

Terms and Conditions for Homestay Provider 2022

GENERAL

- The host is to make the students feel at home and be treated as a part of the family and to encourage the student to speak English as often as possible.
- The homestay is to provide a clean and friendly environment for students to carry out their studies.
- The homestay is to show due concern for the welfare, safety and security of the students during their stay.
- The homestay provider agrees that their homestay details may be passed to students and where applicable their handling agents. Such information may include name, address, telephone number, type of accommodation, occupation, age, hobbies, children and other relevant details.

RESERVATION/BOOKING

- You will be contacted with the details of the student(s) that we wish to place with you. Once you have agreed, we will send you confirmation by telephone, email or via whats app.
- Students wishing to stay in homestay accommodation see it as an opportunity to learn more about the language, customs and traditions, so we endeavour to place the student with a family who does not share the same mother tongue. We would be grateful if you could inform us of any other student(s) you may have that speak the same language.
- Group bookings is no more than 3 students per household unless otherwise stated.
- All U18's cannot be housed with any other adult students in the same house.
- If you are hosting from another school, please inform the accommodation officer of dates.

ARRIVAL/DEPARTURE

- Accommodation is reserved from Saturday to Saturday, or Sunday to Sunday depending on their arrival dates. Students may arrive on a different day due to flight availability. The school will inform you of such cases if known.
- A scheduled time of arrival of students to the homestay provider will be notified by our accommodation officer either by a booking confirmation form or a telephone call.
- We ask homestay hosts to be understanding if there are travel delays.
- If for any reason the student does not arrive, please contact the school immediately.

- The homestay is to provide the student with an emergency telephone number in order to contact you in emergencies.
- All groups are picked up by our appointed taxi and coach service and sometimes they do come in mid-week you will be notified of this prior to them arriving.
- Pick up for Canterbury is mainly at LanguageUK and in some cases at a place designated by LanguageUK.
- Homestay providers are responsible for collecting and dropping off junior student on time. If homestay family cannot collect/drop off junior student, they must promptly contact LanguageUK. Additional fees may incur in cases where third party transport may be needed. (i.e., taxi)
- You will be paid a late arrival fee after 23.30pm at night 2.00am to 5.00am early departure fee. The fee will be determined according to 'Language UK Host Family Payment Schedule'.

Non- Arrival

- If a student has not arrived by the Monday following the date of the reservation, the homestay family is asked to notify LanguageUK without delay. Homestay families are not entitled to receive compensation payments when a student cancels or delays their course start date. Where this occurs, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student.

ACCOMMODATION including Covid-19 details

- Provide general household information such as laundry, bathroom schedules where applicable and kitchen use.
- The homestay is not to host another guest of the same nationality unless agreed by our accommodation team.
- As a home stay provider, you should take steps to limit the possibility of transmission of Covid-19 and help your student(s) guest(s) feel safer:
- You should decide for the cleaning and disinfecting of surfaces like front-door handles, as well as common areas of the home such as living rooms and kitchens.
- Ventilate shared kitchens, bathrooms, and common/sitting areas as much as possible.
- All residents in the house need to clean the bathroom and kitchen after each use by wiping surfaces they have meet. Please, therefore, ensure you have hand-sanitiser/soap/cleaning products etc located around your home/readily available.
- Consider the use of a rota system for using all shared facilities, especially bathrooms and kitchens.
- Familiarise yourself with the Public Health England guidance on COVID-19 and ensure you follow the guidance.
- Make sure that there are adequate arrangements in place for waste collection within the house i.e., you will

need more bins than usual, the bins should have lids where possible and be emptied regularly.

- If someone within the house is showing symptoms all waste (bin bags) should be double-bagged and stored for 72hrs in a non-communal area before being touched by another member of the household, even to be disposed of unless you are able to dispose of the waste while wearing suitable PPE.
- Make sure that all statutory legislation is applied as much as it can be and keep up to date on government advice and legislation.
- Keep in mind that the students/guests staying with you will be looking to you for advice on what to do, especially in extreme circumstances like quarantine. One of the best things you can do is stay calm, be prepared, and communicate clearly. Please contact LanguageUK if you require any further advice or information.
- Group bookings and students U18 can share a room not a bed.

<https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
<https://www.gov.uk/coronavirus>

Meals

- Meals provided must be well balanced and varied and respect student's cultural/religious dietary needs.
- The homestay provider is expected to eat with the student whenever possible.
- Advise students of meal times and ask them to keep you informed if they are going to be late. If student arrives home late a meal must be left for them.
- Standard package consists of a bed, breakfast, 2 packed lunches and a dinner.
- Full board accommodation consists of bed, breakfast and evening meal 7 days a week. Students appreciate fixed meal times with the rest of the family. The school may organise functions or excursions and students are asked to inform their host in advance.
- Packed lunches are often required for our junior groups in Canterbury. Please check your itinerary that comes with the groups.

Breakfast

- Students should receive a nutritional and balanced breakfast, an example: toast/bread with jam/marmalade, hot drink, cereals.

Lunch

- Packed lunch should be prepared by the homestay provider in advance and be a part of a healthy balanced diet. An example of a packed lunch: sandwich, crisps/salad, fruit/biscuit and a drink of choice. Any vouchers are not accepted and must not be used as a substitute to a packed lunch.

Dinner

- For a nutritional, balanced dinner, the following should be offered: two courses and drinks.

Self-Catering Students

- Some students over the age of 18 wish to take the option to cater for themselves so they remain independent. Students taking self-catering accommodation will still expect to have regular interaction with their host family. Families without separate kitchen facilities will still be considered.
- The homestay provider must give full access to the use of kitchen/dinning/ lounge area at agreed hours. Acceptable time for the use of kitchen is: in the morning from 7am till 8am, in the evening from 5pm till 6pm. These times should be discussed with a student upon arrival to avoid any future inconvenience.

Facilities

Student bedroom

- Rooms must be adequately furnished, comprising of a wardrobe or clothes hooks and hangers, mirror and sufficient light. Clean bed linen should be provided weekly at no extra cost. The bedroom must be sufficiently warm for the comfort of the student all year round and extra bedding must be available.
- Make sure your students/guests have comfortable workstations/desks in their rooms as they are likely to spend more time than usual in their rooms and are likely to need to study more outside of the classroom than previously.

Bathroom

- Student should have access to bathroom with hot water at any time. Homestay provider should not be limiting the usage of bath/shower room.
- The acceptable minimum duration of shower is 15 minutes.

Laundry

- Students are entitled to a laundry service once a week if they are staying two weeks or more. Families are not allowed to charge for this service, it is inclusive. Please provide use of an iron and ironing board.

Internet

- Please ensure that your internet is available for students to use when they need it. If you have a monthly data allowance limit, please communicate this to the student at the start of their stay in your home. Under no circumstances must an additional charge be made to the student for the use of an existing internet connection.
- Acceptable times for the use of internet are from 6:00am till 00:00am.

Heating

- The temperature in the house should be maintained at a warm, comfortable level. It should be borne in mind that

many students come from warmer climates and may feel cold in temperatures acceptable to people who live here.

- Young Learners groups walk to and from School unsupervised and to their evening activities. A walking taxi will be provided if required by the leaders and you will be notified. We are more than happy if you wish to drop your young learners, but this is not a requirement.

APPLIANCES

- All homestay providers are classified as landlords under the Gas Safety (Installation and Use) Regulations 1998. Consequently, in providing a room for an international student, you are agreeing to abide by our terms and conditions and this booking is subject to you accepting full responsibility for arranging maintenance by a Gas Safe Registered engineer for all work carried out on boilers, gas appliances and flues, including arranging a documented annual gas safety check. Without a valid gas safety certificate, you are breaking the law and are therefore liable to prosecution. LanguageUK reserves the right to request to see a valid gas safety certificate for any homestay to ensure that the property has been inspected and passed by a Gas Safe Registered engineer.
- New legislation concerning landlords of residential premises came into force on 1 October 2015 that requires them to install working smoke and carbon monoxide alarms in their properties.
- Please note that you can take advantage of the free Home Fire Safety Checks, in which a member of the local Fire & Rescue Service can visit your home and carry out an inspection. These assessments are performed by operational fire crews, are completely free and may entitle you to installation of free smoke alarms. You will not be sold anything.
- If you are in any doubt about fire safety at your house, you can contact the Kent Fire Service, Canterbury. Visit <http://www.kent.fire-uk.org/> and organise an assessment.
- In the event of a fire, homestay families should ensure that they have in place for their home a fire escape plan, and as best policy, explain the plan to everyone in their household including the students that are staying with them. The host family will also need to ensure that smoke alarms are provided and maintained. Further information on smoke alarms and planning a suitable fire escape plan. The Accommodation Officer is on hand to advise in the event of any questions and a fire risk assessment will be carried out at your home on inspection visits by the Accommodation Officer.

KEYS/CURFEW TIMES

- All students over 18 must be entrusted with a key. Please report any abuse of this trust immediately.
- LanguageUK does not accept any responsibility for any loss of keys or any subsequent cost due to loss of key.
- Students under 18 are advised of curfew times as agreed by their parent or guardians. You will receive a copy of consent to travel and study form when you take a student under 18.
- Group students are not allowed out in the evening unless they are on an activity or out with their leader all hosts will be informed if there are any changes.

TELEPHONE

- The school is not responsible for any calls made by student. The use of landline from home would normally be restricted to emergency use. This should be explained to the student on arrival and will also be explained during their induction.
- Homestay hosts should not allow Under 18s students to “friend”, “follow” or contact them on social media networking sites. Prior to meeting the student, all communication with children should be through public and/or school channels.
- Also make sure that Under 18s only use their own laptops and tablets – please do not let them use your equipment.

Carbon Monoxide Alarm

- It is requested that a carbon monoxide (CO) alarm should be fitted in any home that contains a fuel burning appliance like a boiler, and tested regularly to ensure that it is working.

PROBLEMS & EMERGENCIES

- In case of any difficulty with a student, which you cannot resolve yourself, please call us in the office or email us. We want you to enjoy hosting the students and we are here to help you if there is a problem. We may be able to assist by speaking directly to the student possibly in his or her own language.
- We expect the hosts to be patient with their student guests as sometimes what seems to be a big problem is the result of a cultural difference or misunderstanding of the language.
- If the problem is medical, it is best to contact the emergency services or your doctor as they will be able to deal with this more effectively, as well as a welfare officer to let them know of any issues.
- In case of any accommodation concerns or complaints, accommodation officer should be contacted promptly to resolve any problem.

Accommodation officer contact details

Telephone: **(+44)07470639721**

Email: **accommodation@languageuk.com**

LanguageUK 24 HOURS EMERGENCY CONTACT:

+44(0)7467144234

Please note the Emergency numbers are for what they say: **EMERGENCY ONLY. THESE NUMBERS ARE NOT TO BE USED FOR GENERAL INFORMATION** - non-emergencies will not be dealt with by duty staff.

You can contact the office in office hours on **01227455556** or email on accommodation@languageuk.com

ATTENDANCE

- The school insists on punctual and regular attendance at school, and absence is permitted only for legitimate reasons like illness. Students who are absent without excuse are warned by the school that irregular attendance will be recorded and, if it is continued, may lead to expulsion or in the case of visa students, their course termination and requirement to leave the country.
- Homestay families are asked to ensure that the school is informed if their students are unable to attend for any reason. When students under the age of 18 are absent from school, the Homestay will be contacted to ascertain why the student is not at school and their whereabouts.

INSURANCE

- Homestay providers are advised that they accept students as paying guests into their home at their own risk. The company LanguageUK and/or its agents and representatives are not liable for any damage caused by a student. We will however provide reasonable assistance to help you recover the cost of any damage from the student or their parents. Any damage claim must be reported before the end of a course in order that the necessary forms can be completed. Homestay providers are advised to make sure they are covered under their household insurance policy.

INSPECTION

- As per of the application process all homestay family accommodation will be re-inspected annually to ensure that it remains of a good standard. A current enhanced DBS and Gas Safety Certificate will be asked for.

CHANGE OF ACCOMMODATION

- If a student wishes to change their accommodation the school will contact you immediately and one week's notice will be given to the hosts. If a host wishes to have their student moved then one week's notice must also be given. (Justifiable reason accepted at the discretion of the school).
- A cancellation not only involves extensive administration for us, a change of plan can also be a source of anxiety for the student who has mentally prepared him or herself for a new environment away from home. While it is understood that occasionally hosts must cancel due to family emergencies, we do not expect our hosts to cancel, unless it is unavoidable.
- LanguageUK will endeavour to provide host families with reasonable notice where possible when a cancellation is necessary. Unfortunately, from time to time it may be that cancellation has to be made at the last minute, LanguageUK cancels a booking within 48 hours of the check-in date, a compensation payment equals to one week's B&B accommodation will be made.

- If a student asks to cut short their stay, please contact LanguageUK immediately. Our terms and conditions are designed to protect hosts from the inconvenience of a student leaving at short notice. The student is normally expected to give at least one-week notice before leaving to avoid paying cancellation fee. The exception is when a student leaves because of a complaint about the accommodation or out of welfare concerns, in which case LanguageUK will resolve the matter with the host.
- Homestay provider requesting a student to be moved to another provider must provide LanguageUK with written notice.
- LanguageUK reserves the right to remove a student from the host family at its total discretion and permanently withhold any money due to the homestay provider should there be a serious breach of terms and conditions.
- If the living conditions/circumstances change at any time, the school must be informed immediately.
- If you are planning to be away home for one night or on holiday the school must be informed at least 2 weeks in advance.

BOOKING EXTENSIONS

- If a student tells you that he/she wishes to extend their stay, please ask the student to arrange this with LanguageUK. We are under obligation to pay you only for the period of stay booked by us. Only extensions of stay authorised by LanguageUK will be paid to Homestay.

EQUAL OPPORTUNITY

- The homestay family is to respect a student's different cultural backgrounds and to be sensitive to the particular needs of the student.

CANCELLATION

- If homestay provider is no longer able to take student, they must inform LanguageUK in writing at least one week before the scheduled student arrival.
- If you need to cancel your booking, please contact us as soon as possible. When accepting a booking, please be aware that while it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our homestay families to cancel (even with several weeks' notice) unless it is absolutely unavoidable. A cancellation not only involves extensive administration for us, but it damages the school's reputation with the agent and the student. It can also cause anxiety for a student who has mentally prepared themselves for their new family away from home. Records are kept when homestay families cancel their students, and this will have a bearing on future bookings.
- Cancellation fees will be charged as detailed below:
...less than 48 hours – one week only
- If a student has not arrived by the Monday following the date of the reservation, the homestay family is asked to notify LanguageUK without delay. Homestay families are

not entitled to receive compensation payments when a student cancels or delays their course start date. Where this occurs, the homestay family will be placed on a priority list to ensure that they are offered the next suitable student.

- No compensation is payable for cancellation or postponement prior to the proposed date of arrival of the student. Or if the student is to require a visa and is refused. We shall, however, try to replace the student as soon as possible.
- All students must give 1 weeks' notice if they want to leave the homestay.
- Students who leave mid-week will pay until the end of the week.

COMPLAINTS

- In the case of any complaints made by the student about the accommodation or homestay provider, the latter should promptly contact the accommodation officer to resolve any problem. In some cases, the student can be moved to another family, however no compensation will be paid to the homestay provider.

ACCOMMODATION PAYMENTS/BANK CHARGES

- Payments are made weekly in arrears on a **Friday by BACS**.
- If student requires special diet, an extra fee will be paid to the host family.
- Under no circumstances should you accept payment directly from a student or discuss your rates of pay and arrangements with LanguageUK.
- When an over payment is made, the amount overpaid shall be returned in full to languageUK immediately.

DBS CHECKS AND REFERENCES

British council ruling

- Homestay families must strictly adhere to The British Council's ruling of a maximum of 4 adult students per household. This also includes students who are hosted through other local organisations.
- In the case of students who are under 18, there must be no other student in the house who is over 18 at the same time.
- If a host family is hosting from another organisation, they must disclose this to LanguageUK so that the student can be placed with a suitable host family. This is in accordance with safeguarding regulations.

- For host families who take students under the age of 18, all family members over the age of 16 must, without exception, be DBS checked. This includes all visitors including grown-up children visiting from university.
- Except at the specific request of our clients, it is not the school's policy to place students in homes where there are others with the same mother-tongue. In addition, a student may wish to be the only one of their native languages accommodated with the family. LanguageUK must therefore be kept informed of the presence of other students in the home, either from other organisations or booked privately.
- If you already **have DBS check**, we will need to see a copy.
- LanguageUK will also require you to give us two references: one personal (not family) and one professional.

CONFIDENTIALITY AND DATA PROTECTION

- The information stored by LanguageUK is in accordance with the data protection act and GDPR legislation. Information and may be shared with the British Home Office for visa purposes or accreditation bodies.

GDPR COMPLIANCE

- The aim of the GDPR is to protect all EU citizens from privacy and data breaches in an increasingly data-driven world, therefore LanguageUK has applied such a measure to meet new legislation.
- Please see our full privacy and Data Protection Policy on the website or you can ask the school for a printed copy.

STATEMENT OF POLICY

- Personal information will be stored securely, ensuring that any information kept is adequate, relevant, not excessive, dealt with appropriately and kept for no longer than its intended use. Host information may be requested by the parents of students seeking homestay arrangements for their child/children British Council for inspections and legal obligations such as Prevent Issues. only Signing below will confirm that you are happy for your details to be passed on to the parents. You can request a copy of this information and we will be happy to send it to you.
- LanguageUK reserves the right to remove a child from your care without notice and may enter your home to do so.
- In emergency, you can contact **LanguageUK 24 hours a day on +44(0)7467144234**. Alternatively, you may also contact us on **01227455556** during our office hours 08:30 – 17:00 Monday to Friday should you or the student have any questions, concerns or need assistance in any way whatsoever.

Homestay providers are required to take the [Safeguarding level 1 certificate](#), Please note this is FREE of charge. Please Select *Safeguarding Level 1 for Homestay Hosts*. Please remember to save and/or print the certificate so you can forward it to LanguageUK

https://accreditation-uk.english.britishcouncil.org/?_ga=2.19450302.786658922.1570090001-1837349170.1568878874

The homestay providers agree to read and accept the “PREVENT” guidelines and undertake the free online PREVENT training . Please remember to save and/or print the certificate upon completion so you can forward it to LanguageUK
<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen2.html>

Income Tax Gross annual income from letting furnished accommodation which currently does not exceed £7,500 per annum, is exempt from income tax (correct as of 6 April 2017). This reduces to £3,750 if someone else receives income from letting accommodation in the same property, such as a joint owner. The limit is the same even if you let accommodation for less than 12 months. It is unlikely that payments from LanguageUK student placements will exceed this amount; however, if you regularly host participants from other institutions, you may be affected by this limit. Please contact the Revenue and Customs if you require further information about this.

Please sign below to confirm that you have read, understood and accepted the terms and conditions above.

Signature: _____ Name: _____

Date: _____

PLEASE PROVIDE US WITH YOUR BANK DETAILS

Account holder Name

Name of Bank/Building Society

Sort Code

		-			-		
--	--	---	--	--	---	--	--

Building Society Account Number

For office use only:

- All the information contained in this document and any information given to the school is confidential and will not be shared with anyone outside LanguageUK.
- LanguageUK is registered under the provisions of the data protection act 1998 and all data is kept in accordance with this act and GDPR legislation.
- Please see our Privacy and Data protection policy 2021 on our website.