

**Homestay accommodation application
form & Terms & Conditions
(August 2019)**



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NSW 1485

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

School attending:	
Course:	Start date:
Campus location:	
Accommodation start date:	Length of stay:
Parents name: (if student under 18)	
Address:	
Phone No.: (H)	(M)

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

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

TERMS AND CONDITIONS OF HOMESTAY – Please sign the final page of this document

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 have negative implications towards your course and/or visa.

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 (self-served).
 - a. Applicants requiring extra services (e.g. three meals, transport) – conditions and fees would have been agreed upon in writing prior.
 - b. If lunch is required daily, it may be self-served or a packed sandwich.
 - c. If student informs host that they will not be home for any meal, that meal will not be prepared.
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.
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, and subject to reasonable and legal usage.

CONDITIONS OF FEES

8. Fees are outlined in Schedule 1 of this document.
9. 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.
10. 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.
11. Moving out notification required:
 - a. You must always notify your homestay host if you wish to move out after extending your minimum booking period. Notification periods apply, see below.
 - b. If you wish to extend after your first booking period, you need to inform your host within 2 weeks before your booking period ends.
 - c. 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.
 - d. If the homestay host wishes to end its homestay arrangement with you, the below notice requirement apply to them also.

- 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

12. 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 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

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

14. 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.

15. 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

16. 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.

17. 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 (where applicable) 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 RULES ABOUT HOMESTAY

18. You have chosen to live in Homestay accommodation: Homestay is different to living in a hostel, backpackers, or hotel. You will be living with a family in their home. They have accepted you into their home to help you adjust to a new way of life. Homestay is NOT a Hotel or bed-and-breakfast and your host is NOT responsible to pick up after you.
19. You must keep your living environment reasonably clean and tidy, including common areas (e.g. bathrooms that you share with other people). If you fail to do so and the uncleanliness causes damage, you may be liable for cleaning fees.
20. If you are unable to return to homestay for dinner, please always inform your host.
21. Your use of electricity, water, and other amenities must be reasonable. Shower times should be short (as Australia often has water restrictions).
22. You must not cook at your Homestay, whether with their kitchen or your own equipment, at any time.
 - a. Microwave and kettle are acceptable but please ensure the host is aware.
 - b. You must not eat in your room; all food must be stored where directed by your host.
23. You must not hang wet clothes in your room or indoors, or dry them using a heater. This is a major fire hazard.
24. You must not consume alcohol in your homestay's house (unless invited by your host, and if you're over 18).
 - a. You should not come home intoxicated and/or under the influence of drugs. Please note drug consumption/possession may breach Australian laws.
25. You must not smoke in homestay's home; smoking is only allowed outside of 5 metres away from any windows or doorway.
26. You must follow reasonable directions and guidelines from us and your Homestay host.
27. You must not bring anyone into your Homestay's home without first gaining your host's permission. This includes friends and/or families.
28. You must follow Australian laws.
29. 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).
30. Australia is a multicultural country; this means people of many races, cultures, and ethnic backgrounds live and work together. You must respect your homestay and other students regardless of their background.

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

31. This section applies to students under the age of 18 whilst living in Homestay and is in addition to the above conditions.
32. 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.
33. Staying overnight at any other accommodation must be approved by your caregiver and/or college, and you must let your homestay host know.
- a. This includes if you are staying with your family if they're in Australia.
34. 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.
35. You must meet your minimum attendance requirement at your College and make good study progress.
36. You must follow all relevant rules and regulations imposed by your college.

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

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

(Please complete below if student is under the age of 18)

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:

SCHEDULE 1

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

Type	Amount
Single-room homestay	\$50.00 per day
Holiday (where you do not stay at homestay but will return)	\$25.00 per day
Placement	\$270.00
Airport transfer (must be booked at least seven days before scheduled arrival)	\$150.00 - \$180.00 (depends on location, will be quoted when homestay is finalised)
Internet (if homestay host agrees to provide, payable to homestay)	\$10-15 per week

2020 FEE SCHEDULE (effective from 1 January 2020) (in Australian dollars, GST inclusive)

Type	Amount
Single-room homestay	\$50.00 per day
Holiday (where you do not stay at homestay but will return)	\$25.00 per day
Placement	\$270.00
Airport transfer (must be booked at least seven days before scheduled arrival)	\$150.00 - \$180.00 (depends on location, will be quoted when homestay is finalised)
Internet (if homestay host agrees to provide, payable to homestay)	\$10-15 per week