

## Host Family Stay

### Hosting Terms and Conditions

v. 01/2023

Host Family Stay is in the mission to support aspiring young people and change lives of millions by unlocking private homes in big cities for low-carbon, cost-effective, safe and welcoming accommodation.

Host Family Stay acts as an agent in introducing guests seeking short-term accommodation (hereinafter "student", "students" or "guest") predominantly during their education or post graduate work placement to hosts. Host Family Stay is a trading name of **Signeer Limited**, a company registered in England and Wales, and we refer to ourselves as "we", "us", or "Host Family Stay". Our registered office address is at Suite 22, Network Business Centre, 46 Lower Richmond Rd, London SW14 7EX, United Kingdom. Our company reg. number is 08756980.

#### How will you get a booking?

Our staff will normally contact you by email or telephone, to discuss and offer you a booking. Brief details of the student are given in the first instance together with payment schedule and once the booking is confirmed, it will be followed up with formal booking confirmation. You must respond to every request for availability (regardless if it is positive or not) and accept the booking only if you can commit to it.

#### General requirements:

A family or an individual hosting a guest placed by Host Family Stay (hereinafter "Host" or "you") must meet the following requirements, stipulated by the British Council:

- ★ Make the student feel at home and treated as a part of the family, rather than a paying guest
- ★ Encourage the student to speak English by involving them as much as possible in daily conversation in order to help them to improve their English
- ★ Not to host a student of the same native tongue at the same time unless agreed otherwise
- ★ Provide a home environment allowing the student to carry on with his/her studies
- ★ Provide the student with a balanced and appropriate diet, when on a meal plan
- ★ Show due concern for the welfare, safety and security of the student during their stay.
- ★ Give the student reasonable and regular access to a bathroom as a member of household
- ★ Provide clean bedding weekly and towels if required
- ★ Maintain a close liaison with Host Family Stay and help resolve any problems that the students may encounter during his/her stay.

#### Other requirements

The Host must:

- provide a proper induction to students on the first day, including:
  - discuss health & safety information
  - explain the use of any tools, appliances and amenities in the property that the student may come in contact with
  - discuss property access and safety
- respect the student's privacy
- not allow any illegal substances in the home during a homestay
- not enter into any private homestay arrangements with a student at any time

The following requirements shall be met by the Host about the rooms at all times:

- The bedroom must be clean and tidy, provide adequate furniture, heating and lighting
- Our guests cannot share a room with other guests from another source.
- The room must be of a reasonable size (The 1986 Housing Act requires bedrooms to be a minimum of 70 sq. ft. for one adult and 110 sq. ft. for two adults).
- A table for private study (or access to one in a living room), a drawer space for clothing must be made available to the student
- Extra warm blankets must be supplied for winter time
- Students are expected to keep their own room tidy, but they are not expected to clean it. The room should be cleaned once a week by the Host.

#### Number of students

- To be classified as a "homestay" you must host no more than four students at any one time. Should

you wish to accommodate more than four students, you would be classified as a "private home".

- Should you add an extension to your home or start to provide additional rooms, it is imperative that you advise us as soon as possible. It may simply be a matter of re-classifying you in line with the English UK /British Council guidelines. We are able to place students in both homestays and private homes.
- You can have more than 2 guests (18 or older) in a twin room only if requested by Host Family Stay

### **Inspection**

Host accommodation may be inspected by Host Family Stay as part of a routine check to ensure that it is of a good standard. Any such inspection request will be communicated at least 3 days in advance.

### **Student arrival and homestay**

- A Host or an adult household member must be at home to greet students. If the guest does not arrive by 8pm on the date (unless agreed in advance) then the Host must inform Host Family Stay immediately.
- There may be circumstances when it may be necessary for you to collect/meet the student from/at an agreed location, however you will be informed in advance.
- Host Family Stay expects Hosts to show or explain students the local area, such as the nearest tube, local buses and routes to and from the station, local shops, etc
- Host shall provide their phone number to the student(s) for ease of contact
- Students who want to extend their stay must be directed to contact Host Family Stay. An extension notice will be sent as soon as we are informed of this by the student.
- All emergencies and problems with the student must be reported to Host Family Stay immediately.

### **Meal plan**

- The Host must provide a balanced and healthy diet.
- Mealtimes should be agreed between the student and the Host.
- The meals offered to students can be the same meals prepared for family members. We do not expect the Host to prepare separate meals for the student(s), except for circumstances where the student has special dietary requirements such as not eating meat, etc.
- The host must communicate to Host Family Stay which meal plan (or plans) they will be offering before the student is placed with them. There are 4 different meal plan options that the Host may decide to offer:

**Self-Catering:** No food is provided; however, use of the kitchen is allowed for students to prepare their own food if required. The Host must provide space in the fridge and a cupboard shelf to store food items, if necessary.

**Bed and breakfast:** Host will provide breakfast to the student. Light use of kitchen is included

**Half board:** Host will provide breakfast and an evening meal on weekdays and weekends.

**Full board:** Host will provide breakfast, a packed lunch and an evening meal on weekdays and weekends. The Host is free to substitute the packed lunch with the family lunch at any time.

### **Kitchen use**

- Hosts are expected to allow the student to make tea and coffee in the kitchen (within reason)
- Light kitchen use must be provided for Bed and Breakfast and occasionally for Half Board students
- "Light" kitchen use means use of microwave, making toast, heating soup or another ready-made meal on the stove, or boiling pasta
- Students who are permitted to cook are expected to provide all their own ingredients and may not help themselves to your food. Please provide a small space in your fridge to store their food. Guests are expected to clean up after their use, leaving the kitchen as they found it, and to use the kitchen at times convenient to the Host.
- Students booked on a self-catering basis will have full use of the kitchen with cooking times to be agreed between the Host and student.

### **Bathroom**

Ensure that the bathroom and shower are accessible for the student daily, and that the bathroom is kept clean. Provide soap, hot water, and toilet paper at no cost to the student, as well as a bin for feminine sanitary products. The student is not responsible for cleaning the bathroom but should leave it tidy after use. Consider agreeing on a bathroom schedule with the student, particularly during busy times at home.

### **Laundry**

The Host must offer laundry and ironing amenities, with washing detergent, at least once a week. For added

efficiency, the Host can set a "laundry day" for guests to leave their laundry in a designated spot for combined washing with the Host's laundry.

### Keys

All guests over 18 must be provided with a key to all doors in and around the property (that are necessary for the guest's use) that could be locked.

### Pets

Some international guests are not always as comfortable with family pets as the average British person is, and your student may be afraid of your pet, at least in the first instance. Pets should NOT be allowed near the table at mealtimes, to jump up on surfaces where food is prepared or to eat from the same dishes as the family.

### Use of telephone

The Host is not permitted to allow students to access the use of their phone; students will need to make their own arrangements, such as using their own mobile phone.

### Internet

Internet access is crucial for students in homestays. It aids in studying and keeping in touch with family. Please ensure internet availability and communicate monthly bandwidth limits, if any, upon welcoming the student to avoid any uncomfortable situations later.

### Staying out

Students aged 18 and over are at liberty to stay out late or even spend the night away from home without family interference. They should, however, always advise you if they are going to be late for meals or come home very late. An exception to this rule is with juniors (under 18). If you are worried about young students under the age of 18, please contact our office for advice.

### Guests opening bank account by using your home address

- Your guest may occasionally ask to use your home address to open a bank account.
- We advise against allowing short-term guests to open accounts using your address.
- For longer-term guests, consider allowing them to use your address, as living in London without a UK bank account can be impractical and expensive.
- The decision to allow a student to use your address is at your discretion, and Host Family Stay will not ask you to do so if you are not comfortable.
- If you allow a student to use your address, ensure they close the account before leaving or change the address to their new accommodation.

### 1. Scope of Agreed Tasks

- The host may only request the guest to perform tasks that are clearly listed, described, and agreed to in the app before the booking is confirmed.
- Hosts are strictly prohibited from assigning any tasks or duties outside the approved and listed activities.

### 2. Maximum Hours of Required Help

- The host agrees **not to exceed the number of help hours** selected and approved by the guest within the booking.
- Any additional hours must be voluntary and **cannot** be tied to accommodation, benefits, or privileges.

### 3. No Forced or Unauthorised Work

- Hosts must not require, pressure, coerce, or imply consequences for declining any task that was **not explicitly agreed upon** in the app.
- Guests must not be asked to perform tasks that are unsafe, illegal, inappropriate, or beyond reasonable physical capability.

### 4. Compliance With Local Regulations

- Hosts must ensure that any offered tasks comply with local labour laws, safety regulations, and government guidelines.
- The homestay platform is not responsible for violations committed by the host.

### 5. Respect for Guest Rights

Hosts must respect the guest's right to:

- Decline any task not included in the agreement.
- Take reasonable breaks, rest hours, and personal time.
- Request clarification if a task exceeds the agreed scope.

### 6. Accommodation Cannot Be Withheld

- Hosts may **not** threaten to remove accommodation, change room conditions, deny meals, or

withhold agreed services if the guest refuses unauthorised tasks.

- Accommodation remains guaranteed throughout the agreed stay as long as the guest follows the general house rules.

## **7. Reporting & Enforcement**

- Guests may report any breach of these terms through the app.
- The platform may suspend or permanently remove a host's account for violations, repeated complaints, or safety concerns.

## **8. Liability**

- The host is fully responsible for ensuring that working conditions and activities are safe and reasonable.
- The platform is not liable for disputes arising from unauthorised tasks or hours imposed by the host.

## **9. Agreement**

- By accepting a booking, the host acknowledges and agrees to comply with these Terms & Conditions regarding work-exchange arrangement.

## **Insurance**

You should inform your household insurance that you host students, as per their requirements.

## **Change of property details**

Please inform us immediately of any changes to your accommodation, including family members, pets, or significant alterations to living areas. Failing to do so may result in mismatched student placement and potential relocation without notice or compensation, causing disruption for both the student and us.

## **Termination of placement in case of extraordinary/emergency event**

- The Host must give at least 1 week notice to Host Family Stay for early departure of a guest from the accommodation, unless a good cause can be shown for the request of immediate departure.
- The Host must never make a student homeless. The Host must contact Host Family Stay to solve any issues.

## **Cancellation of booking by a host**

Accepting a booking triggers a series of events, and we expect our hosts to honour their commitment to hosting a student unless absolutely unavoidable. Last-minute cancellations create a significant administrative burden for us, cause significant anxiety for students, damage our credibility with the school, and impact their reputations. Please inform us immediately if you foresee any issues that may affect your ability to host a student. We appreciate and count on your understanding and cooperation.

## **Cancellation of the booking by student**

- No cancellation fee payable to the Host for non-arrival. If a student cancels, we'll notify you and prioritize finding a replacement. If cancellation is within a week of arrival and we can't find a replacement, you may get some compensation, subject to Host Family Stay receiving the penalty payment from the guest.
- Contact us immediately if the student wants to leave early. Our Terms are designed to protect hosts from the inconvenience of a student leaving at a short notice, and the students should give a reasonable notice to avoid penalties, except for valid complaints about accommodation which we'll resolve the matter with the host.

## **Payments**

- Hosting Payments will be processed to a designated bank account provided by the Host. The host is responsible for informing us if the banking details change.
- Payments are made twice a month, on the 5th and 19th of every calendar month.
- Homestays during the period from 1st to 14th inclusive of every month are paid on 19th of that month, and the homestays during the period from 15th to the last day of the month are paid on 5th of the following month.
- Hosts will only be paid for the time the students stayed with them.
- For times when the student is away for 10 days or more, the Hosts are paid 50% of the weekly rate.
- The Host must not accept any payment from a student for accommodation or any other service. They cannot take instructions from the student directly. Breach of this condition may result in a legal action being taken against the Host.
- The Host shall never discuss payment or any other related issues with the student.

## **Taxes**

All the taxes and tax liabilities related to hosting students are strictly the responsibility of the Host. Host Family Stay will never charge or deduct any tax from payments made to the Host.

## **Other**

- Host shall indemnify and hold harmless Host Family Stay and its directors, officers and employees from and against any claims, demands, liabilities, losses, costs and expenses, whether or not involving a third-party claim, which may arise in connection with providing hosting services under these Terms and Conditions, including any breach of the covenants therein.
- Host shall always act in the spirit of friendship and cooperation and must never circumvent or allow any agency or institution (related to any student or guest placed by us at any time) that had not had any business with you in the past, to circumvent Host Family Stay for any future bookings or placements. Any such circumvention may be grounds for legal action by Host Family Stay to recover the total losses incurred as a result.

### **Hosting students from another language school and hosting privately**

When booking, please let Host Family Stay know if you're hosting other students or 18+ lodgers during the booking period. Some schools prefer individual homestays, so being transparent from the start prevents an awkward removal of the student later. Also, you can't host any 18+ guests not sent by us if we're placing a guest under 16 with you.

### **Equal opportunities**

The Host must respect a guest's cultural background and be sensitive to their particular needs.

### **General Data Protection Regulation**

As part of our work, we are required to collect required data from both hosts and guests to ensure high level of safety and security for all parties. Host Family Stay operates stringent GDPR compliant Data Protection Policy on storage and sharing data and never shares customer details with any third party unless required by law. To facilitate friendly interaction during the homestay, Host Family Stay may share factual information about the Host with the guest's parents or agents, such as name, approximate age, address, contact telephone number, relevant health condition, occupation and interests among others. No banking, financial, passport or other identity details are ever shared between parties. Please read our Privacy and Data Protection Policy on our website for further information.

### **Fire Precautions, Health & Safety**

The Host has a duty to ensure their property is safe. All homestay accommodations must comply with current laws regarding the accommodation of paying guests. This includes ensuring that smoke alarms in the property are operational, regularly updating gas safety certificates and carrying out a fire risk assessment at least once a year as stated in the Host Family Stay Fire Precautions, Health & Safety Policy.

### **Some of the Terms and Conditions that the guests are asked to abide by in their contracts**

- All damages and breakages caused by the guest is the responsibility of the guest and Host Family Stay reserves the right to seek compensation for the damages from the guest or their representatives, on behalf of the Host.
- Guests must not pay the Host directly, whether in cash or otherwise. For the avoidance of doubt, any such payment may lead to legal action against the guest.
- Guests cannot pass the contact details of the Host to other people without prior written permission of Host Family Stay.
- Guests should not invite other people into the Host's home without the Host's permission
- Guests are subject to the Host's house rules and are expected to respect them at all times.

### **Safeguarding and Child Protection**

Host Family Stay has implemented detailed and rigorous control measures to safeguard children and vulnerable adults placed in homestay accommodation organised by Host Family Stay. Please refer to our Safeguarding / Safeguarding Child Protection Policy for more details.

### **COVID-related Health & Safety Measures**

In light of the COVID-19 pandemic that we have now moved beyond, we still encourage our hosts to prioritize the health and safety of their guests and urge the hosts continue to follow any relevant guidance from government and NHS. Although the pandemic may no longer be at its peak, it is still important to take precautions to protect everyone's health and well-being. To ensure the safety of all guests and household members, hosts should consider:

- Providing hand sanitizer for all members of the household and any visitors.
- Regularly cleaning and disinfecting the property, paying special attention to high-touch surfaces such as doorknobs, handles, and handrails.
- Encouraging everyone in the household to wash their hands frequently and immediately upon entering the property.
- Avoiding hosting large gatherings or crowded parties that could put everyone's health at risk.

By taking these steps, hosts can continue to provide a safe and welcoming environment for their guests,

even as we move past the peak of the COVID-19 pandemic.

### **Children Act 1989**

Under the Children Act 1989 Host Family Stay is obliged in certain circumstances to notify social services that you wish to accommodate a foreign student under the age of 16 years old coming to study or tour in the UK. We may need to verify the following information. The following people are not allowed to accommodate children who are 16 years old or below:

- Anyone who has had a child is removed from his or her care by a court order.
- Anyone who has been convicted of an offence against a child.
- Anyone who has had an order made against them refusing or cancelling registration under the Nurseries and Child-Minders Regulation Act 1948 or the Children Act 1989.

If any of the above applies to you or any member of your household, you are requested to inform us before signing these Terms and Conditions.

### **Complaints procedure**

- Any complaints by the host should be made in writing to Host Family Stay's Customer Support team, and we will respond within 24 hours.
- We encourage hosts to have a friendly discussion with the guest if the issue is about the guest. We will contact the guest to ascertain their perspective on the complaint.
- Urgent complaints will be resolved within 24 hours, while non-urgent complaints may take up to 7 working days to be resolved.
- Host Family Stay will act impartially to mediate between the student, host, school, and any other parties involved. We may conduct a re-inspection visit at the host's home at short notice and request cooperation to arrange a convenient time.
- Host Family Stay reserves the right to move any student in case of complaints by either the host or student. If a student is relocated, the host will be paid until the last day the student is in the home

### **Host's Obligation to Inform of Property Sale or End of Tenancy**

The Host agrees to promptly notify the Company in writing of their intention to sell the property at the time of accepting a booking. The Company will use reasonable efforts to notify any current and prospective guests of the property of the Host's intention to sell and make appropriate arrangements for alternative housing.

### **Emergency Numbers are as follows:**

0207 112 5129  
0772 999 5005

Before you can start hosting a student, you must agree to the present Terms and Conditions. Host Family Stay has a right to remove the Host from their listing upon failure to adhere to the above Terms and Conditions. Refunds may be offered to students should the Host Family fail to abide by the Terms and Conditions.

At any point during the validity of this contract, the rights and obligations of Host Family Stay may be assigned to another legal entity related to Host Family Stay. This shall not affect any of the Host's rights and obligations.

**I have read these Terms and Conditions and hereby confirm my acceptance:**







