

COMPREHENSIVE TERMS AND CONDITIONS

HomeStay Exchange Platform

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:

- You have read and understood all provisions of this Agreement
- You agree to be legally bound by all terms and conditions
- You meet all eligibility requirements specified in Section 3
- You have the legal capacity and authority to enter into this binding contract
- 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" or "Host Family" 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 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" or "Guest" 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.

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.

5. HOST-SPECIFIC TERMS AND REQUIREMENTS

5.1 Host Eligibility and Property Requirements

5.1.1 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

5.1.2 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
- The bedroom 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)

5.1.3 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.

5.1.4 Number of Students

- To be classified as a "homestay" you must host no more than four students at any one time
- Should you add an extension to your home or start to provide additional rooms, you must advise us immediately
- You can have more than 2 guests (18 or older) in a twin room only if requested by us

5.2 Host General Requirements

The Host must:

- 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 in daily conversation
- Not 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 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
- Give the student reasonable and regular access to a bathroom
- Provide clean bedding weekly and towels if required

- 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

5.3 Student Arrival and Induction

- A Host or an adult household member must be at home to greet students
- If the guest does not arrive by 8pm on the expected date, the Host must inform us immediately
- The Host must provide a proper induction including health & safety information, explanation of appliances and amenities, and property access procedures
- The Host should show or explain the local area, nearest public transport, and local shops
- The Host shall provide their phone number to the student for ease of contact

5.4 Meal Plans for Hosts

The host must communicate which meal plan they will offer before the student is placed with them. There are 4 different meal plan options:

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

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 family lunch at any time.

General Meal Plan Requirements:

- The Host must provide a balanced and healthy diet
- Mealtimes should be agreed between the student and the Host
- Meals offered can be the same meals prepared for family members, except for special dietary requirements
- Hosts are expected to allow the student to make tea and coffee in the kitchen (within reason)
- Students are expected to clean up after kitchen use, leaving it as they found it

5.5 Facilities and Amenities

5.5.1 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. Consider agreeing on a bathroom schedule with the student, particularly during busy times.

5.5.2 Laundry

The Host must offer laundry and ironing amenities, with washing detergent, at least once a week. The Host can set a "laundry day" for guests to leave their laundry in a designated spot for combined washing.

5.5.3 Internet

Internet access is crucial for students. Please ensure internet availability and communicate monthly bandwidth limits, if any, upon welcoming the student.

5.5.4 Keys

All guests over 16 must be provided with a key to all doors in and around the property that are necessary for the guest's use. If a key is lost, there is a £75 replacement cost.

5.5.5 Heating and Lighting

Hosts will ensure adequate heating and lighting in the student's room. Heating is usually controlled with a timer and may not be on during the night. Additional blankets should be provided upon request.

5.6 Safeguarding for Hosts of Students Under 18

To host students under 18, hosts must:

- Show evidence of Enhanced Disclosure and Barring Service (DBS) check for each household member over 18 and regular visitors
- Declare any known concerns related to criminal convictions of regular visitors
- Notify us of any changes in circumstances that may affect suitability to host minors
- Take reasonable measures to ensure the safety, care, and wellbeing of the student
- Be aware that for guests 16 and under, the host is "in loco parentis" and must know where the child is every day

Specific requirements for under 16s:

- No student aged under 16 to be given a key
- No student under 16 is allowed out at any time without prior permission
- No student under 16 is to be placed with any student aged 18 or above without prior permission
- Under 16's should not be left at home alone

6. GUEST/STUDENT-SPECIFIC TERMS AND REQUIREMENTS

6.1 Student Eligibility Requirements

In addition to general eligibility requirements in Section 3, Students must:

- 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
- Be in good academic standing with their educational institution

6.2 Arrival and Check-In/Check-Out Times

- You must inform us of your estimated arrival time at least 5 days in advance of your arrival in the UK
- Weekend arrivals & departures: check in after 14:00 and before 20:30. Check out by 11:00
- Weekday arrivals & departures: check-in between 18:00 and 20:30, check out by 10:00 (unless agreed otherwise with Host)

6.3 Meal Plans for Students

6.3.1 Self Catering

When on Self-Catering, you must agree on kitchen usage times with the Host and adhere to house rules. You'll have access to kitchen utilities and some space in the fridge. It's important to clean up after yourself, including washing dishes and putting them away. Ask the Host about rules for eating in your room.

6.3.2 Bed & Breakfast

You'll have a continental breakfast provided by the Host (e.g., cereal, toast, jam, tea/coffee, juice), which you can help yourself to in the mornings. The Host is not obligated to serve you or provide a cooked breakfast. You'll have limited kitchen access ("light use") and may get some storage space for food.

6.3.3 Half Board

Inform your Host of any dietary requirements. Be punctual for mealtimes and notify your Host if you expect to miss the meal. The Host may leave your meal in the fridge or oven if you're late. You can access the kitchen for drinks or snacks but not cook meals without permission.

Important for all meal plans:

- Booking a meal plan does not give you permission to eat food or snacks that belong to your Host. Always ask before consuming any items you're unsure about
- Show appreciation for your Host's effort to provide meals by expressing gratitude

6.4 Behavioral Expectations

6.4.1 Maintaining Respectful Noise Levels

Guests are expected to keep noise to a respectful minimum, especially during early mornings and late evenings. Quiet hours generally run from 10 PM to 7 AM unless specified otherwise by the host.

6.4.2 Alcohol Use

Guests should consume alcohol responsibly and adhere to the host family's rules. Excessive drinking or behavior that causes discomfort to others is not permitted. If the host family has a no-alcohol policy, guests must strictly comply.

6.4.3 Interaction with the Host Family

Guests are expected to treat the host family with kindness and respect, following their house rules and guidelines. Open and polite communication is encouraged for addressing any concerns or requests. Respecting the host's privacy and personal space is essential.

6.4.4 Courtesy Toward Other Guests

When sharing the home with other guests, it's important to respect their personal space and belongings. Be considerate in shared areas such as the kitchen, living room, and bathroom, ensuring you clean up after yourself.

6.5 House Rules

The guests should treat the host family with the utmost respect, as they kindly opened their home for your stay. Your Host will discuss the House Rules with you at the beginning of the homestay. Areas that might be included are:

- Times for using the bath/shower and kitchen
- Walking in shoes at home
- Whether visitors are welcome and until what time
- Guests of the opposite sex
- Times for breakfast and evening meals
- How to contact your Host if you expect to be home late
- Laundry days and guidelines
- Guidance on how to use home appliances and furniture

Please remember that House Rules are designed to help you integrate into the family home and most are there for the whole household. You must always follow them and consult with the Host if any part is unclear.

6.6 Curfew Guidelines

Students under 18 years old:

- 10 PM Sunday–Thursday
- 12 AM Friday–Saturday

Students over 18 years old:

- 10 PM Sunday–Thursday
- 2 AM Friday–Saturday

6.7 Keys

- Guests 16 and above will be given a set of keys to access the home as needed

- If a key is lost, there is a £75 replacement cost
- Guests must remember to lock the front door (and set the house alarm when leaving, if required)
- Guests must return the key to the Host to avoid additional costs

6.8 Bringing Guests and Staying Out Overnight

You need permission from the Host to have guests and overnight visitors. While some Hosts may allow guests to visit during reasonable daytime hours, most Hosts may not be comfortable with guests of the opposite gender staying overnight. It's important to inform your Host ahead of time if you plan on staying out overnight or arriving home later than usual.

6.9 Extension of Stay

Your homestay will be reserved for the dates you have specified at the time of booking. If you wish to extend your stay beyond the booked leaving date, contact us by emailing admin@hostfamilystay.com. Extensions are subject to availability. If an extension with the same Host is not possible, we will endeavour to find you a similar alternative.

7. PAYMENTS AND FINANCIAL TERMS

7.1 Payment Terms for Students/Guests

7.1.1 General Payment Requirements

- All payments are invoiced and must be paid in UK pound sterling by the due date specified on the invoice
- All bank charges incurred by the guest must be paid for by the guest
- We have the right to charge interest at the Bank of England rate plus 4% if you don't pay your invoice by the due date
- Guests must not pay the Host directly, whether in cash or otherwise. Any such payment may lead to legal action

7.1.2 Short-Stay Bookings (10 weeks or under)

The invoice will include the homestay fee, refundable Deposit and a non-refundable admin charge (up to £199, may vary per duration).

7.1.3 Long-Term Bookings

- At the time of booking, you will be offered to pay in instalments - 6-monthly, quarterly or monthly. Larger instalments come with discounts
- If you are on a monthly payment plan, your 1st instalment will include homestay until the end of the following month, a 5-week refundable Deposit and a non-refundable admin charge (up to £199)
- For all subsequent months you will pay monthly in advance, usually by the 27th of the preceding month
- Failure to pay on time may give rise to a £100 charge, plus possible interest costs. You may lose your right to pay in monthly instalments if you miss the due date more than once

7.1.4 Homestay Reservation Fee

- When the planned move-in date is more than 45 days away, we will charge a Homestay Reservation Fee to guarantee your selected homestay
- Homestay Reservation Fee must be paid within 2 days
- This fee will be used towards the 1st homestay payment, which must be received no later than 2 weeks before arrival
- Homestay Reservation Fee is not refundable if you decide not to take up the homestay offer

7.1.5 Deposit Refund

- At the end of your stay, you need to complete the Feedback and Bank Details form to process the deposit refund
- Deposit is refundable the latest of 7 days after you submit the form, or 7 days after the homestay ends
- If there are no damage claims, payment arrears or penalties outstanding, your full Deposit will be refunded
- In case there is damage, charges or payment arrears – we will deduct them from the Deposit before refunding

7.1.6 Planned Absences

- No discounts are provided for time you plan to be away from the host family during the booking period

- In exceptional cases, if you are staying for an academic year and planned absences of 14 days or longer are communicated at least 30 days in advance, 50% rate may be applied

7.2 Payment Terms for Hosts

- Hosting Payments will be processed to a designated bank account provided by the Host
- Payments are made twice a month, on the 5th and 19th of every calendar month
- Homestays during 1st to 14th of every month are paid on 19th of that month; homestays during 15th to last day are paid on 5th of the following month
- Hosts will only be paid for the time 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
- The Host shall never discuss payment or any related issues with the student

7.3 Taxes

All taxes and tax liabilities related to hosting students or receiving accommodation services are strictly the responsibility of the Host or Student respectively. We will never charge or deduct any tax from payments.

8. CANCELLATION AND TERMINATION

8.1 Cancellation Policy for Students/Guests

Any cancellations are subject to the following terms:

6. Homestay Reservation Fee is not refundable
7. If you cancel more than 45 days prior to arrival and made full payment, we will refund the full payment minus 20% (capped at £595)
8. If you cancel 45 days or less prior to arrival and made full payment, we will refund the full payment minus 30% (max £995)
9. For any cancellation, the admin charge is not refundable
10. In case of early departure or curtailment of stay: 30% charge will apply for the unused period (capped at £995). Minimum 7-day notice is required. No refund when you move out less than 7 days before planned move-out date

Cancellation requests must be received in writing during our office hours, from 9.00 to 17.00 (London time) Monday - Friday. Requests received on weekends and bank holidays will be dealt with on the next business day.

8.2 Cancellation by Hosts

We expect hosts to honour their commitment to hosting a student unless absolutely unavoidable. Last-minute cancellations create significant administrative burden, cause anxiety for students, and damage our credibility. Please inform us immediately if you foresee any issues that may affect your ability to host a student.

8.3 Termination of Placement in Emergency Event

- The Host must give at least 1 week notice for early departure of a guest, unless good cause can be shown for immediate departure

- The Host must never make a student homeless. The Host must contact us to solve any issues
- We reserve the right to remove or refuse to accommodate a guest if their behavior breaches the Terms and Conditions

8.4 Booking Confirmation

Bookings can only be guaranteed after payment has reached our bank account. We reserve the right to cancel any booking for any reason with a full refund. We will also cancel any reservations for which we have not received full payment by the due date.

9. COMPLAINTS AND DISPUTE RESOLUTION

9.1 Complaints by Students

- If you are unhappy with anything in the accommodation, you should kindly point it out to the host. Usually this will resolve the problem
- If not resolved, you should contact our team and we will aim to act immediately
- If issues cannot be resolved, we will relocate you to similar standard accommodation with one-week notice, except for emergencies
- If you do not wish to take up the alternative offer, you may exercise your right to terminate the homestay subject to the Cancellation Policy

9.2 Complaints by Hosts

- Any complaints by the host should be made in writing to our 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
- Urgent complaints will be resolved within 24 hours, while non-urgent complaints may take up to 7 working days
- We will act impartially to mediate between the student, host, and any other parties involved
- We reserve the right to move any student in case of complaints by either the host or student

9.3 Support and Dispute Resolution Services

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

10. LIABILITY AND INSURANCE

10.1 Platform Liability

- Our liability is limited by the unused money we have received from you
- We act solely as an agent and facilitator between guests and host families
- Under no circumstances can we be held responsible for any injury, damage, loss, misadventure, loss of property, or accident during your stay
- We are not liable for any instances of foodborne illness or food poisoning, though our hosts are committed to maintaining high standards of hygiene and safety

10.2 User Insurance Responsibilities

- Guests are advised to take out their own insurance policies on personal property (laptops, jewellery, and other expensive items) as these may not be covered under the hosts' insurance
- Hosts must inform their household insurance provider that they host students and maintain adequate coverage

10.3 Damages and Breakages

- All damages and breakages caused by the guest is the responsibility of the guest
- We reserve the right to seek compensation for damages from the guest or their representatives, on behalf of the Host
- Guests are financially responsible for damages or breakages they caused and will be informed of any claims by the Host

10.4 Indemnification

Host shall indemnify and hold harmless HomeStay Exchange Platform Ltd and its directors, officers and employees from and against any claims, demands, liabilities, losses, costs and expenses which may arise in connection with providing hosting services under these Terms and Conditions, including any breach of the covenants therein.

11. HEALTH, SAFETY AND SAFEGUARDING

11.1 Fire Precautions and Health & Safety

- The Host has a duty to ensure their property is safe
- All accommodations must comply with current laws regarding paying guests
- Smoke alarms must be operational at all times
- Gas safety certificates must be regularly updated
- A fire risk assessment must be carried out at least once a year

11.2 Health and Safety Measures for Guests

To ensure a safe and comfortable environment, all guests must:

- Wash hands frequently, especially after using the bathroom, before eating, and after coughing or sneezing
- Cover mouth and nose with a tissue or sleeve when coughing or sneezing
- Keep windows open regularly for proper ventilation and airflow
- If feeling unwell, inform the host and take appropriate precautions, limiting contact with others if necessary
- Follow any government-recommended health and safety protocols when out in public

11.3 Safeguarding and Child Protection

We have implemented detailed and rigorous control measures to safeguard children and vulnerable adults placed in homestay accommodation. Under the Children Act 1989, we are obliged in certain circumstances to notify social services about foreign students under 16 years old coming to study or tour in the UK.

The following people are not allowed to accommodate children 16 years old or below:

- Anyone who has had a child removed from their 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

12. DATA PROTECTION AND PRIVACY

12.1 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. We operate stringent GDPR compliant Data Protection Policy on storage and sharing data and never share customer details with any third party unless required by law.

To facilitate friendly interaction during the homestay, we 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. No banking, financial, passport or other identity details are ever shared between parties.

12.2 Confidentiality

- Host-related personal and contact information is confidential
- Guests cannot give out details of the hosts' address or contact details to other people beyond their immediate family, without permission
- Breach of this rule may lead to full legal action and financial consequences

12.3 Disclosure Requirements

Guests (and/or parents, if under 18) must disclose essential medical or mental health information relevant to the guest at the time of booking. Failure to do so may result in the host requesting early termination and the application of £150 misinformation penalty charge.

13. ADDITIONAL TERMS AND CONDITIONS

13.1 Inspection

Host accommodation may be inspected by us 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.

13.2 Change of Property Details

Hosts must inform us immediately of any changes to 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.

13.3 Property Sale or End of Tenancy

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

13.4 Circumvention

Host shall always act in the spirit of friendship and cooperation and must never circumvent or allow any agency or institution to circumvent us for any future bookings or placements. Any such circumvention may be grounds for legal action to recover total losses incurred.

13.5 Equal Opportunities

The Host must respect a guest's cultural background and be sensitive to their particular needs. We are committed to providing equal opportunities regardless of race, ethnicity, religion, or other protected characteristics.

13.6 Pets

Some guests may not be comfortable with family pets. 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.

13.7 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.

13.8 Bank Accounts

Guests are not tenants and should not aim to register bank accounts, credit cards, or national insurance at the Host's address. Long-stay guests (6 months or longer) can register if given permission by the host. If allowed, ensure the account is closed or address changed before leaving.

13.9 Non-Transferable Bookings

Bookings are only for the person/persons named in the booking confirmation and are non-transferable.

13.10 Smoking and Alcohol

Smoking at home is prohibited. Some hosts may not be happy for you to bring home alcohol - check the house rules.

13.11 Bedding and Towels

Bedding will be provided by the Host and changed every 2 weeks. Extra warm blankets will be supplied for winter. Guests should bring and use their own towels and toiletries for the duration of the homestay.

13.12 Emergency Event Arrangements

In the event of an emergency, we reserve the right to cancel or change accommodation without prior notice. We also reserve the right to change the allocated host family before or during the course of homestay if this becomes necessary.

13.13 Assignment of Rights

At any point during the validity of this contract, the rights and obligations of HomeStay Exchange may be assigned to another legal entity related to us. This shall not affect any of your rights and obligations.

14. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the non-exclusive jurisdiction of the English courts, as do we.

14.1 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.

14.2 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.

14.3 Amendment of Terms

These Terms and Conditions may be updated from time to time and published on the website. Your continued use of the Platform following any amendments constitutes acceptance of such amendments.

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: Suite 22, Network Business Centre, 46 Lower Richmond Rd, London SW14 7EX, United Kingdom

Email: support@homestayexchange.co.uk / admin@hostfamilystay.com

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)

Emergency Contact Numbers:

0207 112 5129

0772 999 5005

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

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.

Last Updated: 25 November 2025

Effective Date: 1 December 2025

Document Version: 3.0 (Comprehensive)