

# HOSTS INTERNATIONAL LTD

## TERMS & CONDITIONS

### ACCOMMODATION STAYS

**INDIVIDUALS** - Minimum Stay 1 week

**GROUPS** - Minimum stay peak season 1 week; Off peak season – 1 night

**HOUSE SHARES** - Minimum stay 1 week

### BOOKING PROCEDURES & PAYMENT

Bookings must be made in writing and a booking/application form must be completed.

Requests and enquiries can be sent by email, fax or online from our website.

Students will be notified within 8 hours and an offer will be made.

Students must aim to confirm the offer within 24 hours.

Confirmations are only issued once payment is received.

Complete accommodation details and instructions will be sent in writing prior to arrival.

Students must provide us with an arrival time at least 3 days before your arrival date so arrangements can be made to receive you. Failure to inform us of your arrival time may result in delays in welcoming you and we cannot be held responsible in any manner as a result of this non information.

### PAYMENTS

Students may choose to pay by credit or debit card or bank transfer.

Payments must be received in advance, at time of booking confirmation and prior to arrival.

Students must cover all bank transfer charges when paying by bank transfer.

Students must agree to pay credit card charges as stated in our payment mandate.

Airport transfer services must be paid for in advance. Payment cannot be made on arrival.

### EXTENSIONS OF STAYS

Students are welcome to book on a periodic extendable basis and if students wish to extend their stay, you must inform us as soon as possible and request an extension. Although every effort will be made to accommodate you, extensions

are subject to change based on availability and notice given. Extensions can only be confirmed upon payment.

## COMPLAINTS

In the unlikely event of a complaint, if you are unhappy in the accommodation provided, students must communicate with us immediately.

We aim to act on feedback immediately avoiding any delays and maximising the quality of the students stay in London. We will offer a suitable solution, movement or alternative accommodation at the earliest possible availability.

We will not be responsible in any way, for any alternative arrangements made in accommodation not provided by us, if you choose not to stay in our accommodation for any reason.

## CANCELLATIONS

*For Individual's home stay and house share, prior to arrival.*

Once the accommodation is confirmed, if you wish to cancel your accommodation, you must give us notice in writing at least 2 weeks prior to your arrival date. If 2 weeks notice is not given, the accommodation fees are non refundable. If 2 weeks notice is given, accommodation fees are refundable minus booking fees.

All accommodation bookings once confirmed and after arrival, are non refundable. The same applies if you have to shorten your stay – payment is non refundable.

No shows, failure to arrive or postponement incurs charges in full from the booking date and payment is non refundable.

Cancellations must be received within normal working hours, Monday to Friday 9am to 6pm.

## SPECIAL NOTE – STUDENTS WHO NEED A VISA

You are advised not to book accommodation unless you have a visa to travel. We are able to provide accommodation even on short notice. If you choose to book accommodation in advance prior to your visa approval, please refer to the usual procedures and please note that any payment made is non refundable.

Cancellations must be received within working hours, Monday to Friday 9am to 6pm.

## MOVEMENT OF STUDENTS

If any student is not satisfied with their accommodation, Hosts International Ltd will relocate the student to a similar standard accommodation where possible. In this case, normally a one-week notice period should be given.

It is our responsibility to relocate the student to another suitable home. We will always suggest another suitable accommodation but if the student does not wish to take up the alternative offer, the accommodation fees become non refundable.

If a student decides to move out of our accommodation into their own accommodation, the accommodation fees are non refundable.

Exception for home stay - If a host family decides that they want their student to leave, they too must give the student notice.

**Notice period may only vary in case of an emergency under exceptional circumstances.**

General - We reserve the right to move a student from his/her accommodation or refuse to accommodate any student should we find his/her behaviour unacceptable. Students will be notified of this when and where appropriate.

## **AIRPORT TRANSFER SERVICES**

All requests for airport transfers must be made in writing giving full flight details. We will not accept responsibility where incorrect or insufficient information has been provided.

We will seek to recover all costs arising where incorrect information has been provided. (Including waiting time)

We will charge for all "no-show" bookings except where it is clearly our fault for non-collection of the student.

We undertake that all our drivers will be familiar with our guidelines on meeting and collecting students at airports.

Transfer details, including instructions on meeting the driver, are provided in writing in form of a booking confirmation when the booking is made.

Students are strongly advised not to accept transfers from any unauthorised taxi drivers that operate at the airports as all our drivers will carry the students address and a board in the students name. We will not accept liability in this case.

If students cannot find our driver, they must not leave the airport without calling our 24 hours emergency line. If they do so, payment is non refundable and we take no responsibility whatsoever in any alternative measures the student may take to transfer themselves to their accommodation.

## **GROUPS – TERMS AND CONDITIONS**

When an enquiry is received, Hosts International will send a quotation within 24 hours. An acceptance and confirmation of the quotation must be received within 2 weeks, failure to do so may cause the original offer/quote and it's conditions to lapse or change.

### GROUP PAYMENT TERMS

Once an enquiry is confirmed, you are required to pay 50% of the total invoice at time of confirmation enabling us to reserve places. The balance 50% is expected to be paid 4 weeks prior to the arrival date.

### GROUP CANCELLATION TERMS

More than 30 days notice – full refund, less £100 administration fee

30-14 days – 50% payment refundable

Less than 14 days notice – Fully non refundable

### GROUPS COMPLAINTS/MOVEMENT POLICY

For bookings under one week, in case of any complaint within reason, every effort will be made to solve the complaint without movements. For bookings longer than 1 week, serious complaints will result in movement with a week's notice. Notice maybe waived in an emergency.

### GROUP TRANSFERS

All coach/mini bus requests must be paid prior to the groups arrival and ideally at time of the accommodation booking. Coach cancellations incur payment in full if 72 hours notice is not given. Please refer to Transfer Service for other terms.

### OTHER CONDITIONS

All families have a contract with Hosts International; hence neither students nor families are allowed to negotiate direct deals with the families. In case this happens, we reserves the right to de-list the family from our books if they accommodate the student directly without our involvement.

We may refuse to re accommodate the student and will not allow the family to enter into any direct agreement with the student, if the student approaches the family for a direct agreement.

Students should not discuss any monetary issues with the family; all transactions should take place via Hosts International.

### SPECIAL TERMS

For long term students who do not reside at their booked accommodation during any holiday period over seven days half the weekly charge will be levied towards their accommodation which will be reserved for them until their return. This must be agreed with us in advance and any fees paid cannot be curtailed or refunded in arrears.

*Hosts International welcomes feedback from students and clients. We continuously aim to improve the services we offer. Students are welcome to email us any feedback, comments or suggestions.*

*Email: [info@hosts-international.com](mailto:info@hosts-international.com)*