

HOMESTAY TERMS AND CONDITIONS (November 2018)



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1. These terms and conditions apply to international student ('you') accepting Homestay accommodation through WIN Consultation & 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.
4. Accommodation - a single furnished bedroom with bed, 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.
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

Homestay payments must be paid as long as you are residing at the homestay. Our homestay hosts have been informed to not engage in direct payment arrangements with any students.

- 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.
8. This agreement is ongoing subject to the 'moving out notification required' section below.
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. Moving out notification required:
 - a. You must always notify your homestay host and us (info@wincs.com.au) 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 for what is required.
 - c. If the homestay host wishes to end its homestay arrangement with you, the below notice requirement apply to them also.
 - d. 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

11. 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 continued 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

12. Placement fee and first four weeks' homestay fee must be paid at time of booking.

13. 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.

14. 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).

2019 FEE SCHEDULE (effective from 1 January 2019) (in Australian dollars, GST inclusive)

Type	Amount
Single-room homestay	\$1,540 per 28 days
Holiday (where you do not stay at homestay but will return)	\$770.00 per 28 days
Placement	\$270.00
Airport transfer (must be booked at least seven days before scheduled arrival)	\$130.00-\$150.00 (depends on location, will be quoted at time of booking)
Internet (if homestay host agrees to provide)	\$60.00 per 28 days

DISPUTE RESOLUTION

15. 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.
16. 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.

OTHER CONDITIONS

17. 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.
18. You must keep your living environment reasonably clean and tidy. If you fail to do so and the uncleanliness causes damage, you may be liable for cleaning fees.
19. If you are unable to return to homestay for dinner, please always inform your host, otherwise they will be concerned for your welfare and may contact your caregiver and/or college.
20. You must not bring friends into your Homestay’s home without first gaining your host’s permission.
21. The use of false identification, and possession of banned substances, are criminal offences, and constitute a breach of these conditions.
22. You must not cook at your Homestay, whether with their kitchen or your own equipment, at any time.
23. You must also follow reasonable directions and guidelines from us and your Homestay host.
24. If internet is available to you, you must not download or access illegal material, including (but not limited to) explicit, pirated, copyrighted; the use must be reasonable (i.e. no streaming of movies or events).

ADDITIONAL RULES FOR STUDENTS UNDER 18 YEARS OF AGE LIVING IN HOMESTAY

25. This section applies to students under the age of 18 whilst living in Homestay, and is in addition to the above conditions.
26. You must not be away from your Homestay later than these times:
 - 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.
27. Staying overnight at any other accommodation must be approved by your caregiver, and you must let your homestay host know.

- 28. You must not enter premises where alcohol is sold, e.g. (but not limited to) bars, nightclubs, and casinos. To do so may also be a criminal offence.
- 29. You must maintain a minimum of 80% attendance at your College, and make good study progress.
- 30. You must follow all College rules and regulations.

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

Student's name (print)	Student's signature	Date
Student number:		

Parent's/Legal Custodian's name (print)	Parent's/Legal Custodian's signature	Date

Commencement date:

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Termination date:

Ongoing until termination in accordance to 'condition of fees'

Office use only

Agreement signed by: (WINCS representative)

Date: