages**

Both parties agree to notify of any damage related issues during the students stay. Students will be liable for all damages to hosts properties and the partner will help HI in arranging compensation for the host. Hosts are advised to have household insurance for this eventuality.

**Transfer Services (by Taxi and by Coach)**

All requests for airport transfers must be made in writing giving full flight details. HI accepts no liability where incorrect information has been provided and will charge for all costs arising in these cases. We will also charge in full for all "no-show" bookings.

Drivers will go into a terminal, one hour after the flight lands, except if specific instructions have been given and waiting time after the first hour will be charged.

HI will need a contact telephone number for the student for the driver to make contact if needed. All students should have WhatsApp downloaded on their mobile device as this is the preferred method of contact with our drivers.

Juniors will only be met by approved drivers who have been suitable vetted and checked. These drivers will collect the student from their port of arrival and stay with the junior until they are handed over to their host. Likewise on any return journey the same will apply.

**Billing**

HI will submit an invoice to the partner for every individual student or group accommodated at the agreed rates.

The partner must pay each invoice within their agreed terms. Please ask for a credit application form if required.

If a booked student fails to arrive at the accommodation, the partner will be charged as follows:

For stays of one to two weeks, a one-week cancellation notice will be charged.

For stays more than two weeks, a two-week cancellation notice will be charged.

Any supplementary charges such as booking fees will be billed alongside the cancellation fees.

If a student takes a holiday whilst leaving belongings in the room, HI will charge the Self-Catering rate for the period of absence. This is upon pre-arrangement and agreement with the homestay host.

**Safeguarding**

HI takes our safeguarding responsibilities very seriously. Please ask for our safeguarding policy.

**Collaboration**

HI believes in working in partnership with our partners, appreciating that every business works in diverse ways and finding best ways of working that suit both parties. For the safety of the students and to ensure that HI works in the most efficient and effective ways, HI asks that we share the following information:

* **Curfews**

For junior students, HI will send ours and request that partners tell HI theirs so we can come to an agreement over which to use and in what circumstances

* **Consent**

Partners must share consents for U18s in case of emergency and ensure it’s in their data sharing agreement that it will be sent to HI

* **Feedback**

Partners must send HI regular and relevant feedback, positive and negative and include essential information that can be used for further improvement

* **Groups**

Partners must share juniors/groups timetables and emergency contacts

* **Emergency plans**

HI will share our emergency crisis plan and ask partners for theirs

* **Safeguarding**

HI will share our safeguarding policy and ask partners for theirs

* **Forecast**

HI will ask partners to give predictions for busy periods coming up so that HI can plan accordingly

* **Emergency numbers**

HI will share their emergency line numbers and processes for weekend issues/changes/ standby hosts and request the partner’s emergency procedure

**Working Together**

* HI offer a half day introduction/workshop ‘getting to know HI’ for unfamiliar staff or re training of accommodation/student services staff
* HI conducts an annual review, and we ask clients to complete a survey as we ask both staff and homestays
* HI is happy to provide our Homestay pack, or any other information required for internal purposes only, these copyright documents cannot be re used or re produces without consent

**Inspections and Compliance**

Please contact HI if you are being inspected for compliance (for example a British Council inspection). HI can send you our policies and processes to help you. HI absorbs the substantial work of compliance so if you use HI exclusively for your accommodation, you will be exempt from undergoing an in-depth accommodation inspection.

**Group Stays**

Please enquire and check availability for all group stay dates. Groups stays should ideally be booked weekend to weekend. Part-week groups in peak season charged as a full week stay. Please enquire and check availability for all group stay dates.

Please provide as much advance notice on group stays where possible.

Group details to be received no later than 4 weeks prior to arrival date with pairing/rooming list, allergies, numbers, meal plans, timetables, social activities, and any extra details needed. Final sharing, pairing, allergy list to be sent no later than 2 weeks prior to arrival date which will enable us to send homestay confirmations at this stage.

Late cancellations or changes with less than one week notice incurs a week cancellation fee charged equal to one week of the homestay accommodation

Flight details for arrival and departure must be sent a week in advance.

Weekday arrivals may arrive to homestay homes after 6pm. Weekday departures should leave homestay homes before 8am. This is to accommodate hosts working days.

Unsociable hours for arrivals and departures (before 8am and after 10pm), taxi’s must be organised to/from hosts homes

Meeting points can be organised for London and Oxford groups on request.

Group meeting points are always in pre-arranged locations when placed in Cluster areas subject to availability - please ask us for more information.

School representative name and contact details to be sent to us prior to arrival for meeting point coordination.

Meeting points incur a £30 per homestay pick and drop off fee for arrival and departure.

**Other Conditions**

Students and partners cannot negotiate directly with host families All families have a contract with HI and therefore if they attempt to accommodate the student directly without HI’s involvement they will be in breach of that contract. This is to protect the interest of all parties and to avoid confusion in HI’s booking procedure.

In the case of all extensions, the partner is responsible for notifying HI of the extension to the stay

If the student approaches the family for a direct agreement, HI may refuse to re-accommodate the student. Students should not discuss any monetary issues with the family; all transactions should take place via HI.

Partners must ensure agents and students are aware of the above, HI ensures hosts are aware too.

Any correspondence with a host must go through HI