

## TERMS AND CONDITIONS FOR HOMESTAY PROVIDERS

### GENERAL

- The homestay is to provide the student with an emergency telephone number to contact you in
- The host is to make the students feel at home and be treated as a part of the family and to encourage the students to speak English as often as possible.
- Homestay is to provide a clean and friendly environment for students to carry out their studies.
- The homestay provider is to show due concern for the students' welfare, safety, and security 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 WhatsApp
- 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 should be informed in advance if you have any other student(s) who speak the same language.
- Group booking is no more than 4 students per household unless otherwise stated.
- All U18s 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 the dates.

### ARRIVAL/DEPARTURE

- Students may arrive on a different day depending on their course programmes or flight availability. The school will inform you of such cases if known.
- Duration of the group bookings may vary.
- Our Accommodation Officer will notify the homestay provider of the student's scheduled arrival time either by a booking confirmation form or by telephone.
- 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.
- 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 their arrival.
- Pick-up for Canterbury is mainly at LanguageUK and, in some cases, at a place designated by LanguageUK. For Faversham, the drop-off/pick-up location is usually Faversham Train Station. In case of a change due to traffic, etc., hosts will be informed immediately.
- Homestay providers are responsible for collecting and dropping off junior students 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 for late arrivals (**after 23:30**) and early departures (**before 5 am**). However, in the event of arrival delays caused by unforeseen circumstances beyond our control, such as travel disruptions or force majeure, no additional payment will be provided. The applicable fees will be determined in accordance with the 'Language UK Host Family Payment Schedule.

### **Non- Arrival**

- If a student has not arrived on the day of booking, 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.

### **MEALS**

- Meals provided must be well-balanced and varied, and the students' cultural/religious dietary needs must be respected.
- If any allergies are disclosed to us during the booking process, we will inform the homestay provider accordingly. Host families should pay attention to this information when providing meals.
- The homestay provider is expected to eat with the student whenever possible.
- Advise students of mealtimes and ask them to keep you informed if they are going to be late. If the student arrives home late, a meal must be left for them
- **Standard package consists of a bed, breakfast, packed lunches on request (for juniors), and dinner every day.**
- 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.
- Dietary requirements listed on the price list will be paid extra.

### **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 part of a healthy, balanced diet. An example of a packed lunch is a sandwich, crisps/salad, fruit/biscuit, and a drink of choice. Vouchers are not accepted and must not be used as a substitute for a packed lunch.

### **Dinner**

- For a nutritional and balanced dinner, two courses, fruit, and drinks should be offered.

## **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 allow full access to the kitchen/dining/ lounge area at agreed-upon hours. An acceptable time for the kitchen to be used is in the morning from 7 a.m. to 8 a.m. and in the evening from 5 p.m. to 6 p.m. 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, a 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.
- Each Student should be provided one bed; bed sharing is not allowed.

### **Bathroom**

- The student should always have access to a bathroom with hot water. The homestay provider should not limit the usage of the bath/shower room.
- The acceptable minimum duration of a shower is 15 minutes.

### **Laundry**

- Students are entitled to 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 the 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 the internet are from 6:00 am till 00:00 am

### **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.

### **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

### Telephone

- The school is not responsible for any calls made by students. The use of a landline from home would normally be restricted to emergencies. 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 and welcoming the student, all communication with children should be through public and/or school channels.
- Also, please ensure that under-18s only use their own laptops and tablets—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.
- 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 the 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 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.

## TRAVEL TO/FROM SCHOOL

- 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.

## 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 the loss of key.
- For students under 18, the **curfew time is normally 21:30**. You will receive a copy of the 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 group leader, all hosts will be informed if there are any changes.

## PROBLEMS & EMERGENCIES

- In case of any difficulty with a student, that you cannot resolve yourself, please contact the Accommodation Officer 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 students, possibly in their 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](mailto: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 within office hours on **01227455556** or email on [accommodation@languageuk.com](mailto: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 homes 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 with a `damage report form` before the end of a course so 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 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. In case of safeguarding and welfare concerns, the relevant LanguageUK staff may conduct a spot check.

## **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 a cancellation has to be made at the last minute; in that case, the host family will be added to the priority list for the next available allocation.
- 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 reasonable complaint about the accommodation or out-of-welfare concerns, in which case LanguageUK will resolve the matter with the host.

- A homestay provider requesting a student's transfer to another provider known by LanguageUK must provide LanguageUK with written notice immediately.
- 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.

### **BOOKING EXTENSIONS**

- If a student tells you that he/she wishes to extend their stay, please ask the student to arrange this with LanguageUK directly. We are obliged to pay you only for the period of stay booked by us. Only the 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 understandable that occasionally hosts must 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 also damages the school's reputation with the agent, the students and their families. It can also cause anxiety for a student who has mentally prepared themselves for their new family away from home. Records are strictly kept when homestay families cancel their students, and this will have a bearing on future bookings.
- If a student has not arrived on the scheduled date, 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
- If the student is to require a visa and is refused, you will be added to the priority list for the next available, suitable student
- All students must give 1 week's notice if they want to leave the homestay.
- Students who leave mid-week will pay until the end of the week unless there is a pre-planned arrangement in place.

## 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 the student requires a **special diet, an extra `£5 a day fee`** will be paid to the host family.
- Payment will be made according to the student's duration of stay in the initial booking form.
- Under no circumstances should you accept payment directly from a student or discuss your rates of pay and arrangements with LanguageUK.
- When an overpayment is made, the overpaid amount shall be returned in full to LanguageUK immediately; or the agreement to be kept as a credit for the next booking payments.

## DBS CHECKS AND REFERENCES

- Homestay families must strictly adhere to **The British Council's** ruling of a **maximum of 4 students per household**. This also includes students who are hosted by 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 during the booking process so that the student can be placed with a suitable host family. This is in accordance with Safeguarding and Welfare 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.
- For new host families joining us, the fee for the DBS process will be deducted from the 1st payment to the host when they host our student.
- 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 2018 (DPA 2018)** Information and may be shared with the British Home Office for visa purposes or with Accreditation bodies (e.g. British Council).
- Please see our full privacy and Data Protection Policy on the website or 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 due to safeguarding and welfare measures.
- In an emergency, you can contact **LanguageUK 24 hours a day at +44(0)7467144234**. Alternatively, you may also contact us on 01227455556 during our office hours, 08:30 – 17:00 Monday through Friday, should you or the student have any questions or concerns or need assistance in any way whatsoever.

### **Homestay providers are required to take the Level 1 Safeguarding Certificate.**

Please note that this is FREE of charge. You may find the link to the training course **below; please Select Safeguarding Level 1 for Homestay Hosts. Please remember to save and/or print the certificate so you can forward it to LanguageUK upon completion.**

<https://accreditation-uk.english.britishcouncil.org/student/MyCourse.aspx?id=6838744d-353f-47fe-8c31-3f2800c78158&categoryid=&programid=0e7a2a55-4ecf-4cfc-99b4-937491c1a513&lastPageTitle=Catalogue%7C5ecd9d9c-2cef-dbb2-ad8c-ec0cba3615fc&returnUrl=ContentPage.aspx?PageID=5ecd9d9c-2cef-dbb2-ad8c-ec0cba3615fc>

**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 2024). 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. If you require further information about this, please contact HMRC.

<https://www.gov.uk/government/publications/rent-a-room-for-traders-hs223-self-assessment-helpsheet/hs223-rent-a-room-scheme-2021>

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 under this act.
- Please see our Privacy and Data Protection Policy on our website.