



TERMS & CONDITIONS

ACCOMMODATION STAYS

Hosts International offers accommodation for individual students, interns and groups of students, adults and juniors.

Accommodation options include homestays and house shares (some studios). House shares are in London only.

BOOKING PROCEDURES

The school must send us all bookings in writing clearly stating all the requirements or special requests, preferably with an application form.

We attempt to send a profile of a suitably matched host within 24-48 working hours of receiving the booking, in some cases where the requirements are greater, this may take longer. We expect the school to confirm the accommodation offered within 24-48 hours.

We confirm that all our homestay hosts have been visited by one of our representatives and the accommodation inspected to Hosts International's exacting standards and that we do not place more than one student in the same household unless on special requests by the school at time of booking.

COMPLAINTS

In case of complaints, we will aim to solve the issue on the same day. The school must inform us of any issues as soon as possible.

We will move the student if all attempts to solve the issues fail.

Should any student be dissatisfied with the accommodation despite the attempts to pacify all parties, we will relocate the student to another home as soon as possible, usually giving one week's notice to the host.

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

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 college must give us one week's notice to cancel the accommodation.

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.

Similarly, if a host decides that they want their student to leave, they too must give the student/school notice.

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

NB: 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.

PAYMENTS

We will accommodate all students at the pre-agreed price.

The school is not obliged to pay the booking fee nor the summer supplement for any bookings they make.

The school must undertake to settle each invoice on the date agreed with HI, usually week 1 of the students arrival date. HI may request advanced payment if a payment term has not been set up.

It is noted that HI's policy on payment is Day One of a student's arrival date and usually allowing the school up to a week to check invoices.

In the event of a student's leaving his/her accommodation early, HI will credit to any 'unused' accommodation (after taking into account any notice of cancellation where applicable).

If a student fails to arrive at the accommodation, the school will be liable for one week's accommodation in lieu of notice.

CANCELLATIONS

For Individual's home stay prior to arrival.

Once the accommodation is confirmed, if the dates need changing or the booking needs to be cancelled, the school must give us notice in writing at least one week prior to the arrival date so we can change at no charge. Last minute changes without one week's notice are charged from the original start date. Cancellations without notice are charged a one week accommodation fee.

After arrival, any students who wish to cancel or shorten their stays must give one week's notice.

'No-shows', failure to arrive will be charged a one week cancellation/accommodation fee, from the day the school gives HI notice.

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

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 student's 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 hour 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.

OTHER CONDITIONS

The school must aim to provide us with an arrival time at least 2-3 days before the student's arrival date so arrangements can be made with the host to receive them. Failure to inform us of the arrival time may result in delays in welcoming the student and we cannot be held responsible in any manner as a result of this non-information.

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

Schools may not contact the hosts under contract to Hosts International.

We may refuse to re-accommodate the student and will not allow the host to enter into any direct agreement with the student, if the student approaches the host for a direct agreement. Students should not discuss any monetary issues with the host; all transactions should take place via Hosts International.

FEEDBACK

We encourage the school to send us regular feedback, good or bad, about our hosts or our services. Feedback can be sent to the General Manager at info@hosts-international.com