

Host Family Stay Terms and Conditions

v. 10.2024

These terms and conditions set below are for individual accommodation booked with a host family arranged by Host Family Stay. Host Family Stay which is a trading name of Signeer Limited (Company reg no 08342765) is providing accommodation placement services for students, professionals and other homestay guests (hereinafter "guest" or "guests"). References in these terms and conditions to:

- a) "We", "Us", "Host Family Stay" or "Our" include our representatives and employees
- b) "Host" or "Host Family" refers to the property landlord accommodating a homestay and their family.
- c) "You" or "Your" refers to the paying customer.

Host Family Stay aims to make every homestay an enjoyable experience for all the guests and hosts. These terms and conditions specify all the terms relevant to the guests. Please do not hesitate to get in touch with the team should you need any help with any part of the present document.

ARRIVAL TIME

- You must inform us of your estimated arrival time at least 5 days in advance of your arrival in the UK, unless specifically agreed otherwise. This is to ensure that an adult is present at the Host's home when you arrive. Failure to do so may result in you having to wait for the arrival of a host family member. We will not be held responsible for members of the host family not being at home if the guests fail to advise in advance of their arrival time, nor will we pay for any expenses incurred as a result.
- Unless a special arrangement has been agreed with your Host, the following check-in and check-out times apply:
 - Weekend arrivals & departures: check in after 14:00 and before 20:30. Check out by 11:00.
 - Weekday arrivals & departures: (hosts may be at work during the daytime, so unless agreed otherwise) check-in between 18:00 and 20:30, check out by 10:00.

MEAL PLANS

○ Self Catering

When on the Self-Catering meal plan, you must agree on kitchen usage times with the Host and adhere to their house rules, including using the kitchen at their convenience. You'll have access to kitchen utilities, and some space in the fridge, but some Hosts may provide separate utensils for guests. It's important to clean up after yourself, including washing dishes and putting them away. Additionally, ask the Host about their rules for eating in your room, as some may not allow it.

○ Bed & Breakfast

Under the Bed and Breakfast meal plan, you'll have a continental breakfast provided by the Host (e.g. cereal, toast, jam, tea/coffee, and 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, so called "light use of kitchen" (using a microwave, toaster, kettle, preparing a salad, consuming takeaway food, etc) and may get some storage space for food. This option is best for the guests who plan to eat most meals elsewhere, or can manage themselves by the light kitchen use.

○ Half Board

For the Half Board meal plan, inform your Host of any dietary requirements regarding allergies, religious needs, or other reasons. Be punctual for mealtimes and notify your Host if you expect to miss the meal because you are eating outside or if you are late to the mealtime. The Host may leave your meal in the fridge or oven if you're late. Mealtimes may be flexible, but you need to understand that rules generally apply to the entire family. You can access the kitchen for drinks or snacks but not cook meals without permission. The Host family will treat you like one of their own, and want you to feel comfortable.

Applies to all meal plans:

- Please note, 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. You may purchase and store your own snacks.
- Show appreciation for your Host's effort to provide meals by expressing gratitude and encouragement.

BEHAVIOURAL EXPECTATIONS:

● Maintaining Respectful Noise Levels:

Guests are expected to keep noise to a respectful minimum, especially during early mornings and late evenings. Avoid loud conversations, music, or other activities that may disturb the host family or fellow guests. Quiet hours generally run from 10 PM to 7 AM unless specified otherwise by the host.

- **Alcohol Use:**

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

- **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, as you are staying in their home.

- **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. Foster a friendly and respectful atmosphere without intruding on others' time or space.

- **House Rules:**

Guests must follow the specific rules set by the host, see the House Rules section below

- **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

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 to ensure every aspect of living with the family is clear. Areas that might be included in the House Rules are:

- Times for using the bath/shower, as well as kitchen, if applicable
- Walking in shoes at home
- Whether visitors are welcome and until what time
- Guests of the opposite sex
- Times for breakfast and, if applicable, for evening meals
- How to contact your Host if you expect to be home late
- Laundry days and guidelines
- Clear guidelines on where food will be stored in case you miss the mealtime
- Guidance on how to use home appliances, furniture as relevant

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 of it is unclear – they will be happy to help!

Respectful behaviour is expected at all times during your stay in the host family home. We reserve the right to remove any guest whose conduct is disrespectful or unsatisfactory. Refunds or alternate accommodation/home tuition in this case will be offered strictly at the discretion of Host Family Stay.

KEYS

- Guests 18 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 to ensure everyone's safety.
- 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. If the guests return the keys after their move-out date, then their effective check-out date will be based on the date the keys are returned to the host.
- The Host is generally present on the day of departure to collect the keys. If the Host is not available, they will make arrangements to have the keys collected.

HEATING AND LIGHTING

- Please be conscious that families in the UK do not keep heating on all day/night; heating is usually controlled with a timer to switch on and off at certain times of the day. For example, the heating may not be on during the night.
- Hosts will always want you to feel comfortable and will try to ensure adequate heating in your room. If however, you find that you are still cold, especially at night, please ask for additional blankets or bed covers as many hosts will be more than happy to supply them.
- Hosts will also ensure that your room has adequate lighting, but should you require additional light such as a lamp, most Hosts will be happy to provide this. Remember to turn off lights when not needed, as electricity is expensive in the UK and many families are conscious of the environment.

BRINGING GUESTS

You need permission from the Host to have guests and overnight visitors, and the Host has discretion to allow or not. 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. You should respect the host family's rules and maintain reasonable quietness when guests are visiting, especially in the evenings.

STAYING OUT OVERNIGHT

It's important to inform your Host ahead of time if you plan on staying out overnight or arriving home later than usual. Your Host will likely be worried about your safety and well-being, so it's considerate to either call or text them to let them know.

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, fill out an Extension of Stay Request form or contact Host Family Stay by emailing admin@hostfamilystay.com. Extensions are subject to availability, hence requests far in advance are encouraged to avoid disappointment. If an extension with the same Host is not possible, we will endeavour to find you a similar alternative.

1. Scope of Agreed Tasks

- Guests agree to perform only the tasks that are clearly listed, described, and accepted in the app at the time of booking.
- Guests are **not obligated** to perform any task that was not explicitly agreed upon or appears after the booking is confirmed.

2. Maximum Hours of Help

- Guests agree to provide help only up to the maximum number of hours selected and confirmed in the booking.
- Guests cannot be asked to work beyond the agreed hours, and they are not required to accept additional tasks or overtime.

3. Right to Decline Unauthorised Work

- Guests have the right to decline any task that:
 - Was not listed in the booking agreement,
 - Could be unsafe or inappropriate,
 - Exceeds the agreed hours,
 - Violates local laws or personal boundaries.

4. Conduct & Cooperation

- Guests must perform agreed tasks responsibly, respectfully, and to the best of their ability.
- Guests must follow reasonable instructions related to the agreed tasks and comply with the host's general house rules.
- Guests must communicate promptly if a task is unclear, unsafe, or becoming excessive.

5. Safety & Legal Compliance

- Guests must avoid performing any activity that violates local laws, safety standards, or regulations.
- Guests must immediately report any unsafe environment, unreasonable demands, or violations by the host via the app.

6. No Substitution of Labour

- Guests must not bring or appoint another person to perform the agreed tasks on their behalf.
- Any assistance must be personally provided by the guest unless formally approved by the platform.

7. Personal Boundaries & Respect

- Guests must respect the host's property, privacy, and house rules.
- Guests must not engage in behaviour that may be disruptive, unsafe, or disrespectful during their stay.

8. Accommodation Guarantee

- As long as guests follow the house rules and fulfil the agreed hours of help, their accommodation and agreed benefits may not be reduced, withheld, or cancelled by the host.

9. Reporting & Enforcement

- Guests are encouraged to report any:
 - Excessive work demands,
 - Unauthorised tasks,
 - Safety concerns,
 - Breaches of agreement.
- The platform may remove violating hosts or adjust bookings to protect guest safety.

10. Agreement

- By completing a booking, the guest acknowledges and agrees to these Terms & Conditions.

COMPLAINTS AND RELOCATION OF GUESTS

- Host Family Stay carefully selects hosts to ensure a good match with guests at the time of booking. In the event 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, you should contact Host Family Stay team and we will aim to act on the feedback immediately.
- If issues causing dissatisfaction cannot be resolved, Host Family Stay will aim to resolve issues causing dissatisfaction. In case the issues cannot be resolved, Host Family Stay will relocate the student to a similar standard accommodation where possible, with one-week notice, except for emergencies.
- Host Family Stay is responsible for relocating the guest to another suitable home and will usually offer a few alternatives. If the student does not wish to take up the alternative offer, they may exercise their right to terminate the homestay subject to the Cancellation Policy.
- Host Family Stay reserves the right to remove or refuse to accommodate a guest if their behavior breaches the Terms and Conditions, and they will be notified accordingly.

PAYMENTS AND DEPOSIT

- 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.
- For all short-stay bookings of 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)
- For all 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 which are applied to your entire homestay payment.
 - If you are on a monthly payment plan, your 1st instalment will include a homestay until the end of the following month, a 5-week refundable Deposit and a non-refundable admin charge (up to £199, may vary per duration)
 - 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 for operational time to chase the payment, in addition to possible interest costs. In addition, you may lose your right to pay in monthly instalments, if you miss the due date more than once during the stay.
- Unless you are on a monthly plan, any incomplete weeks will be rounded up: 1, 2, or 3 days on top of a full week will be rounded up to a half week; 4, 5, or 6 nights on top of a full week – to the full week.
- Host Family Stay has the right to charge interest at the Bank of England rate plus 4% if you don't pay your invoice by the due date.

PLANNED ABSENCES

- No discounts are provided for the time you plan to be away from the host family during the booking period, since the property has been reserved for you and the host cannot accept short-term bookings while you are away.
- In some exceptional cases, if you are staying for an academic year and the planned absences have been communicated to Host Family Stay at the time of booking or at least 30 days in advance, 50% rate for the absent period (in full or half week increments) will be applied, provided the planned absences are 14 days or longer. In this case, if so requested by the Host, you will be prepared to collect your belongings into suitcases and store them in an agreed location within the property.

BOOKING CONFIRMATION

- Bookings can only be guaranteed after the payment of Homestay Reservation Fee or the 1st homestay 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 the full payment by the due date.
- We can only confirm the period of stay that we have received a payment for.

HOMESTAY RESERVATION FEE

- In the cases when the planned move-in date is more than 45 days away, we will charge a Homestay Reservation Fee to guarantee the homestay option you have selected. Payment of Homestay Reservation Fee will ensure the homestay you have selected will not be shown to any other potential guest.
- Homestay Reservation Fee has to be paid within 2 days.
- Homestay Reservation Fee will be used towards the 1st homestay payment, which needs to be received no later than 2 weeks before the planned arrival date.
- Homestay Reservation Fee will be lost, and no refund will be issued, if you decide not to take up the homestay offer or do not pay the 1st homestay payment after one reminder.

CANCELLATION POLICY

Any cancellations are subject to the following cancellation terms:

1. Homestay Reservation Fee is not refundable

2. If you cancel your booking more than 45 days prior to the booked arrival date, and:
 - a. made the full payment, unless you would like us to apply the funds towards a future booking, we will refund the full payment minus 20% (capped at £595)
 - b. were given an opportunity to pay on a monthly basis, the 20% commission will apply to the full duration of your homestay (capped at £595)
3. If you cancel your booking 45 days or less prior to the booked arrival date, and:
 - a. made the full payment, we will refund the full payment minus 30% (max £995). In case of a "no show" (failure to advise that you will not be arriving) additionally one week notice period will be applied.
 - b. were given an opportunity to pay on a monthly basis, the 30% commission will apply to the full duration of your homestay (capped at £995)
4. For any cancellation, the admin charge is not refundable. Airport collection charges, if not used, can be refunded in full, however no refunds can be provided for oyster card reservations, city tour packages, theatre and travel tickets that may have been reserved for the guest(s) in advance.
5. In case of an early departure or other curtailment of your stay:
 - a. 30% charge will apply for the unused period of the reserved homestay (capped at £995). Min 7-day notice is required. No refund when you move out less than 7 days before the planned move-out date.
 - b. Any long-stay discounts applied at the time of booking for any part of the homestay will be reversed
 - c. £49 admin fee will be charged if the early departure is within 4 weeks of the original departure 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 Saturday, Sunday and on bank holidays (including the days between Christmas and New Year) will be dealt with on the next business day.

DEPOSIT REFUND

- At the end of your stay, you need to complete the Feedback and Bank Details form so that we can process the deposit refund. The form can be accessed at ([access at go.hostfamilystay.com/DepositRefund](http://go.hostfamilystay.com/DepositRefund)). 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 reported by the host, payment arrears or penalties outstanding, your full Deposit will be refunded. Host Family Stay will send the gross amount and is not responsible for any bank fees charged by a UK or foreign bank.
- In case there is damage, charge or payment arrears – we will deduct them from the Deposit before refunding them.
- Host Family Stay is committed to providing transparent refund policies in compliance with UK money laundering laws.
- If multiple refund attempts are required due to incorrect information provided by the guest, additional administrative charges may apply.
- Refunds will only be processed after the guest has provided correct banking details through the designated form above unless requested otherwise

HEALTH AND SAFETY MEASURES

Living in a homestay requires consideration for the health and safety of everyone in the household. To ensure a safe and comfortable environment, we ask all guests to follow these general guidelines:

- **Personal Hygiene:** Wash your hands frequently, especially after using the bathroom, before eating, and after coughing or sneezing.
- **Cough and Sneeze Etiquette:** Always cover your mouth and nose with a tissue or your sleeve when coughing or sneezing. Dispose of tissues properly and clean or sanitize your hands afterward.
- **Ventilation:** Unless asked not to for any reason, keep windows open regularly for some time to ensure proper ventilation and airflow in your room
- **Health Monitoring:** If you feel unwell or experience symptoms such as a persistent cough, fever, or fatigue, please inform your host and take appropriate precautions. If necessary, seek medical attention.
- **Minimizing Contact:** In case of illness, consider limiting contact with others in the household. Staying in your room during recovery can help prevent the spread of illness.
- **Public Health Guidelines:** Follow any government-recommended health and safety protocols when out in public or using transportation
- **Hand Sanitizer:** Carry hand sanitizer with you for frequent use, especially when in public spaces or after touching shared surfaces.

OUR LIABILITY

- Our liability is limited by the unused money we have received from you.
- Host Family Stay only acts as an agent and facilitator between the guests and host families. Whilst we will always be happy to assist with any enquiries, under no circumstances can Host Family Stay be held responsible for any injury, damage loss, misadventure, loss of property, accident which may happen during your stay in the host family accommodation, or as a result of activities you take part in during your stay, or whilst travelling to and from host family accommodation. Guests are advised to take out their own insurance policies on their personal property, i.e. laptops, jewelry and other expensive items;

- as these may not be covered under the hosts' insurance policies.
- While our hosts take great care to follow proper food safety practices and provide meals with quality ingredients, **Host Family Stay is not liable for any instances of foodborne illness or food poisoning.** We encourage guests to inform the hosts of any specific dietary preferences, allergies, or concerns, to ensure a safe and enjoyable dining experience. Rest assured, our hosts are committed to maintaining high standards of hygiene and safety in food preparation

GOVERNING LAW

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.

RULES/MISCELLANEOUS

- Guests are financially responsible for the damages or breakages they caused and so claimed by the Host. In case this happens, Host Family Stay will inform the guest and provide guidance on how to pay.
- Guests are prohibited from making any payments to the host, and doing so is a breach of the Homestay Terms that may result in legal action taken against the guest according to UK laws.
- 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.
- 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.
- 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 seeking permission from the host and the Host Family Stay team. Breach of this rule may lead to full legal action and financial consequences
- Guests (and/or parents, if under 18) must disclose essential medical or mental health information relevant to the guest at the time of the booking of the homestay. Failure to do so may result in the host requesting early termination and the application of £150 misinformation penalty charge.
- Bookings are only for the person/persons named in the booking confirmation and non-transferable.
- Smoking at home is prohibited. Some host may not be happy for you to bring home alcohol, check the house rules
- Bedding will be provided by the Host and changed every 2 weeks and extra warm blankets will be supplied for the winter time. Guests should bring and use their own towels and toiletries for the duration of the homestay.
- These Terms and Conditions may be updated from time to time and published on the website

