

HOST REGISTRATION

TERMS AND CONDITONS

Hosting an international student in your home is a rewarding and challenging experience. An ideal homestay is one where each party learns from the other. We hope the experience will have a positive impact on you, your family and the student.

The student will be working hard to adjust to their new surroundings and their command of English may at first be very limited so we ask that the Host be as supportive as possible. To avoid misunderstandings arising from language and culture differences you should discuss the information provided below with the Student from the beginning of their stay.

CODE OF PRACTICE

- Respect the student's cultural background and be sensitive to their needs.
- Encourage students to speak English and recognise that there will be times when your visitor needs to speak in their native language.
- Make your student feel at home and treat them as a member of your family and not as a lodger or paying guest.
- Furnish the student with a clean and comfortable home
- The student must have regular access to bathroom facilities.
- Provide the student's with an environment in which they can carry out their studies.
- Arrange for the student to have balanced healthy meals, and take into consideration any special requirements.
- Show concern for the safety, welfare and security of the student during their stay.

HOST SERVICES

Students will be matched with the Host using their requirements and no continuous supply of Students to Hosts will be guaranteed.

The Student must occupy the room seen by our inspector and agreed upon.

The Host agrees that if 2 students are to be placed in the same bedroom, both students must be placed through Stella Homestay Services and both students must be travelling together. At no point should students share a double bed.

The Host must let us know immediately if any aspect of the home changes e.g. new pet, no pet, stopped smoking, lodger, no wireless etc.

The Host will provide each student with the following at their home:-

Bedroom - the Student must be provided with a comfortable bed, wardrobe, drawers and a study desk or table with a lamp and a chair.

Email: info@stellahomestayservices.com

Website: stellahomestayservices.com

Bathroom – to provide a private or shared bathroom providing privacy. The Host will also provide toilet paper, tissues and hand soap. Other toiletries are the Students responsibility.

Key – the Student will be provided with a key to enter and given access to all appropriate areas of the home. If the student loses their key, They will be charged for the replacement plus admin fee.

Bedding and towels – bed linens and towels must be provided plus weekly laundering of the bedding and towels. Other than providing the weekly laundering of bed linens and towels, the Host is not obligated to provide laundry services unless the Student has requested it has a service.

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

Meal plan - Hosts can offer one, or more of the following meal plans:-

- **Self-catering** – no meals are offered by the Host. The Student will purchase and cook their meals.
- **Bed & Breakfast** – a continental breakfast will be offered by the Host which can typically consist of cereals, toast, milk, tea, coffee, fruit, pastry, or similar. The Host does not have to prepare the breakfast but will make sure it is available.
- **Half Board** – (bed, breakfast and evening meal) – continental breakfast as mentioned above, plus evening meal. The Host will prepare and serve the same portion of food they have that night.
- **Full-Board** – (bed, breakfast, packed lunch and evening meal. The Host will provide a continental breakfast and evening meal as mentioned above, plus a packed lunch, which may particularly contain sandwiches, fruit juice or water, a piece of fruit or chocolate bar and a packet of crisps
- **Special Requirements** - Student with any special meal requirements, vegetarian, vegan, halal or medical requirements etc The Host will provide these meals and any foods which will be reflected in the compensation given.

Kitchen access - Students who have chosen Self-catering or Half Board should have use of the kitchen to prepare their meals. Please discuss with them an appropriate time and which cupboard or shelf they can store their food in. They are expected to clean up after themselves immediately after their meal.

The Student should be advised that it is a practice for the family to eat their evening meal together.

The Student should be asked to be punctual at mealtimes and to contact the Host if they expect to be late or miss a meal.

Communal areas – the Student must have access to common areas such as living room, dining area, kitchen, bathroom and toilet and washing/laundry facilities.

House rules – the Host can impose house rules in their home. The Host must discuss any reasonable rules and procedures with the Student on their arrival.

Cleaning – the Host is required to maintain cleanliness in all areas of the home, and agree to prepare the Students bedroom accordingly before their arrival. The room must be ready including, clean bedding and towels, ensuring there is enough space in the wardrobe/cupboards. Students are responsible to clean their bedroom and keep it well organised. Students are required to clean the used areas after themselves.

The Students room should be cleaned once a week by the Host. You should advise them of what day this is done and ask them to make sure that the room is ready to clean at that time. Apart from this cleaning period, the Student's bedroom should be treated as their own private space and not disturbed.

Privacy – the Host understands that Students are entitled to privacy and their belongings inside the home, however, Hosts may, from time to time, inspect the Students bedroom.

Stella Homestay Services will carry out regular inspections of the Host premises to ensure that the standards of our homestay services are upheld.

Telephone - the Student should use their own devices to make calls. Stella Homestay Services cannot accept responsibility for any telephone bills incurred by the Student.

POLICIES AND PROCEDURES

Arrival

The Host agrees and is responsible to make arrangements to be home or have someone available to welcome and let the Student in at the time communicated and agreed with the Stella Homestay Services and/or the Student.

Students Personal Information

Hosts cannot share or distribute the Student's information to any third party, i.e., name, address, phone number, email address, family details or any other information without the Student's consent.

Emergency Procedures

The Host will inform the Student with information and steps to take in case of any medical emergency. The Host will provide the Student with any emergency contact details for occasions where they may be away from the home for weekends or holidays. The Host will assist where reasonable to support the Students in the event of a medical emergency, such as taking the Student to or arranging for emergency transport to the hospital.

Transport

Students are responsible for their transportation to and from their place of study, and throughout the City. If you and the Student come into any agreement regarding transportation, those arrangements are solely between you and the Student, and Stella Homestay Services will be free of any liability in case of any accidents, collisions, or any other damages to properties or for death or body injuries, or any involvement in such circumstances for any participant in the incident.

Booking Changes

Hosts may request changes to a Booking before or after the Students move-in date. Changes may refer to the meal plan or Booking dates. Any change request is subject to the Students and Stella Homestay Services approval. If the Student accepts the request, the Booking will be changed and payments updated. If the request is rejected or the Student does not respond, your confirmed Booking remains unchanged.

Students may request to change a Booking before or after the move-in date. The changes may refer to dates, meal plan or occupancy. If you accept the change, the Booking will be changed and your payment updated. If you decline the change request, the Booking will remain unchanged, and the Student will have an option to cancel the booking, subject to the terms of our Cancellation Policy.

Extensions

If the student wishes to extend their stay in your home longer than their original agreement; extensions and payments must be directed through Stella Homestay Services. We will contact you directly by phone or email to check your availability and to process the extension.

Under no circumstances must a Student and a Host contract directly with each other or agree on an extension outside of Stella Homestay Services agreement. The Host agrees and acknowledges that if they default in the agreement, in addition to pursuing other remedies at law and in equity, we may remove all applicable Accommodations offered through our Services to the Host.

Departure

The Student is responsible for moving out of the Hosts home according to these Terms and Conditions and according to the check-out date and time specified

The Host is responsible to ensure that the Student returns the key and removes any belongings from their home. Stella Homestay Services recommends the Host be present at the time the Student intends to move out and inspect the Accommodation.

Overstaying

- (a) Hosts who continue to host a Student in their home past their move out date without notifying Stella Homestay Services and completing an extension through us, as described above, will be held responsible for any issues that may arise from such arrangements. Stella Homestay Services will not be responsible for any problems you and the Student may encounter. We also reserve the right to dissolve the Host's account.
- (b) Should a Student overstay past the agreed time and date, the Host is entitled to make the Student leave immediately in a manner consistent with the law. Stella Homestay Services will charge the Student for any additional day(s) overstayed at the accommodation to pay the Host per these Terms and Conditions. However, if the payment for any reason, is not collected from the Student, Stella Homestay Services is not obligated to cover the payment(s) for the Students overstay. The Host understands that they are solely responsible to inform Stella Homestay Services if the Student has not moved out from the accommodation on the agreed move out date.

CANCELLATION POLICY

Cancellations Before Arrival

The Host must give 2 weeks' notice to terminate the Homestay arrangement.

If a Hosts wishes to cancel a confirmed booking before the Students arrival, the cancellation must be received by Stella Homestay Services in writing on business days Monday – Friday.

We will not accept any cancellations solely submitted directly to the Student by the Host.

Stella Homestay Services request that the Host does not cancel Student Bookings at short notice. Last-minute cancellations can create an upheaval for Students and a loss of confidence on the part of our service and may have a negative influence on Stella Homestay Services. The Host, acknowledges and accept that Stella Homestay Services may impose certain penalties.

Any cancellation fee charged to a Host will be deducted from the next Host Payment, or if no Host Payment is due the Host will pay Stella Homestay Services directly.

Should a Host cancel a confirmed Booking more than 3 times in a year, Stella Homestay Services may suspend the account for a limited or indefinite period.

Stella Homestay Services will endeavour to provide the Host with reasonable notice where possible when a cancellation is necessary. Unfortunately, from time to time it may be that cancellation has to be made at the last minute, in such cases a compensation payment can be made.

Cancellation After Arrival

If you are dissatisfied with the Student after they arrive you may request to cancel the agreement provided that you request the cancellation within the first 72 hours. Any Student cancellation requests must be in writing directed to Stella Homestay Services and must state the reasons for the cancellation. Stella Homestay Services will have at least 14 days to move the Student out of the accommodation.

Eviction and Lock Out

In no event may a Host evict, lockout, or move-out any Student without Stella Homestay Services consent.

Insurance

The Host must have public liability and property insurance for any matters related in any way to personal and property damage incurred during the entirety of the Students ' stay.

Gas Certificate

Stella Homestay Services has a legal obligation to ensure that you have your gas boiler checked once a year and have a valid gas certificate.

Fire Risk Assessment

All our homestay accommodation must meet with the current law regarding fire risk assessments. The Host will need to keep a written record of the assessment. Stella Homestay Services will request to see the updated document each year.

References

Two references will be required before Stella Homestay Services can offer any Students. One professional and one personal.

DBS Checks

The Host must hold a DBS certificate. If a Host or a member of their household is accused or convicted of a criminal act after the DBS check, you must let Stella Homestay Services know immediately.

Payments

We pay our Hosts regularly direct by bank transfer. You won't need to concern yourself with any financial arrangements with the Students.

A Host should expect to receive their first payment 7 days after the student takes up residency in the home. Payments thereafter are made every 14 days.

The compensation you receive for a particular student may vary; depending on the time of year, location and distance to the place of study, as well as other circumstances such as meal and dietary requirements and type of room offered.

Damages to Accommodation

As a Host, you are responsible for inspecting your home and confirming that the Student leaves the accommodation, including any personal or other property located at your accommodation in the condition you prepared it before the Student arrived. Stella Homestay Services is not responsible for any Student acts or damages made by the student or any individuals whom they invite or provide access to your accommodation

Reviews and Photos

To maintain quality of Stella Homestay Services we ask each Student to write a review about their experience in your home after they move out. This review may be posted on our website for other students to view and will be added to the overall Host scoring and quality of services.

Student Reviews including any comments, feedback, photographs, letters, emails, referrals, text messages that are submitted to Stella Homestay Services will be considered User Content.

We ask Hosts to provide feedback about each Student after the Student's leaves the home.

We encourage Hosts to share any photos they wish to provide us, this content may be used on our website, social media accounts, and advertising campaigns.

Misconduct

Stella Homestay Services has the right to terminate without compensation a Host's Booking if the Host is found to have behaved with misconduct. Misconduct includes theft, abuse of property, verbal or physical abuse of persons, failure to adhere to the law, and Stella Homestay Services rules and guidelines.

Reporting Misconduct

If you feel that anyone staying at your Accommodation is acting or has acted inappropriately or unlawfully including anyone who:

- displays offensive, violent or sexually inappropriate behaviour,
- you suspect is stealing from you,
- engages in any other disturbing behaviour

You should immediately report such person to the appropriate authorities and then to Stella Homestay Services by contacting us with your police station information and report number. However, you agree that your report will not obligate Stella Homestay Services to take any action beyond that which is by law (if any) or cause us to incur any liability to you.

Emergencies

You can contact Stella Homestay Services +44 (0)20 8144 3116 7 days a week. Our office is open Monday to Friday 08:00 – 16.00, Saturdays, Sundays 10:00 – 14:00. National holidays are excluded. Any out of hours emergencies, you can call the emergency number on +44 (0) 7584876729.

DATA PROTECTION

Stella Homestay Services will respect your privacy, and all personal information given here is protected under the Data Protection Act. We will not disclose any information to any third parties other than to the potential student, or agents, and any inspectors without your prior consent. You are entitled to demand access to any information referring to you.

By signing this agreement the Host and all members of the Host family shall abide by all its terms and conditions. If the Host family fails to do so, Stella Homestay Services reserves the right to move a Student from the Host home at any time and Stella Homestay Services relationship with the Host shall be terminated.

Signature _____ Name _____ Date: _____

Address: _____

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For Office Use:

Host Interviewed on:

Host interviewed by:

DBS Submitted on:

DBS Received on:

References requested on:

References received on:

Gas Certificate checked on:

Fire risk assessments done: