

Group or Individual Terms & Conditions - Booking, Cancellation & Payments

1. Bookings

- a) Please complete an online booking form, once we have accepted your booking requirements and the administration/deposit fee is paid we will confirm your booking by Invoice/confirmation.
- b) You will be advised of your homestay addresses when needed, approx. 7- 21 days before arrival.
- c) Students individuals: All ID is required before a booking is confirmed: we require a valid passport, visa and offer letter for Study placement). All insurances must be sought before travel, EHUK has no responsibility in this at all.
- d) Group educational travel: We will need all valid allergy disclaimers and a copy of travel insurance coverage before travel. Exeter Homestay UK (EHUK) has no responsibility in any such matter of allergies, travel during your stay.

2. Payment terms

- a) An initial non-refundable, but transferable, deposit of 20% or equivalent to £250 for the expected number of students allocated in a group contract is required on booking, or a fixed fee is applicable for all 18+ accommodation only from £100/£125/£150 dependant on type of stay.
- b) An initial non-refundable administration charge for any booking is required on confirmation of a booking, for a homestay or placement, with payment required 6 weeks before arrival date.
- c) ** For Mini Stay group bookings payment is required in full 7 -14 days before arrival date.
- d) A further invoice/payment request will be issued based on any projected final numbers for summer camp or groups 6 weeks before the arrival of each individual/group. This invoice will be posted or emailed and will include any extra leader fees (if applicable) and any other service/s booked by the individual/group. Full payment must be made at least 14-21 days prior to arrival of the student/group.
- e) No individual or group booking will be accepted on any course/stay under any circumstances until FULL payment has been made.
- f) All payments for any bookings made within 4 weeks prior to arrival are non-refundable (non-refundable on accommodation/classrooms/activities pre-booked). If payments are delayed more than 14 days EHUK has the right to release the booking and keep the deposits already paid.

3. Names, special needs, diets, allergies, course details

EHUK require:

Full names, gender and age of ALL participants in group bookings, these must be sent to EHUK in writing no less than 7/14 days prior to arrival, or at time of booking. It is the Organiser/Agent's/Individual responsibility to inform us about any special needs or dietary requests, nut allergies & any medical conditions known at the time of booking. All vegan and gluten free diets as requested will carry an additional £5 per night charge. Special needs will carry an £10 per night additional fee dependant on what is required, if the student is escorted this does not apply. EHUK will not at any time be held responsible for any incident occurring due to allergies or medical conditions during any stay or booking (we act as an agent only).

Types of room required:

We offer different homestays with various board basis, please choose the one that suits you best from the following.

Standard
Standard Plus (En-suite- larger room)
Room Only
Bed & Breakfast
Half Board **

4. Payment methods

- a) Payment to be made by bank transfers only. If PayPal payments are agreed there will be a 5.5% fee applicable for the PayPal charges. The charges quoted may be subject to alteration if any special requirements are added/changed/requested. EHUK require a stamped scanned/emailed copy of the transfer when paid.
- b) Regular accommodation (3 months or more) can be paid by Bacs on a monthly basis, in advance, to EHUK.

5. Cancellations & reimbursements

- a) If you cancel all or part of your homestay accommodation/booking, upon acknowledgement of written confirmation from an authorised person the following cancellation fee will apply to the final invoice:
- b) Administration Fee – non-refundable.
- c) More than 6 months' notice - loss of deposit only (transferable)
- d) Less than 28 days prior to arrival for the start of course/stay, a cancellation charge of 75% will be charged
- e) Less than 14 days before the start of the course/stay, a cancellation charge of 100% will be charged
- f) Some courses/stays booked will not be refundable at any stage of the booking due to deposits paid ahead of the arrival date.

- g) For Integration bookings a terms notice is required throughout the academic year on all placements or bookings.
- h) EHUK has the right to alter or cancel any booking that it cannot keep for reasons beyond its control. If this happens, EHUK will use all reasonable efforts to offer you an alternative booking but is not liable for any losses or damages arising directly or indirectly from such circumstances.
- i) This contract shall be governed by the laws of England and Wales. No failure or delay by us in exercising any of our rights under this contract shall be deemed by a waiver of that right. The provisions of these terms and conditions are severable and distinct from one another, and, if at any time any provision is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the provisions shall not be in any way be affected or impaired.

6. Changes to the booking

- a) Any group related extension or cancellation should be initiated in writing by the group organiser/agent.
- b) If a member of the group wishes to extend their own stay and pay for it individually, the extra nights should be deposited/paid by the participant to EHUK directly. We can only extend if the leader/Agent/Guardian has already sent us the names/dates and requirements!
- c) Any double bookings caused by miscommunication between the group leader and members/agents will have to pay the full amount for the number of nights booked/confirmed on the initial booking.

7. Arrival and departure/parking

- a) Host families usually cannot pick up the arrival groups/students until after 7pm. If your arrival is after 10.00pm or you are 18+ you must ensure the student/s can be brought to their host families, to avoid unsettling families with young children.
- b) Please try to allow enough time in your programme on your departure date for students to pack luggage and vacate.
- c) For arrival by coach we will do our best to find a coach park which is available free of charge. If this is not available at the time of arrival for any reason, a charge will be payable for the coach to be parked overnight during your/their stay.

8. Security and damage

- a) Any valuables which groups/students bring with them into their host families, such as cash, computers and personal belongings are the sole responsibility of the student/leader/group and **are not** covered by our/host family's insurance.
- b) Any loss or damage to EHUK or host family properties, caused by the student/individuals/agents, will be charged if necessary. An incident report will be written at the time of any damaged unnecessary cause. On occasion, if the group has left and damage is found, it is not always possible for a group leader or person in charge to be able to acknowledge the incident or sign our insurance claim document.

9. Insurance, risk assessments & welfare:

- a) **You** are responsible for ensuring that your organisation has effective arrangements in place, including insurance and risk assessments, for any activities/trips that you may be conducting during your visit to EHUK, which must be available for inspection. Our risk assessment will be issued at the start of the programme for the group leader to sign, only if we are arranging the activities for you. All group activities, extreme sports and tours must be covered on your own insurance before travel.
- b) **You** are responsible for ensuring that your organization/agent has effective arrangements in place including risk assessments, to ensure the safeguarding of any children, young people or vulnerable adults within your group during you stay at Exeter or whilst visiting Exeter, Newton Abbot or Torquay and any tours you will be providing or arranging.
- c) It should be noted that EHUK does NOT have public liability insurance against claims of personal liability or damage caused through negligence during a hiring event. Many activity companies have disclaimers that they ensure are signed prior to any activity. All personal and group insurances must be obtained before you travel.
- d) for death or personal injury resulting from its or its employees' or agents' negligence or wilful default, EHUK accept no liability for any death or injury to any persons attending school/college/trips or stays or for any loss or damage to any property belonging to such persons. EHUK also accepts no responsibility for injury to people attending the stay/course/home nor for any items brought into the premises/homes not declared to us.
- e) Furthermore, organisations/agents/individuals are responsible for conducting their own risk assessments before using any premises. The hirer is responsible for any accident or injury arising out of the activity for which they have booked the premises/organisers. It is the responsibility of the hirer to ensure that the premises are safe for the purposes for which they intend to use them.
- d) It is the agency/organisations responsibility to obtain a signature from the parent or guardian of each junior student authorising their attendance on any stay/course. EHUK receive all bookings from the agency in good faith. By signing up for the course/stay the parents/guardians are automatically granting permission for the student to attend all activities organised by the school, as stated in the programme.

10. Medical Insurance/Conditions

a) Due to increased number of medical conditions, allergies & intolerances which, EHUK will do their best to place students in the most appropriate accommodation to suit their needs, but neither they nor their family are responsible for anything which arises whilst students are in the UK, individuals are here at their own risk. All travellers/individuals must have medical and or travel insurance individually, or as a group, when travelling for the full duration of their stay with EHUK. EHUK stand as the agent between you (the school/tour operator/agent) and the host family. Proof of medical/travel insurance will be required in advance, or a copy shown on arrival, or given to the local Agent whom you have booked with. Signatures will be obtained from parents and guardians of students, to allow their school/teachers/leaders to act as 'in loco' parents, when having to administer prescribed medication or when dealing with a medical emergency. EHUK takes no responsibility for medical emergencies arising from non-disclosure of current medical information.

11. Homestay/Safeguarding

- a) Changes to homestay families will only be considered if an unnecessary or unforeseen circumstance arrives unexpectedly, or for a very valid and appropriate reason.
- b) All students must respect all other family members within their host family during their stay, i.e. noise levels, time of showers, mealtimes and they must abide with the family's rules.
- c) All guidelines, checks and verifications are given to our families on our recruiting process as well as safeguarding documents (understanding safeguarding – keeping our students safe).
- d) For every booking a single bed or double bed placement is offered, on rare occasions we may need to put 2 young females in a double bed only on an emergency basis if this happens no compensation is payable.

12. DBS

EHUK will endeavour to supply only families that have DBS certificates for our homestays, we have worked with most of our families for several years and they are fully conversant with the way EHUK works and our expectations. For students that are 18+, this is not required by law. We are also under no legal obligation if the stay is under 28 days.

13. Prices

- a) All Prices/quotations will be agreed and confirmed between EHUK and the agent/school/individual at the time of booking. Any extra requirements after the agreed initial booking, will be chargeable.
- b) Groups for any language/summer course booked with EHUK must be made up of at least 14 students and 1 group leader, which is the minimum due to the classroom/staff capacity, unless otherwise agreed. Although we can and are able to accommodate a lower number of people, this will occur a surcharge on or at the time of booking as and when discussed.
- c) Accommodation prices are a set rate as given on initial booking.

14. Data Protection – ZA388705/GDPR

All homestay families allocated to you as an organiser/agent/school are the property of EHUK, under no circumstance can the families/agents/school contacts be contacted without our prior agreement.

15. Terms of Business

Any agent/organisation/work/teacher/colleague or family member after working/partnering with EHUK will not be able to set up/work beside/offer the same service from the agents/organisation EHUK have worked/dealt with at any time within a 30 mile radius after working with EHUK for a similar business activity, if this occurs EHUK are entitled to invoice the agent/organisation/worker/teacher/colleague or family member to take legal action for the financial loss which occurs.

DECLARATION OF BOOKING

You are accepting our terms & conditions on a booking confirmation:

I/We accept the authority of Exeter Homestay UK Ltd (EHUK) to act in the best interest of the student's welfare and agree to abide by the United Kingdom laws and rules as set by EHUK.

I/We give EHUK Ltd. the authority to act "in loco parentis" in any situation, including emergencies such as medical or surgical treatment.

I/We have read, understood and agree with Exeter Homestay UK Ltd Terms & Conditions,

I/We are responsible for the Conditions 'As the Agent' for Insurance/Risk & Welfare.

I/We understand that all host family's data and information belong to EHUK and we as an agent/customer only have access to this for Welfare/Family information.

I/We as the agency understand that our agents will have medical/travel insurance for the individual/group for the duration of their stay.