



Terms and Conditions for House Share Accommodation

General

1. Hosts International Ltd undertakes to provide single/shared rooms in its fully furnished and equipped student house share properties in south-east London for up to 11 months for any student.
 - a) Any student requiring an en-suite room should make that known at time of booking.
 - b) All service costs (Council Tax, gas, electricity, water and sewerage, internet, television licence) are included in the room charge.
 - c) There are no holding deposits or key deposits charged.
 - d) All bookings are invoiced in 7 night blocks.
2. Hosts International Ltd will note the arrival and departure from the bookings sent. We aim to confirm all bookings with 24-48 hours. If we are unable to satisfy your original booking, we will make an alternative offer.
3. The invoices will presented for payment in the usual manner and will be settled within 10 working days provided there are no queries.

Houses

4. Hosts International Ltd will -
 - a) Clean the properties once a week on Saturday. Long term students can ask for their rooms not to be cleaned on a particular Saturday if that is their choice. If a room is found to be unhygienic or excessively dirty, Hosts International reserve the right to enter and clean that room. Additional costs

incurred (e.g. carpet cleaning) may be chargeable. Any room having an en-suite bathroom will be entered every week and the en-suite bathroom will be cleaned.

- b) Provide all incoming students with a welcome pack and a key to the house. The student/school will be charged £25.00 for any loss of keys or a replacement. Any call out for keys/student locked out are charged at our call-out rates. These rates are higher at weekends and on public holidays.

Call out charges:

£45.00 weekday and out of hours

- c) Provide easy access to cleaning materials and equipment to deal with spillages and breakages between cleans
 - d) Change linen for all departing and arriving students. Change linen every two weeks for all long-stay students on request by the students. Make sets of spare linen available to students in case of emergencies.
 - e) Provide a free wifi service to the best that that our service providers offer. We cannot be responsible where service drops due to circumstances beyond our control.
 - f) Provide a shared kitchen and dining area in every house which is fully equipped for student use.
 - g) Clean fridges, freezers and ovens every two months.
 - h) Reserve the right to dispose of any out of date food we may find the premises at any time without reference to the student or client.
 - i) Clean windows inside and outside every six months
 - j) Maintain the grounds and garden every month
 - k) Provide a full maintenance and service visit every three months
 - l) Ensure that all safety certificates are always up-to-date and current
5. Damage and Breakage. Hosts International Ltd acknowledges there will be routine wear and tear in any home. Where a deliberate breakage or a deliberate damage occurs, Hosts International Ltd reserve the right to charge for the replacement and/or repair.

All breakages, malfunctions or repairs needed must be reported immediately in writing to Hosts International Ltd. Initial contact by telephone is accepted but must be followed up with a confirming e-mail. Any unnecessary call out charges incurred will be charged at our call-out rates.

6. Hosts International Ltd. undertakes to commence action on breakages, malfunctions or repairs needed immediately on notification. This speed of response will be dictated by the hour of the day, the day of the week and the availability of parts (if needed). Generally, routine repairs will be affected within 24-48 hours. Hosts International will update the client with progress on repairs if they cannot be done immediately.

We recommend that all students have their own travel insurance as we do not accept liability for any damage to personal property whatsoever.

7. Hosts International Ltd will have a local representative for students to access if needed. The representative will be the first visitor to the house in all cases of problems arising. He will assess the nature of the problem and refer it onwards if he cannot deal with it
8. Student parties are not allowed. Any additional cleaning or rubbish clearance incurred as a result of a party being held at the property will be chargeable at cost.
9. If we find drugs and/or drugs paraphernalia in any house they will be removed and destroyed.
10. House is to go quiet at 11pm. All students should respect the other students in the house after this time and the neighbours in the surrounding houses.
11. No overnight visitors are allowed. If anyone is found to have stayed overnight in the accommodation without prior authority of Hosts International Ltd, then we will charge that person £35.00 per night.
12. Any student wishing to leave the accommodation before the end of their booking must give us two weeks notice.
13. For health and safety purposes, we reserve the right to move students immediately without notice only in these cases.