**CONTRACT OF SERVICE**

**Between**

**Hosts International Ltd**

**1 Conduit Street, Mayfair, London W1S 2XA**

**(hereafter referred to as “HI”)**

**And**

**XXXXX**

**(hereafter jointly referred to as “student”)**

1. **Accommodation services**

1.1 HI agrees to accommodate student in homestay accommodation

1.2 The student will submit all requests for accommodation in writing, including all essential information. Essential information is:

* Name
* Address
* Phone number
* Email address
* Passport number
* Date of birth
* Nationality
* Gender
* Medical history, specifically COVID-19
* Smoker?
* Type of homestay or house share required
* Meal plan required
* Dietary requirements
* If they prefer to live with no children
* If they prefer to live with no pets
* If they have any medical (physical or mental) conditional
* If they have any allergies
* If they have any special requirements
* If an airport pick-up is required (if yes, the airport, flight number and airline)

1.3 HI will aim to confirm the booking to the student within 24 hours, where possible. Addresses will be provided as soon as the placement is made and payment has been received.

1.4 HI confirms that every host contracted with them has been visited by one of its representatives, has signed a Child Protection Statement, completed a risk assessment and that the accommodation meets British Council and English UK recommended standards.

1.5 HI confirms that no more than one student of the same nationality will be placed in the same household unless specifically requested by the person making the booking with HI.

1.5 HI confirms that all juniors (students under the age of 18) will be accommodated in especially selected and checked families only. These families will have been DBS / PVG (for Scotland) / Garda Check (for Ireland) checked and provide accommodation of a high standard.

1.6 HI confirms that any junior staying more than 28 days will be accommodated under a Private Foster Care arrangement. This is in co-operation with the relevant local authority and HI will register the host and the junior with the social services department of that local authority and make all the arrangements for any required inspections or visits between all parties.

**2. Movement of students**

2.1 HI reserves the right to move a student from their accommodation or refuse to accommodate any student should we find his/her behaviour unacceptable, for example being disruptive or abusive, or if the hosts request the student to leave, after informing the school of the reasons.

2.2 Should the student not be satisfied with their accommodation, HI will relocate the student to accommodation of a similar standard as soon as possible. In this case, a one-week notice period should be given to the host. It is the student’s responsibility to inform HI of any dissatisfaction and follow the terms of the notice period. In cases of absolute emergency, the one week notice period may be waved. Contact can also be by the student through their agent.

2.3 If a student decides to move out of a homestay into his/her own accommodation, the student must give two weeks’ notice of departure. There is no refund for early departures. See 4 for more.

2.4 If the host decides that they want the student to leave, they must give the student via HI a week’s notice, unless in special circumstances.

**3. Airport transfer services**

3.1 All requests for airport transfers must be made in writing giving full flight details. HI will not accept responsibility where incorrect information has been provided. HI will seek to recover all costs arising where incorrect information has been provided.

3.2 HI will charge for all "no-show" bookings except where HI is clearly at fault for non-collection of the student.

3.3 HI undertakes that all its drivers will be familiar with its guidelines on meeting and collecting students at airports.

3.4 All juniors will be met only by approved drivers who have been DBS checked. These drivers will collect the student from their port of arrival and stay with the junior until they are handed over to their host. Likewise, on any return journey the same will apply: the approved driver will collect the junior and hand them over to their carrier at port of departure.

**4. Accounts receivable**

4.1 HI will submit an invoice for taccommodation and any services provided at its set rates

4.2 The student must pay each invoice within 7 days of receiving the invoice; and at least two weeks prior to the arrival date. The accommodation will not be confirmed until payment has been received.

4.3 In the event of a student cancelling their stay, a minimum 14 days’ notice if required. An administration charge of £25 is charged and HI will issue a credit note to cover any "unused" accommodation. In lieu of notice, two weeks accommodation is charged from the date of cancellation.

4.4 If a student then fails to arrive at the accommodation, there is no refund of the accommodation booked.

4.5 All refunds are given at the discretion of the management.

4.6 All travel cards (service offered for groups only) are to be paid on presentation of the invoice.

**5. General**

Whilst every effort is made to ensure all students and homestay hosts are responsible, HI can accept no responsibility whatsoever for the students insofar as is required by the terms contained herein.

**6. Staff**

HI undertakes that all its staff have signed a Child Protection statement and a Confidentiality Statement. In addition, HI undertakes that all its staff will be trained to a minimum of Level 1 Safeguarding with senior managers trained to Level 3. Safeguarding and Child Protection documentation is available for inspection on request.

**7. Agreement**

Please read these conditions carefully before signing this contract as this will be the basis of your relationship with HI.

We work with the students in an ethical and personal manner and expect a reciprocal working relationship.

We, the parties detailed below, have read understand and agree to the Hosts International Terms and Conditions attached in the appendix of this contract.

We, the parties detailed, below agree to abide to and work with the terms and conditions described above.

For Hosts International Ltd

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For XXXXX

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Terms & conditions for Students**

**About Hosts International**

Hosts International places students, interns, and professionals in good, safe accommodation. We strongly believe this leads to a faster improvement in their English language learning, a deeper understanding of local culture, and a happier experience. We achieve this by demanding a high standard of accommodation and by selecting only the best hosts. All our hosts are recruited to British Council standards and guidelines.

We offer a variety of homestay and house share accommodation in London, Birmingham, Bournemouth, Brighton, Bristol, Cambridge, Canterbury, Cardiff, Edinburgh, Leeds, Liverpool, Manchester, Medway, Northampton, Oxford, Jersey, York, and Dublin. We cater for both individuals and those in a group, for those travelling for their studies, and for work. We specialise in homestay accommodation, working in partnership with leading agents and universities, acting as their accommodation department. Because of our size and reach, we are able to provide hosts with students all year round. In addition to accommodation services, we also offer our own efficient meet and greet service and group transfers by minibus or coach, to and from any location.

**Our Vision and values**

**Our Vision**
Our core team values are: reliability, responsiveness, availability and approachability. We are a solutions-based organisation, with a friendly team who will go the extra mile to deliver for the needs of our customers.

**Our Business**
We place students with Homestays as our core business using a informed, balanced approach, treating each host and student as individuals. We use our large reach, our deep experience and extensive resources to solve problems. We do not rely on our expertise only, but communicate regularly with our customers, hosts and partners to improve our service and grow our offering. Our successful business growth is due to the ability to expand and adapt to our client’s requests.

**Our Challenge**
Our customers’ biggest challenge is expectation: not understanding the multi-cultural makeup of our hosts, the size and transport networks of the cities and the layout of a typical British or Irish home. We strive to manage expectations by giving our customers accurate information and by educating our partners.

**Our Mission**
We want to be the best accommodation provider in the UK, offering a wide choice of options in a safe environment for our customers. We take care of the accommodation needs of our partners so they can concentrate on their businesses.

**What we offer**

* No minimum stays
* Clear and easy to understand paperwork
* An excellent after-sales care service
* 24 hour emergency contact

**Booking procedures**

We send our Accommodation application form to the student, and ask to be provided with the essential information as below:

* Name
* Address
* Phone number
* Email address
* Passport number
* Date of birth
* Nationality
* Gender
* Medical history, specifically COVID-19
* Smoker?
* Type of homestay or house share required
* Meal plan required
* Dietary requirements
* If they prefer to live with no children
* If they prefer to live with no pets
* If they have any medical (physical or mental) conditional
* If they have any allergies
* If they have any special requirements
* If an airport pick-up is required (if yes, the airport, flight number and airline)

We cannot be held responsible after if information is not declared to us at time of booking

We will aim to send an acknowledgement and confirmation of placement with the homestay host within one working day.

We confirm that all our homestay hosts have been visited by one our representatives and the accommodation meets both British Council and English UK recommended standards. We do not place more than one student in the same household unless on special requests by the agent at time of booking.

**Safeguarding**

We take our safeguarding responsibilities as seriously as you do. For your reassurance, all our staff do basic (level 1) safeguarding course, with most staff, including senior managers undertaking the advanced (level 2 and 3) courses. All staff who come into contact with juniors are vetted with suitability checks (DBS/PVG/Garda).

Our hosts who host juniors have valid police check and as a policy we carry out an enhanced, homestay, child work force check on the household, checking all adults at the address. Our homestays are encouraged to do the British Council safeguarding course online. We also accept a similar category police check carried out by other agents/accommodation providers, and we advise all hosts to sign up to the update service automatically and if done through us, we do it for them.

**Complaints**

The student must inform us of any issues as soon as possible. In the event of a student complaint, we will aim to solve the issue on the same day.

We aim to act on feedback immediately, avoiding any delays and maximising the quality of the students stay. We will offer a suitable solution, but should any student be dissatisfied with the accommodation despite the attempts to please all parties, we will relocate the student to another home as soon as possible. Ideally, we give our hosts a notice of one week, but this may vary in case of an emergency or under exceptional circumstances.

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 student must give us two week’s notice to cancel the accommodation. Similarly, if a homestay host decides that they want their student to leave, they too must give the student/agent notice.

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

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. Students booking directly with us are charged a booking fee and (where applicable) a summer supplement.

The student must undertake to settle each invoice on the date agreed with HI,

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 student will be liable for the entire accommodation fee as invoiced.

**Cancellations**

Once the accommodation is confirmed, if the student needs to change their dates, or the booking needs to be cancelled, they must give us two weeks’ notice in writing prior to the arrival date. Last minute changes without two weeks’ notice will be charged from the original start date. Cancellations without notice are charged a two-week accommodation fee.

After arrival, any students who wish to cancel or shorten their stays must give two weeks’ notice.

If the student does not arrive, they will be charged for full accommodation fee as invoiced.

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 (arrival airport, airline, flight number and time of arrival). We will not accept responsibility where incorrect or insufficient information has been provided and 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 a booking confirmation after the booking is made.

All our drivers carry the student’s name and address on a board so that the student can identify them. We do not accept liability in cases where students have accepted transfers from unauthorised taxi drivers, not arranged by HI.

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 student must aim to provide us with an arrival time at **least 2-3 days** before the arrival date so arrangements can be made with the homestay 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.

The students are not allowed to negotiate directly with the homestays. All homestays have a contract with Hosts International and therefore if they attempt to accommodate the student directly without our involvement they will be in breach of that contract. This is not only to protect the interest of all parties, but to avoid confusion in our booking procedure.

If the student approaches the family for a direct agreement, we may refuse to re-accommodate the student. Students should not discuss any monetary issues with the homestay; all transactions should take place via Hosts International.