



WARM WELCOME

TERMS & CONDITIONS FOR HOSTS

Warm Welcome aims to provide students with a comfortable, friendly and supportive homestay experience. We aim to provide hosts with exactly the same level of service and commitment. We want you to be happy.

The following terms and conditions have been set in line with British Council standards for registration and English UK Homestay Code of Practice and it is vital that all our hosts adhere to these.

1 BOOKING PROCEDURE

Our staff will normally contact you by telephone or email, to discuss and offer you a booking. We will provide background information about the student including details such as age, gender, nationality, length of stay, course of study, college attending, family background, hobbies and interests.

2 PAYMENT

Payment is guaranteed by Warm Welcome Homestay Limited. You'll be paid weekly. 1st payment is made 7 days after student's arrival. Please do not discuss payments with students. Warm Welcome make all payments to hosts.

3 TAX LIABILITY

It is the host's responsibility to meet any tax liability incurred as a result of hosting students from Warm Welcome Homestay Limited. The amount that a host is entitled to earn from letting rooms in their home without any tax liability is £7,500.00 per annum.

If you earn more than £7500 per year from hosting a student, you may choose:

a) To pay the tax on the amount by which your gross rent exceeds £7500 without separate tax relief or allowable expenses

OR

b) To calculate your profit from letting (gross rents less actual expenses) and paying tax on that profit in the normal way.

4 CANCELTION OF BOOKING BY STUDENT

If a student cancels the booking we have made with you, we will inform you immediately and prioritise you for a matching replacement.

If a student cancels less than one week before they arrive and we cannot find a suitable replacement, we will pay one weeks' fee as compensation. Compensation will also be paid if a student fails to arrive without informing us.

If a student asks to cut short their stay, please contact our office immediately. The student is expected to give one weeks' notice before leaving in order to avoid penalty. The exception is when a student leaves as a result of a valid complaint about the accommodation, in which case Warm Welcome Homestay Limited will resolve the matter with the host.

5 CANCELTION OF BOOKING BY HOST

We urge you not to take the decision to host a student lightly but to remember that once a booking is made, it is very problematic if cancelled. We understand that there may be times of family emergency and therefore cancellations are unavoidable.

6 RELOCATION OF STUDENT

In the unlikely event that you are completely dissatisfied with your guest and all attempts to resolve any issues have failed, please provide one week's notice so that we can relocate the student to another homestay. Payments will be adjusted accordingly.

7 BOOKING EXTENSIONS

If a student asks to stay longer than the original booking, please direct the student to us. We can only pay for the period of stay booked by us. It is a breach of contract to negotiate directly with the student.

8 STUDENT HOLIDAY

If you host a long-term guest who does not stay at your home during any holiday period over seven days, half the weekly charge will be paid toward their accommodation. Their accommodation will be reserved for them until they return. You will be informed of any such periods at the time of booking. Students who do not agree this in advance cannot expect a refund in arrears.

9 INSURANCE

Warm Welcome Homestay Limited is not responsible for loss or damage to the property of either yourself or your student guest. You are recommended to check with your home contents insurance provider to see if you are covered for paying guests.

10 NATIONALITY OF STUDENTS/NUMBER OF STUDENTS

You must not host two students of the same first language unless this has been requested by the school/family/students/agent and agreed with us at the time of booking.

The maximum number of students that are allowed to stay in your home at the same time is 4 students.

11 CHANGE OF DETAILS

If the description of your home changes, you must let us know so that we can update our database. Changes may include such things as: new members of the household, an extension to the premises, different guest bedroom. It is important we hold current details, photos and descriptions of your home.

12 THE HOUSE AND CLEANLINESS

Students must be allowed to utilise all communal areas of the house in the same way as other family members.

Communal areas including the kitchen and bathrooms should be kept clean and tidy.

13 KEYS

Students over the age of 18 must be provided with their own door key, which will be returned to you on the day of departure.

If a student loses their key, they will be expected to pay for a replacement. If locks need to be replaced, that is also the responsibility of the student.

It's at the discretion of the host to determine whether door keys will be given to students aged 16–17.

14 CENTRAL HEATING

Adequate heating should be provided – please bear in mind that many students are used to warmer climates or better insulated homes than ours - and some extra bedding should be offered. If you turn off your heating overnight in the winter, it is important to tell students about this in advance.

15 THE STUDENT'S BEDROOM

The bedroom should contain a full-size bed, wardrobe or fitted cupboard, chest of drawers or dressing table, a mirror, desk or table with table-lamp and chair. If there is no desk or chair, another suitable space in the home should be offered such as dining table or study.

The bedroom is for the exclusive use of the student/guest so no family belongings should be in the room.

No more than 2 students should share a room.

16 LAUNDRY

Hosts should allow the student to do two loads of washing – one for light coloured items and one for dark coloured items - per week free of charge. The use of an iron and ironing board would also be very helpful.

If the student wishes to use the washing machine more than two loads a week, the host is free to charge a reasonable fee for the extra washes.

17 USE OF BATHROOM

Bathrooms should be kept spotlessly clean. Soap, hot water and toilet paper should always be provided. You should also provide a bin for the disposal of feminine sanitary protection. The student should not be expected to clean the bathroom but they should leave it tidy after use.

The host is responsible for providing the student with towels. They should be changed and laundered on a weekly basis.

You are recommended to agree a bathroom schedule with the student soon after arrival, especially if there are several family members who use the bathroom each morning.

18 USE OF KITCHEN

Hosts are expected to allow the student to make tea and coffee in the kitchen.

Permitting light use of the kitchen in evenings and weekends for students on a breakfast only meal option and weekends for students on the Half board option is required.

Light kitchen use means use of microwave, making toast, heating soup or or boiling eggs/pasta. Students who are permitted to use the kitchen are expected to provide their own ingredients and not help themselves to your food.

Please provide a small space in your refrigerator for them to store their food. Students who are allowed this facility are expected to clean up after use, leaving the kitchen as they found it, and to use the kitchen at times convenient to the host.

Students booked on a self-catering basis will have full use of the kitchen with cooking times to be agreed between the host and student.

19 USE OF PHONE/INTERNET

Please allow incoming calls for your student especially when they first arrive. Nowadays, most students will have unlimited data on their smart-phones and will use social media and messaging apps to communicate with their families on arrival and throughout their stay.

You are not expected to allow your student to make outgoing calls. Students expect a good quality wi-fi internet connection.

20 VISITORS/FRIENDS

Students appreciate being allowed to invite their friends over occasionally but this is entirely at your discretion. Students should not bring their friends home without first asking your permission. Overnight stays are strictly not allowed.

21 MEALS

Evening meals are to be eaten with the host and family Mon - Fri, preferably in a dining setting and not on the sofa in front of the TV.

Students should not be expected to eat alone, except when they arrive home later than the regular meal-time.

There are two meal options and the food that should be provided for each is detailed below.

- Breakfast / Self-catering

For breakfast we recommend offering a 'help yourself' style breakfast: cereal, toast and tea or coffee.

- Breakfast & Evening Meal

With this option students are offered breakfast as above plus an evening meal consisting of meat or fish with potatoes/rice/pasta and vegetables/salad, hot or cold dessert: yoghurt, cake or fruit and a drink: cold water or fruit juice.

22 STAYING OUT LATE

Students aged over 18 are free to stay out late or even spend the night away from home. They should, however, always advise you if they are going to be late for meals, home very late or staying out overnight.

Warm Welcome's curfew times for students aged 16–17 is 10.30pm, unless otherwise agreed with their school and a parental consent form has been signed by the parents detailing this.

23 FIRE PRECAUTIONS, HEALTH AND SAFETY

Safety in the home is extremely important when hosting a student. Fire safety law applies to anyone who has a paying guest in his/her home. Therefore, we require all homestay hosts to comply with the current law. This includes the following:

- Annual fire risk assessment.
- Having and regularly testing smoke alarms.
- You must establish escape routes in case of fire for all occupants from your house.

24 GAS SAFETY

All gas appliances must be checked annually by a Gas Safe registered engineer:

- All boilers and central heating systems should be installed and serviced by Gas Safe member contractors.
- No appliance should be used if it is known or suspected of being unsafe.
- The room where the gas appliance is located must have adequate ventilation

25 SAFEGUARDING UNDER 18'S – Enhanced Disclosure and Barring Service (DBS) certificate

All members of the home over 18 must be prepared to complete an Enhanced Disclosure with the Disclosure and Barring Service (DBS) if you are to host under 18's. You will be reimbursed the cost of your DBS certificate once you have hosted a guest with Warm Welcome for 8 weeks.

You are advised to register with the Update service (www.gov.uk/dbs-update-service) once your certificate has been issued so that your certificate can be extended year on year at a cost of £13 per year. Warm Welcome are unable to pay for subscription to the Update Service nor are we able to reimburse you for the second year or subsequent years' DBS certificates.

I have read, understood and agree to the terms and conditions set by Warm Welcome Homestay Limited.

First name: _____

Surname: _____

Signature: _____

Date: _____