

HOMESTAY GENERAL AGREEMENT

Host Family Accommodation - Terms and Conditions

Bookings

Bookings are confirmed upon receipt of completed application form and when requisite funds have been paid.

Bookings from outside the UK

Payments for all bookings including bank charges (£15.00 per transaction) to be sent via bank (please contact us for bank details). On completion of the bank transaction please send us a bank receipt via email provided at the time of booking.

Making a short term reservation (up to 6 weeks)

Full cost of booking is payable in advance.

Making a long-term reservation

Initial 6 weeks of booking is payable in advance. After this period, clients will be required to confirm their intention to remain in the same accommodation. As long as the family are in agreement with this, the remaining period is payable four-weekly in advance to Link School only.

Notice: A two weeks minimum notice period is required by the family.

Deposit: A refundable deposit of the equivalent of one weeks' rent is payable to the host family on arrival and will be returned to the client on satisfactory check-out.

Cancellation

Cancellation of bookings already made: More than 30 days before arrival, 90% of total moneys paid is refundable. Between 30 and 15 days, 50% of the total cost of booking is refundable. Between 15 and 8 days, 25% of the total cost of booking is refundable.

There will be no refund on cancellations made less than 8 days before the commencement date of the intended stay. Accommodation arrangement fee is non-refundable.

Once a client has arrived, no refund is given including a case of cancellation caused by

death or ill health of the client, family member or travelling companions and we urge clients to take out insurance against such an eventuality. Clients are also advised that their belongings are not automatically insured against theft, loss or damage and should take out personal/travel insurance.

Arrival Clients should go directly to their family accommodation on arrival. It is essential that arrival times, destination airport, station etc. are communicated beforehand to Link School as otherwise there may be no one at the family home to greet them when they arrive.

Telephone: Clients must apply directly to the family for use of the telephone and must assume that whilst incoming calls are usually granted they may not use the telephone at the expense of the family under any circumstance without express permission.

Host families

Our families reflect a multicultural aspect of life in London. All our families have been carefully selected by the staff responsible for accommodation.

Use of the kitchen, washing machine, dryer, hair dryers and other appliances are at the discretion of the family.

Visitors are not allowed to enter the house unless by express permission.

No direct arrangement can be made between client and host.

Clients are given front door keys and are urged to take great care not to mislay them as this may incur the cost of lock replacement and copy keys for all family members - please be prepared to pay for the repair or replacement of any item you may lose or damage.

Clients are asked to respect the family members and/or other paying guests and not make undue noise or create disturbance.

Special needs It is essential that you inform us of any special requirements for your home stay (allergies, diet, pets, location etc) at the time of booking and we will do our best to match your requirements.

Accommodation providers reserve the right to remove any client from their host family accommodation if their behaviour is deemed unreasonable. Equally, alternative host family accommodation will be sought for any client not receiving adequate accommodation and service from their host family.

Complaints

If you have a complaint please report immediately in person or by phone to Link School. Your complaint will be quickly and efficiently dealt with and if necessary we will offer you alternative accommodation. [Link School of English](#) or accommodation providers will not pay for hotel or other accommodation taken if you decide not to take the accommodation we offer.

Statement by a client/student:

I understand and accept the conditions as set out above.

Signed: _____

Name and surname (capital letters): _____

Date: _____