



**WARM WELCOME**  
**TERMS & CONDITIONS FOR**  
**SCHOOLS & AGENTS**

## **1 BOOKING PROCEDURE**

- 1.1 To book your students accommodation, please telephone our office or via the online booking form on our website.
- 1.2 We aim to inform you of availability within 24 hours.
- 1.3 Students must aim to confirm the offer of accommodation within 72 hours.
- 1.4 Booking confirmation along with accommodation address and host contact details will be issued once payment has been received.
- 1.5 Minimum stay is one week.
- 1.6 Schools / agents do not pay a booking fee or summer supplement for any bookings that you make.
- 1.7 Warm Welcome Homestays ensures all accommodation is visited and inspected by one of our team prior to offering the homestay as available. Hosts adhere to guidelines set by Warm Welcome, English UK and the British Council for the safe provision of Homestay accommodation.
- 1.8 Warm Welcome Homestays does not place two students of the same nationality in Homestay accommodation unless otherwise agreed at the time of booking.

## **2 PAYMENTS**

- 2.1 Students and/or Schools/agents may pay by bank transfer.
- 2.2 All bank transfer charges must be paid by the student. Bank transfers incur a transfer fee of £12.
- 2.3 Students must pay two weeks prior to arrival. However, we allow schools up to one week to check invoices, meaning schools/agents must settle invoices one week prior to student's arrival at their Homestay.
- 2.4 If a student leaves the accommodation early, we will credit to any 'unused accommodation' after taking into account any notice of cancellation where applicable.

- 2.5 If a student fails to arrive at the accommodation, the school/agent will be liable for one week's accommodation in lieu of notice.
- 2.6 All hosts have a contract with Warm Welcome Homestays so students, schools/agents and hosts are NOT allowed to negotiate direct deals.

### **3 STUDENTS ARRIVAL TIME**

- 3.1 The school/agent must aim to provide us with an arrival time at least one week before the student's arrival time so that arrangements can be made with the host family to welcome them.

### **4 CANCELLATIONS**

- 4.1 If you wish to change or cancel a student's booking once it has been confirmed, you must provide at least one weeks' notice prior to the arrival date so that we can amend your booking free of charge.
- 4.2 Cancellations without one weeks notice are charged a one week accommodation fee.
- 4.3 Cancellations must be received within normal working hours, Monday to Friday 9am – 6pm.
- 4.4 If last minute changes are requested without giving one weeks notice, students are charged from the original start date.
- 4.5 After arrival, if a student wishes to cancel or shorten their stay, they must give Warm Welcome Homestays one weeks notice.
- 4.6 If a student fails to arrive at the homestay without giving notice, the school/agent will be charged a one week accommodation fee in order to compensate the host.

## 5 COMPLAINTS AND REQUESTS FOR RELOCATION

- 5.1 In the event of a complaint, we aim to solve the issue within 48 hours. The student or school must inform us of any issues as soon as possible.
- 5.2 Should any student be dissatisfied with the accommodation despite the attempts to satisfy all parties, we will relocate the student to another suitable homestay as soon as possible, giving one week's notice to the family.
- 5.3 If a host family decides that they want their student to leave, they too must give the student/school/agent one week's notice.
- 5.4 The notice period may only vary in case of an emergency under exceptional circumstances.
- 5.5 It is our responsibility to relocate the student to another suitable home in the event that a complaint is upheld. We will always suggest another suitable homestay accommodation but if the student does not wish to take up the alternative offer, the school/agent must give one weeks notice.
- 5.6 We will not be responsible for the payment of fees for hotel stays, or any other alternative accommodation, not booked by us in the event that a student chooses not to stay in the booked accommodation, for any reason. Nor will be held liable for any other costs incurred such as taxi fares between accommodation.
- 5.7 We reserve the right to move a student from their accommodation or refuse to accommodate any student should we find their behaviour unacceptable.
- 5.9 Relocation incurs an administration fee of £25.

## **6 BOOKING EXTENSIONS**

- 6.1 Extensions to students homestays are allowed. However, we must be informed two weeks in advance and in writing.
- 6.2 While Warm Welcome makes every effort to accommodate your extension requests, they may be subject to change based on availability and notice given.
- 6.3 Extensions will only be confirmed upon receipt of cleared funds.

## **7 AIRPORT TRANSFER SERVICE**

- 7.1 All requests for airport transfers must be made in writing giving full flight details. We will not accept responsibility where incorrect or insufficient information has been provided.
- 7.2 We will seek to recover all costs arising where incorrect information has been provided, including waiting time charged at £10 per 30 minutes.
- 7.3 Airport transfer services must be paid for in advance unless they are free of charge. Payment cannot be made on arrival.
- 7.4 Transfer details, including instructions on meeting the driver, are provided in writing in the form of a booking confirmation when the booking is made.
- 7.5 Students are strongly advised not to accept transfers from any unauthorised taxi drivers that operate at the airports as all our drivers will carry the student's address and a board with the student's name clearly displayed. We will not accept liability if our drivers are not used.
- 7.6 If students cannot find our driver, they must not leave the airport without calling our 24 hour Emergency line. If they do so, payment is non-refundable and we take no responsibility whatsoever for any alternative measures the student may take to transfer themselves to their accommodation.

## **8 VISAS**

8.1 If you are waiting for approval of a student's visa application, we advise you not to book accommodation until the application has been accepted. We are usually able to provide homestay accommodation at short notice in the event of a delayed application. However, if you decide to book accommodation prior to visa approval and the application is rejected, any accommodation and administration fees are non-refundable.

## **9 HOLIDAYS**

9.1 Students staying long term who do not stay at their booked accommodation during any holiday period over seven days, half the weekly charge will be made toward their accommodation which will be reserved for them. This must be agreed with us in advance and any fees paid cannot be refunded in arrears.

## **10 INSURANCE**

10.1 We strongly advise that students purchase insurance to cover all eventualities such as injury, illness, accidents, loss/theft of jewellery, mobile phones, laptops and tablets and cancellation charges.

## **11 LIABILITY**

11.1 Our liability is no more than the money we have received from you. Warm Welcome Homestays will not be held accountable in respect of personal injury, loss, theft or damage of personal items.

## **12 GROUP BOOKINGS**

When an enquiry is received via our online group booking enquiry form, Warm Welcome will send a quotation within 48 hours. An acceptance and confirmation of the quotation must be received within 2 weeks, failure to do so may result in a change to the original price, due to changes in market conditions.

### **12.1 GROUP PAYMENT TERMS**

Once an enquiry is confirmed by email, you are required to pay 50% of the total invoice, at time of confirmation enabling us to secure places. The remaining 50% is expected to be paid 2 weeks prior to the arrival date.

## 12.2 GROUP CANCELLATION TERMS

More than 28 days notice – full refund, less £99 administration fee  
28-14 days – 50% payment refund  
Less than 14 days notice – no refund

## 12.3 GROUPS RELOCATION POLICY

For bookings of less than one week, every effort will be made to solve the complaint without relocation. For bookings of more than 1 week, serious complaints will result in relocation with a week's notice. Notice period may vary in an emergency under exceptional circumstances at the discretion of the Director.

## 12.4 GROUP TRANSFERS

All coach/mini bus transfer requests must be paid prior to the groups arrival at the same time as the accommodation booking. Coach cancellations incur payment in full if 72 hours notice is not given. Please see section 7. Airport Transfer Service for other terms.

## 12.5 BUS TRAVELCARDS

If bus travelcards are requested for students' daily travel to and from school or their work placement, the price of this will be included in the total invoice and 50% must be paid at time of booking. Students will download the NX-Bus ticket app to their phones prior to arrival and bus travelcards will be purchased during their orientation in the UK, unless other arrangements are agreed at the time of booking.

## PLEASE NOTE

Warm Welcome provides a homestay matching service between host and guest. We are not proprietors of the homestays and cannot control the actions or behaviour of the hosts. We cannot be held liable, under any circumstances, for personal wrongdoing between host and guest, or guest and host. This includes loss, theft or damage to property, personal injury or any other accusations of wrongdoing.

We agree to abide by the terms and conditions set out by Warm Welcome Homestay Limited.

Name:

Signed:

Date:

Representing:  
(Organisation  
Name)



