



# TERMS AND CONDITIONS

## HomeStay Exchange Platform



For further details and full legal terms, [click here](#)

*Last Updated: 25 November 2025*

*Effective Date: 1 December 2025*



### IMPORTANT NOTICE

Please read these Terms and Conditions carefully before using the HomeStay Exchange Platform. By registering for an account, accessing, or using any part of our services, you acknowledge that you have read, understood, and agree to be legally bound by these Terms. If you do not agree with any part of these Terms, you must not use the Platform.

**These Terms constitute a legally binding contract between you and HomeStay Exchange Platform Ltd. We recommend printing or saving a copy for your records.**

## 1. INTRODUCTION AND ACCEPTANCE

### 1.1 About HomeStay Exchange

HomeStay Exchange is an innovative digital platform operated by HomeStay Exchange Platform Ltd (Company Registration Number: XXXXXXXX), a company registered in England and Wales. Our platform facilitates meaningful connections between university students seeking affordable accommodation and hosts (typically elderly individuals or those requiring daily support) who have spare living space and would benefit from companionship and assistance with daily tasks.

### 1.2 Purpose and Mission

Our mission is to address two critical societal challenges:

- Providing affordable, safe housing solutions for students facing increasing accommodation costs

- Supporting elderly and vulnerable individuals to maintain independence through practical assistance and companionship
- Creating intergenerational connections that enrich both parties' lives

## 1.3 Acceptance of Terms

These Terms and Conditions, together with our Privacy Policy, Cookie Policy, Community Guidelines, and Safety Standards (collectively, the "Agreement"), govern your use of the Platform. By clicking "I Accept," registering for an account, or using our services in any way, you confirm that:

1. You have read and understood all provisions of this Agreement
2. You agree to be legally bound by all terms and conditions
3. You meet all eligibility requirements specified in Section 3
4. You have the legal capacity and authority to enter into this binding contract
5. You will comply with all applicable laws and regulations in connection with your use of the Platform

## 1.4 Contract Formation

This Agreement comes into effect immediately upon your acceptance and continues until terminated in accordance with Section 12. Your continued use of the Platform following any amendments to these Terms constitutes acceptance of such amendments.

# 2. DEFINITIONS AND INTERPRETATION

## 2.1 Key Terms

For the purposes of these Terms, the following definitions apply:

**"Agreement"** means the living arrangement contract established directly between a Host and Student through the Platform, including all terms, conditions, and expectations agreed upon by both parties.

**"Background Check"** means the comprehensive verification process including but not limited to DBS checks, identity verification, reference checks, and any other screening procedures required by the Platform.

**"Content"** means any text, images, photographs, videos, audio, data, information, or other materials uploaded, posted, transmitted, or otherwise made available through the Platform by Users.

**"DBS Check"** means a Disclosure and Barring Service check conducted in accordance with UK legal requirements to identify any criminal convictions, cautions, reprimands, or warnings held on the Police National Computer.

**"Host"** means an individual who registers on the Platform to offer accommodation in their residence in exchange for assistance with daily tasks, companionship, or other agreed-upon support services. Hosts are typically, but not limited to, elderly individuals or those requiring daily living support.

**"Platform"** refers collectively to the HomeStay Exchange website (accessible at [www.homestayexchange.co.uk](http://www.homestayexchange.co.uk) and all subdomains), mobile applications (iOS and Android), APIs, associated software, tools, features, and all related services provided by HomeStay Exchange Platform Ltd.

**"Profile"** means the personalized account page created by a User containing information, preferences, photographs, verification status, and other details relevant to matching and communication.

**"Services"** means all features, tools, and functionalities provided through the Platform, including but not limited to profile creation, matching algorithms, messaging systems, verification services, payment processing, dispute resolution, and customer support.

**"Student"** means an individual who is currently enrolled in a recognized UK university or higher education institution and who registers on the Platform to find affordable accommodation in exchange for providing assistance, companionship, or other support services to a Host.

**"Support Services"** means non-medical, reasonable assistance with daily tasks that may include but is not limited to: light housework, meal preparation, grocery shopping, companionship, technology assistance, gardening, and transportation within agreed parameters.

**"User" or "You"** means any individual who accesses or uses the Platform, whether as a Host, Student, or in any other capacity, including visitors browsing without an account.

**"Verification"** means the multi-stage identity and background checking process administered by the Platform or authorized third-party service providers to confirm User identity, eligibility, and suitability.

**"We," "Us," or "Our"** refers to HomeStay Exchange Platform Ltd and its officers, directors, employees, agents, contractors, and affiliates.

## 2.2 Interpretation

In these Terms, unless the context otherwise requires:

- Words in the singular include the plural and vice versa
- References to persons include individuals, companies, and other legal entities
- Headings are for convenience only and do not affect interpretation
- References to statutes include all amendments, replacements, and re-enactments
- "Including" means "including without limitation"

# 3. ELIGIBILITY AND ACCOUNT REQUIREMENTS

## 3.1 General Eligibility Requirements

To register for and use the Platform, all Users must satisfy the following requirements:

### 3.1.1 Age Requirements

You must be at least 18 years of age at the time of registration. We do not knowingly collect information from or provide services to individuals under 18. If we discover that a minor has registered, we will immediately terminate their account and delete all associated data in accordance with applicable law.

### 3.1.2 Legal Capacity

You must have the legal capacity to enter into binding contracts under the laws of England and Wales. This means you must not be subject to any legal disability that would prevent you from entering into this Agreement, including but not limited to bankruptcy restrictions or court orders limiting your capacity to contract.

### **3.1.3 Residence and Work Authorization**

You must:

- Be legally authorized to reside in the United Kingdom
- Possess valid immigration status (if applicable) allowing you to live and work/study in the UK
- Maintain valid visa or residence permit documentation throughout any active Agreement
- Provide proof of right to reside upon request

### **3.1.4 Truthful Information**

You must provide accurate, current, and complete information during registration and maintain the accuracy of such information throughout your use of the Platform. Providing false, misleading, or fraudulent information is grounds for immediate account termination and may result in legal action.

## **3.2 Student-Specific Requirements**

In addition to general eligibility requirements, Students must:

### **3.2.1 University Enrollment**

- Be currently enrolled as a full-time or part-time student at a recognized UK university or higher education institution
- Provide official proof of enrollment (university ID, enrollment letter, or official transcript)
- Maintain active enrollment status throughout the duration of any Agreement
- Notify the Platform immediately if enrollment status changes or is terminated

### **3.2.2 Academic Standing**

Students must be in good academic standing with their educational institution. The Platform reserves the right to verify academic status and may terminate accounts if enrollment is suspended or revoked.

### **3.2.3 Availability and Commitment**

Students must demonstrate realistic availability to fulfill agreed-upon support services. This includes having a schedule that allows for the completion of tasks, attendance at agreed times, and flexibility to accommodate reasonable Host needs while maintaining academic commitments.

## **3.3 Host-Specific Requirements**

### **3.3.1 Property Ownership or Tenancy**

Hosts must:

- Own the property being offered or have explicit written permission from the property owner/landlord to host a Student
- Provide proof of property ownership (title deed, mortgage statement) or tenancy agreement with landlord consent
- Ensure compliance with any mortgage, lease, or insurance requirements regarding additional occupants
- Verify that local council tax and housing benefit regulations permit the arrangement

### **3.3.2 Property Standards**

The accommodation must:

- Meet all applicable health and safety standards under UK law
- Include a private bedroom for the Student with adequate heating, ventilation, and natural light
- Provide access to essential facilities including bathroom, kitchen, and laundry
- Have functioning smoke alarms and carbon monoxide detectors
- Be free from serious hazards, infestations, or conditions that would compromise health
- Comply with local authority licensing requirements if applicable

### **3.3.3 Insurance Requirements**

Hosts must maintain adequate home insurance and must inform their insurance provider about hosting arrangements. Hosts should verify that their policy covers having a Student resident and any liability arising from the arrangement.

### **3.3.4 Reasonable Support Needs**

Support services requested must be reasonable, non-medical in nature, and within the capability of a typical student. Hosts cannot require Students to provide personal care, administer medication, or perform tasks requiring professional qualifications or specialized training.

## **3.4 Account Registration Process**

### **3.4.1 Creating an Account**

To create an account, you must:

6. Complete the online registration form with accurate personal information
7. Provide a valid email address and create a secure password meeting our security requirements
8. Verify your email address through the confirmation link sent to your registered email
9. Complete your Profile with required information and photographs
10. Accept these Terms and Conditions and our Privacy Policy

### **3.4.2 Account Security**

You are solely responsible for:

- Maintaining the confidentiality of your login credentials
- All activities that occur under your account, whether authorized or not
- Immediately notifying us of any unauthorized use or security breach
- Ensuring your password is strong and not shared with others

### **3.4.3 One Account Per Person**

Each individual may maintain only one active account. Creating multiple accounts, impersonating others, or registering on behalf of another person without authorization is strictly prohibited and will result in immediate termination of all associated accounts.

## **3.5 Account Suspension and Ineligibility**

We reserve the right to refuse service or terminate accounts for individuals who:

- Fail to meet eligibility requirements
- Have previously had accounts terminated for Terms violations
- Pose a safety risk to other Users
- Have been convicted of offenses relevant to the safety of vulnerable individuals
- Are subject to legal restrictions preventing them from entering into Agreements

## 4. PLATFORM SERVICES AND FEATURES

### 4.1 Overview of Services

HomeStay Exchange provides a comprehensive platform designed to facilitate safe, mutually beneficial living arrangements. We act solely as an intermediary and technology provider, connecting Hosts and Students who may benefit from shared living arrangements. We do not provide accommodation services directly, nor are we a party to any Agreements formed between Users.

### 4.2 Core Platform Features

#### 4.2.1 Profile Creation and Management

Our profile system allows you to:

- Create detailed personal profiles showcasing your requirements, preferences, and characteristics
- Upload photographs of yourself and (for Hosts) your property
- Specify availability, schedule preferences, and flexibility
- List specific support needs (Hosts) or capabilities and skills (Students)
- Update information in real-time as circumstances change
- Set privacy preferences for information visibility

#### 4.2.2 Intelligent Matching Algorithm

Our proprietary matching system considers multiple factors including:

- Geographic proximity and location preferences
- Compatibility of schedules and availability
- Alignment of support needs with Student capabilities
- Lifestyle preferences, interests, and personality traits
- Language requirements and communication preferences
- Accommodation features and requirements (pets, smoking, dietary restrictions)
- Previous ratings, reviews, and successful arrangement history

**Important:** While our algorithm strives for optimal matches, we cannot guarantee compatibility or the success of any arrangement. Users retain full discretion in selecting potential matches and entering into Agreements.

#### 4.2.3 Comprehensive Verification Services

We provide multi-layered verification including:

##### Identity Verification:

- Government-issued photo ID verification (passport, driving license, or national ID card)
- Facial recognition matching to submitted photographs
- Document authenticity checks to prevent fraud

##### Background Screening:

- Enhanced DBS checks for all Hosts
- Standard DBS checks for Students upon Host request
- Ongoing monitoring for new criminal records (where legally permitted)

##### Academic and Address Verification:

- University enrollment confirmation for Students
- Residential address verification for Hosts

- Property ownership or tenancy documentation review

#### **Reference Checks:**

- Personal references from non-family members
- Academic references for Students
- Professional or healthcare provider references for Hosts (if applicable)

#### **4.2.4 Secure Communication System**

Our in-platform messaging system provides:

- End-to-end encrypted messaging between verified Users
- Video call capabilities for virtual meetings before commitment
- Document sharing for agreement terms and schedules
- Message history retention for record-keeping and dispute resolution
- Automated safety filters flagging inappropriate content

#### **4.2.5 Agreement Documentation Tools**

We provide templates and tools to help Users document their arrangements:

- Living arrangement agreement templates covering key terms
- Task and responsibility checklists
- Schedule coordination calendars
- Digital signature capabilities for agreement confirmation
- Centralized document storage accessible to both parties

**Important:** These templates are for convenience only and do not constitute legal advice. Users are strongly encouraged to seek independent legal counsel before entering into binding agreements.

#### **4.2.6 Support and Dispute Resolution**

Our dedicated support team provides:

- 24/7 emergency support hotline for safety concerns
- Business hours support for technical issues and general inquiries
- Mediation services for disputes between Hosts and Students
- Guidance on agreement terms and best practices
- Investigation of reported Terms violations
- Referrals to appropriate external resources when needed

#### **4.2.7 Reviews and Reputation System**

After arrangements conclude, Users can:

- Leave verified reviews based on actual experiences
- Rate experiences across multiple dimensions (communication, reliability, respectfulness)
- Build reputation scores that help future matching
- Report issues or concerns for Platform review

Reviews must be honest, fair, and based on genuine experiences. Fake reviews, review manipulation, or reviews containing discriminatory content will be removed and may result in account termination.

### **4.3 Service Modifications and Availability**

We reserve the right to modify, suspend, or discontinue any aspect of the Platform at any time, with or without notice. While we strive for continuous availability, we do not guarantee

that the Platform will always be available, error-free, or secure. We may perform maintenance, updates, or improvements that temporarily limit functionality.

#### 4.4 Third-Party Services

The Platform may integrate with or link to third-party services (verification providers, payment processors, communication tools). We are not responsible for the availability, accuracy, or content of these third-party services. Your use of such services is governed by their respective terms and conditions.

### 15. CONTACT INFORMATION AND SUPPORT

#### 15.1 General Inquiries

For questions, concerns, or support regarding these Terms or the Platform:

**HomeStay Exchange Platform Ltd**

**Company Registration:** XXXXXXXX (England and Wales)

**Registered Address:** [Insert Full Registered Address]

**Email:** support@homestayexchange.co.uk

**Phone:** +44 (0) 20 XXXX XXXX (Business hours: Monday-Friday, 9:00-17:00 GMT)

**Emergency Hotline:** +44 (0) 20 XXXX XXXX (24/7 for safety concerns)

#### 15.2 Response Times

We aim to respond to all inquiries within:

- Emergency safety concerns: Immediate response (24/7)
- Urgent account or verification issues: Within 24 hours
- General inquiries: Within 2-3 business days

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### ACKNOWLEDGMENT AND ACCEPTANCE

**BY CREATING AN ACCOUNT, CLICKING "I ACCEPT," OR USING THE HOMESTAY EXCHANGE PLATFORM IN ANY MANNER, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS IN THEIR ENTIRETY.**

**IF YOU DO NOT AGREE TO THESE TERMS, YOU MUST NOT ACCESS OR USE THE PLATFORM.**

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