

STUDENT AGREEMENT

Terms and Conditions

Stella Homestay Services provides accommodation by acting as an agent introducing students to homestay host families. The student and the host family enter freely into a Homestay Services booking.

Minimum Age

The minimum age for individual homestay bookings is 18 years

Minimum Stay

No minimum stay. Accommodation booked for less than four weeks will be charged at the daily rate

Accommodation

You will be provided with the accommodation type requested on your application. Stella Homestay Services can reassure that each host contracted with us has been visited by our home inspectors, has provided and completed risk assessments and gas safety checks and that the homestay meets our standards.

The hosts welcome students as a member of their home, sharing the common living areas. No more than 3 students will be placed in a hosts home at any one time.

Sharing Rooms

Twin rooms can only be booked by two students travelling together.

Booking Procedures and Payments For Students

- Booking requests must be made in writing by completing our online application. On receipt of your application, Stella Homestay Services will aim to match your accommodation and requirements as close as possible to meet your needs.
- An offer of accommodation will be made within 24 hours of receiving your completed application.
- Any offer of accommodation not booked within 72 hours may no longer be available.
- Payments for accommodation must be received at least two weeks before the arrival date.
- Bookings are confirmed only after full payment has reached our bank account. We have the right to cancel any booking for which we have not received payment by the due date of the invoice.
- All fees invoiced must be paid for in UK pounds (GBP). Payment can be made by bank transfer.
- All bank charges must be covered by the student.

- You must not discuss payments and fees with your homestay hosts. All payments and re-bookings must be made straight through Stella Homestay Services and not with your hosts.
- If any payments and bookings are done directly with your homestay host, it will result in an immediate breach of your contract which will result in an immediate termination of your contract.

Arrival

If you have not booked a transfer service with Stella Homestay Services, you must inform the Host no less than 3 days before your arrival to make sure they are available to receive you. Failure on your part to inform your Host may result in you having to wait for them to come home. Stella Homestay Services will not be held responsible for any delays, or any expenses incurred in you gaining access to your booked accommodation.

If for any reason you fail to arrive at your booked accommodation without prior agreement with Stella Homestay Services, you will still be charged the accommodation fees from the start date of your booking.

Airport Transfers

Request for airport transfers must be made on the application with the flight details including date and time arriving, terminal and flight number, and the airline you are flying with. Stella Homestay Services will not be liable where incorrect information has been provided. Stella Homestay Services will charge all costs arising where incorrect information was provided.

Our driver will hold a sign with Stella Home Services logo. If for any reason you do not see our driver, please make your way to the airport information desk and wait for the driver. If after some time you do not see the driver do not leave before calling Stella Homestay Service. **+44 (0)20 8144 3116**. If a Student leaves the airport or uses another means of transport without contacting us, you will still be liable for the transfer fees

If your flight is delayed or been cancelled, you must inform Stella Homestay Services immediately so we can inform the driver.

Student Behaviour

Respectful behaviour is expected at all times during your stay with your hosts.

Students will abide by the house rules and respect other residents and their property.

Any damage and/or breakages of the hosts' property must be paid for by you.

You cannot give out any details of your hosts' address or telephone number without first seeking permission from the host.

You cannot bring back friends to the hosts' home without first seeking permission from the host.

You cannot use the hosts' telephone without first seeking their permission. Stella Homestay Services reserve the right to remove any student or guest whose conduct is considered unacceptable. This may result in a loss of accommodation and fees. Alternative accommodation may be offered at the Managers discretion.

Keys

Students will need to take good care of the front door key. You will be responsible for any damage or loss of keys. Any replacement will have to be paid for by the student.

Meals

The Host will provide only the meals you requested. Students should inform their host if they are likely to miss their meals.

Students should not expect the Host to cook or buy food representing their native cuisine or any other special requirements unless it was requested and confirmed, eg vegetarian, vegan, halal or medical requirements etc.

Students cannot help themselves to any food or drinks within the fridge, cupboards, drawers, etc. unless they have permission from their host.

Laundry facilities - the Host will provide the student use of the laundry facilities once a week in order for students to wash their belongings.

Supplements

- We charge a summer supplement for bookings in July and August and during the Easter and Christmas period.
- We charge a daily fee for specific special dietary requirements
- We charge a one-off supplement fee for bookings less than 4 weeks

Extensions & Re-bookings

If a student wishes to extend their stay beyond their booked date, they must contact Stella Homestay Services in writing instantly so we can make every effort to accommodate your request.

Any extensions will be confirmed only after full payment has reached our bank account.

If an extension is not possible, Stella Homestay Services will seek to find you an alternative.

Holidays

Students wishing to go on holiday for a period of more than 2 weeks can arrange for their accommodation to be reserved until their return. This must be agreed with Stella Homestay Services and the Host in advance. A Holding Fee will be charged and will need to be paid before the student leaves.

Relocation

If a student is not satisfied after being placed with their host family and wishes to cut short their stay. You must notify Stella Homestay Services within the first 72 hours. We will make every effort to find alternative accommodation of the same standards within 14 days. There will be an admin fee charged for relocations. If you choose to move out without informing us and you find alternative accommodation, all accommodation charges paid are non-refundable.

Cancellations before Arrival

Cancellation requests must be made in writing during our office hours, Monday to Friday 08:00 – 16.00 (London Time)

Once your booking is confirmed and you wish to cancel, you must give Stella Homestay Services at least 14 days notice in writing before your arrival date.

Bookings that are for 28 days or less are non-refundable.

Cancellations after Arrival

Cancellation requests must be made in writing during our office hours, Monday to Friday 08:00 – 16.00 (London Time)

If you wish to cancel after your arrival date you must give 14 days notice. All accommodation charges including fees are non-refundable.

If for any reason you do not show up or postpone your arrival you will still be charged in full from the booking date agreed.

Payments are non-refundable. There is no refund for early departures.

Refunds and Bank Charges

All refunds will be paid in the same way they were received. We refund accommodation fees only, we do not refund admin fees paid or any bank charges or surcharges.

Any cash payments cannot be refunded in cash, they will be refunded to a bank account in the same name as the student.

Complaints

If for any reason you are unsatisfied and/or experiencing any difficulties with your homestay accommodation you must contact Stella Homestay Services as soon as possible. Your complaint will be dealt with promptly.

Stella Homestay Services will not be able to deal with any complaints made from students or any other agent representing them once they have left the homestay accommodation.

Stella Homestay Services will not be held responsible for hotel fees or accommodation not booked through us in the event you choose not to stay in your booked accommodation. All fees paid are non-refundable.

Office Opening Hours

Our office is open Monday to Friday 08:00 – 16.00 (London time) Saturdays, Sundays 10:00 – 14:00. National holidays are excluded. All Bookings, changes and cancellations can only be processed during these hours. Any out of hours emergencies, you can call the emergency number on +44 (0) 7584876729.

Insurance, Liability, Disclaimer

Stella Homestay Services, strongly advise students to purchase suitable travel insurance to cover any losses (injuries, accidents, illness, theft, laptops mobiles etc) relating to unforeseen cancellation or curtailment of your course, accommodation or transportation.

Stella Homestay Services will not be liable in respect of personal injury, loss, theft or damage of personal items.

Stella Homestay Services provide all students with information about their homestay hosts in good faith and we believe this to be correct at the time of the booking.

Stella Homestay Services will not be held responsible for any eventuality that has not been relayed to us, which may result in a change of circumstance for the hosts or their home environment.

I have read and fully understand the terms and conditions set by Stella Homestay Services

First name: _____

Surname: _____

Signature: _____

Date: _____