

Family Agreement/Contract between Host

This agreement/Contract is agreed upon when an application is made online to become a host or once you have become a host for us

This confirms that I/we have read and understand the following to become a Host Family:

1. Confidentiality between the Company, the Host (s), other host(s) families and students always needs to be upheld.
2. The host(s) family upholds the Code of conduct for providers of homestay accommodation for English Language students, (on our website) The host (s) agrees to have read, understand and agreed to our Hosting Guidelines, Code of Conduct, Children Act 2015, Safeguarding Policy, Privacy Policy.
3. The host(s) must inform the relevant home/car insurers to be covered for any wear and tear damage as we will not be responsible.
4. All host(s) must be verified, checked and approved upon application.
5. The host (s) is responsible for any transportation required for students. If an emergency occurs and the host(s) cannot pick up the student, please inform us asap, but the host family may have to pay for any transport which must be arranged.
6. The host (s) will be deducted any monies only when confirmed for any discrepancy whilst hosting (i.e. complaints or removal of student, we do our best to avoid this from happening)
7. As a host (s) you will agree to prioritize for students' stays, our allocation process is done with priority to the families who are reliable and consistent with us. If you have our off-season students (Feb – June/Sept-Oct) we would ask that you are loyal to take our students during our busiest July summer schooltimes.
8. The host (s) is responsible for telling us if you have **ANY** other students from another school or lodgers over eighteen in your home at the time of us placing any student/guest, this must be agreed upon.
9. The host (s) will agree to provide and pay for an Enhanced DBS certificate before we can allocate any students/guest for hosting for all 18+ members of the household.
10. **MEDICAL:** any problems/complaints/medical issues which arise during the student/guest visit. Your 1st point of contact is: our Meet & Greet, Group Leader travelling with the group or emergency number 24/7.
11. **IMPORTANT:** Under no circumstance should the host make any **private arrangement** with any Student/Parents/Family/Friends/Guardians/Agents/Schools that we introduce or allocate to you at any time, you must inform us immediately if you approached.
12. All host(s) must cancel any student allocated asap, to avoid a student arriving with no host available.
13. **Cancellations:** We will inform you asap when a student cancels or must be moved/changed, circumstances can change therefore if this does happen after a student is allocated to you, no compensation is payable.
14. The host(s) is responsible to declare any income received from hosting as per HMRC guidelines rent a room scheme