



## Family Homestay Services

Your safe and friendly family away from home

[www.familyhomestay.com.au](http://www.familyhomestay.com.au)

Postal address:  
PO Box 87  
Miranda NSW 1490  
Australia

### Homestay Booking Form and Terms & Conditions

<b>Agent name:</b>	<b>Date:</b>
<b>Agent contact details:</b>	

<b><u>Student's personal information</u></b>	
<b>Family name:</b>	<b>Given name:</b>
<b>Date of Birth:</b>	<b>Gender :</b>
<b>Nationality:</b>	<b>Hobbies:</b>
<b>Your email address:</b>	

<b>School attending:</b>	
<b>Student number:</b>	
<b>Course:</b>	<b>Start date:</b>
<b>Campus location:</b>	
<b>Accommodation start date:</b>	

<b>Parents name:</b> (if student under 18)	
<b>Address:</b>	
<b>Phone No.:</b> (H)	(M)
<b>Email address:</b>	

<b>Do you have religious/cultural/personal beliefs that your homestay should know about?</b>	
<b>Any known allergies, or special diet requirements:</b>	
<b>Are you allergic to dogs/ cats?</b>	<b>Can you live with pets?</b>
<b>Do you smoke?</b>	<b>Can you live with people who smoke?</b>
<b>Can you live with other students?</b>	
<b>Can you live with children in your homestay?</b>	
<b>Other requirements:</b>	

<b>Arrival information</b> (must be provided whether you require airport transfer or not)		
<b>Airport reception:</b> YES / NO		
<b>If NO, please provide name and contact No. of person meeting you:</b>		
<b>Arrival date :</b>	<b>Flight No:</b>	<b>Arrival time:</b>

## **TERMS AND CONDITIONS OF HOMESTAY**

*Please sign the final page of this document, and put your initial on each page.*

1. These terms and conditions apply to international student ('you') accepting Homestay accommodation through Family Homestay Services ('we'). Homestay service is for international students only, not their relatives and/or associated individuals (e.g. friends).
2. Please note that breach of these terms and conditions may invalidate your accommodation arrangement, which may jeopardise your course and may result in your studies being terminated.

## **STANDARD SERVICES**

3. Meals - two meals a day: breakfast (the host may provide you with self-served breakfast) and dinner seven days a week; plus a light lunch on weekends if you are at home.
  - a. Please remember that you and your homestay may have different ideas about meals and food types, due to cultural differences. You are encouraged to discuss with homestay what you prefer, but they should only be small changes and not unreasonable demands.
  - b. If you have allergy towards any food (e.g. milk), please let homestay know as soon as possible.
4. Accommodation - a single furnished bedroom with bed, bedsheets, access to desk, adequate space for clothing and personal belongings, adequate lighting and ventilation.
  - a. Student is expected to be responsible for keeping their room, and areas they use (e.g. bathroom), clean and tidy.
5. You need to provide your own personal toiletries, e.g. toothbrush, toothpaste, soap, shampoo, etc. (Toilet paper comes from host)
6. Laundry - once a week access to laundry facilities in the homestay.
7. Other utilities - homestay fee covers reasonable electricity and gas use, but not telephone calls. Internet access is subject to your payment of relevant fees and availability at homestay.

## **CONDITIONS OF FEES**

8. Homestay payments must be paid in full at time of booking of homestay.
  - a. Student must provide an email address and check it regularly for invoices and information. We will not use your email address for anything other than matters relating to your homestay, or if required by your college/university/law enforcement.
9. Student should be responsible for all additional charges incurred in the fee payment process, including (but not limited to) international wire transfer, bank transfer, etc.
10. (Does not apply)
11. We reserve the right to take appropriate action to recover unpaid invoice, including the charging of administration fees, which shall be communicated to student in writing.
12. Moving out notification required:
  - a. You must always notify your homestay host and us if you wish to move out. Notification periods apply, see below.
  - b. If you are under the age of 18 at the time of proposed move-out date, you may also require your college and/or caregiver's permission. Please check with them.

- c. If the homestay host wishes to end its homestay arrangement with you, the below notice requirement apply to them also.
- d. Termination is not effective until your obligations to homestay and us are met, including financial and non-financial (e.g. returning room to clean and tidy condition).
- e. Notification required:

Situation	Notice required
If you wish to move out at the end of your first 4 weeks of your arrival at Homestay: (Note: minimum initial booking period is 4 weeks.)	7 days notice
If you wish to move out after your first 4 weeks of your arrival at Homestay:	14 days notice

13. Holidays - if you go away on holidays and wish to return to the same homestay, you may be entitled to a reduced room-holding fee. Minimum room-holding period is 7 days. You must inform your homestay and us at least 14 days before you leave for holidays, otherwise full homestay fee will apply.
- a. If, during your holidays, you decide to not return to the homestay, but still have luggage in the homestay room, you may continue to be charged room-holding fee until you can agree with host on removing the luggage. The host is not always obliged to hold your luggage elsewhere in their house.

### **CANCELLATION AND REFUND PROCEDURES**

14. Placement fee and first four weeks' homestay fee must be paid at time of booking.
15. Cancellation procedure:
- a. Placement fee is non-refundable under any circumstances.
  - b. If cancellation is notified more than seven days before arrival: full refund of homestay fee and airport transfer fee.
  - c. If cancellation is notified between 48 hours and seven days before arrival: refund of two weeks' homestay fee and 50% of airport transfer fee (if applicable).
  - d. If cancellation is notified less than 48 hours before arrival: no refund.
16. Change of arrival details (but not cancelling):
- a. If notification is given less than 72 hours before scheduled arrival, a \$100 administration fee will be charged.
  - b. This requirement may be waived in exceptional circumstances such as flight delay/cancellation (but not if student simply missed the flight).

### **DISPUTE RESOLUTION**

17. The following dispute resolution procedure is made known to our homestay families and will be applied to disputes known to us:
- a. Step 0 – Homestay families are advised to produce their own 'house rules' and encouraged to open communication with you so that expectations are mutually understood and respected.
  - b. Step 1 – Consider a private discussion with the homestay family. If you feel this is not appropriate or it does not resolve the issue, proceed to Step 2.

- c. Step 2 – contact us and your caregiver (if applicable). We will liaise with you and your homestay (and possibly your college’s welfare personnel) towards resolving issues.
18. However we encourage you to contact us (and your school/ caregiver as soon as possible) if you suffer from bullying, discrimination, or sexual harassment (I.e. skip straight to Step 2).
19. If we determine that the best way the issue can be resolved is by moving you to a new homestay, we would either arrange one for you, or you may obtain your own accommodation if that is approved by your caregiver and/or college’s policy. In such cases no new placement fee will be charged.
- a. However if we determine that the issue can be resolved without you moving, but you request a move nonetheless, a placement fee will be charged.

### **GENERAL HOMESTAY CONDITIONS**

20. For many of you, this will be your first time away from home, and first experience of a foreign country. Many things will be very different and may be rather unsettling. Your homestay host will understand this and will make a special effort to include you and make you feel welcome in their home.
21. General cleanliness:
- a. Smoking is not allowed anywhere indoors – maybe allowed outdoors if homestay host allows.
  - b. Please do not eat in your bedroom, and do not store food in your room – it may cause insects/ cockroach/ rats problems.
  - c. If the room is not kept reasonably clean and causes damage, you may be liable for cleaning fees.
  - d. Please do not cook in your homestay (whether with their or your own equipment), other than simple microwave/ toaster.
22. Please be considerate to your homestay host and other people in your home:
- a. If you are unable to return to homestay for dinner, please always tell your host, so food is not wasted.
  - b. Please keep shower time reasonable – about 7 minutes is acceptable.
  - c. Please turn off lights and utilities (e.g. heater) when you sleep or go out, so energy is not wasted.
  - d. You must not bring family or friends into your Homestay’s home without your host’s permission.
23. The use of false identification, and possession of banned substances, are criminal offences, and constitute a breach of these conditions.
24. You must also follow reasonable directions from us and your Homestay host.
25. If internet is available to you, you must not download or access illegal material, including (but not limited to) explicit, pirated, copyrighted. Your use must be reasonable (i.e. no streaming of movies or events), otherwise you use up other people’s data.

### **ADDITIONAL RULES FOR UNDER-18 HOMESTAY STUDENTS**

26. This section applies to students under the age of 18 whilst living in Homestay and is in addition to the above conditions.

- 27. You must not be away from your Homestay later than these times, without permission from your homestay host, college, and/or caregiver:
  - a. If you are under the age of 16: by 7:30pm Sunday-Thursday; 9pm on Friday-Saturday.
  - b. If you are 16 years old or over: by 9pm Sunday-Thursday; 10:30pm Friday-Saturday.
- 28. Staying overnight at any other accommodation must be approved by your college/ caregiver, and you must let your homestay host know.
- 29. You must comply with Australian laws, especially:
  - a. You must not enter licensed premises, e.g. bars, nightclubs, casinos.
  - b. You must not buy alcohol or cigarettes, or ask an adult to buy them for you.
- 30. You must maintain reasonable college attendance and make good study progress.
- 31. You must follow all College rules and regulations.

**I agree to the terms and conditions contained in this document.**

Student's name (print)	Signature
Student number:	

**Please do not sign**

*(Please complete below if student is under 18)*

Parent's/Legal Guardian name (print)	Signature

**After confirming your requirements and arrival details, we will send you agreement to sign electronically via DocuSign**

**Commencement date:**

**Termination date:**

Ongoing until termination in accordance to 'condition of fees'

**Office use only**

**Agreement signed by:**

**Print name:**

**Date:**