

Homestay Terms and Conditions

Booking and confirmation

- To book Homestay accommodation, you must be booked on a course of a minimum of 15 hours per week.
- Homestay Accommodation will only be reserved on receipt of a fully completed application form and the full payment.
- The minimum period of stay is 1 week (e.g. from Saturday to Saturday, 7 nights).
- Our Homestay hosts' homes do not all have wheelchair access and therefore may not be able to accommodate some disabilities or special needs. If this is an issue for you, please let us know and we will do our best to help.
- Should you wish to extend your booking with a host family, please ensure this is done through the academy otherwise you will not be protected by the Academies terms and conditions should any issues arise.

£100 Refundable deposit

All bookings are subject to a £100 deposit, which is payable in cash on arrival at the Academy. This is required to cover repair costs in case of damage caused by you to the property and its contents. For example, this could cover unexpected cleaning costs that may occur, such as cleaning of the carpets as result of spillage. The academy will refund the deposit in full on the last day of your course, providing there is no damage or extra cleaning cost incurred at the end of your stay.

In the event of a deposit not being received, the student may be asked to cover the cost of any damage caused by them during their stay.

Cancellation

• Before arrival:

If a Homestay accommodation booking is cancelled 21 days or more before the start of the accommodation booking, a fee equal to the cost of the booking fee will be charged.

If a Homestay accommodation booking is cancelled less than 21 days before the start of the accommodation booking, a fee equal to the cost of two week's accommodation (or the full duration of the student's booking if less than two weeks) plus the accommodation booking fee will be charged.

• After Arrival:

Students wishing to leave Homestay accommodation earlier than their original leaving date, must give at least two weeks' notice in writing (form available at Reception) by the first Sunday of the two-week period. Students will be refunded for any additional accommodation fees paid that exceed the two-week period. The notice period is reduced to one week from the first Sunday after notice is given in the students first two weeks.

Accommodation Deferral

A student **may** be able to defer the start date of a Homestay accommodation booking if he/she informs UKEC Academy at least 28 days before the booking start date. This is subject to the host family confirming their availability for the amended booking dates.

If a student arrives later than their accommodation booking start date (i.e. they have not given the required notice of deferral referred to above), they will not be eligible to apply for a refund to cover the period between their booking start date and their actual arrival date.

Insurance

All students in Homestay accommodation are strongly encouraged to arrange insurance to cover:

- Medical treatment and personal risks
- Damage to and loss/theft of personal property

UKEC Academy agrees to:

- Inspect all home stay families and ensure all accommodation meets British Council standards



- Collect feedback from every student at the end of their stay
- Give as much notice as possible of any changes to the booking. Please be aware that this may not always be possible and that UKEC Academy reserves the right to cancel / change arrangements without prior notice.

Students must agree to:

- Look after house keys during their stay and to return them at the end of the stay. It will cost £10 per key for replacement.
- Not use the host's address for any purpose other than opening a bank account or proving to authorities their address whilst staying in the U.K.
- Let the Academy/host know if they break or damage anything. It is the student's responsibility to pay all costs as a result of breakages or damage caused by the student.
- Keep their bedroom, the bathroom and other shared areas of the house clean and tidy.
- Offer to help with shared household duties.
- Always be friendly and treat their host with respect.
- Inform hosts in advance if planning to stay out late or overnight.
- Not disturb hosts when returning home late.
- Not smoke in the house and check with the family where it is ok to smoke outside.

Important information about British Home Stay families:

- All of our Homestay hosts speak English as their main language.
- Britain is a multi-cultural country and our hosts have a range of cultural and ethnic backgrounds.
- Some of our Homestay hosts are "traditional" families with a mother, father and children. Others are retired couples, single parents, single people living alone or cohabiting couples.
- All of our families live outside the city centre so please allow 25-50 minutes' travelling time by public transport from your home stay to the Academy.
- You will be living in someone else's house so you must be respectful and observe all rules of the host family.
- You should not invite friends into your host's home without first asking permission from your host.
- You should expect to share a bathroom with the host family. We are unable to guarantee a private bathroom.
- You will not be allowed to use the host's telephone without asking permission first.
- Families usually sit down and eat together in the evening; it is considered rude not to tell your host if you are going to be late for a meal.
- Your host will treat you as a member of the household, so you should expect to help with household tasks such as washing up after meals or tidying and cleaning shared areas of the house.
- Please do not download large files such as music or videos without asking permission from your host.
- Always ask permission before using facilities in the living room or kitchen at your Homestay.

If you wish to change your Homestay family for any reason, you will need to give at least two weeks' notice to the college and pay a £50 re-booking fee. A week covers Saturday to Saturday (7 nights) so, if a student tells us on Wednesday that they would like to move, the two weeks' notice will begin on the following Saturday. The option of moving to a new home stay host is subject to availability.

PAYMENT

- For all bookings, payment must reach us at least **TWO WEEKS** before the arrival date.
- We will only book your accommodation once we have received full payment. Please be aware that payment by bank transfer can take up to 14 days from some countries.
- Please do not send payments until you have received an offer letter and invoice as no refund will be given once the payment has been received if the course or accommodation booking does not go ahead.