



WARM WELCOME

TERMS & CONDITIONS FOR STUDENTS / GUESTS

NOTES

- References in these terms and conditions to 'we', 'us' or 'our' refer to Warm Welcome Homestay Limited (WW) staff members and representatives.
- References made to 'you' or 'your' refer to the paying customer who is placed with a WW homestay host.
- One week is equivalent to 7 nights. One month is equivalent to 4 weeks/28 nights

HOMESTAY BOOKING PROCEDURES AND PAYMENTS

Bookings

1. All booking requests must be made via our online booking form.
2. Very specific requests may incur additional fees.
3. We will respond to your request with an offer of accommodation within 24 hours of receiving a completed booking form.
4. Accommodation offered and not accepted within 72 hours (three days) may no longer be available.
5. Bookings are confirmed once we have received full payment of the invoice.
6. We will only issue a booking confirmation to reflect the period that has been paid for.

Booking extensions

7. Periodic extensions to your homestay are permitted. However, we must be made aware of this two weeks in advance and in writing.
8. While WW will make every effort to accommodate your extension requests, they may be subject to change based on availability and notice given.
9. Extensions will only be confirmed upon receipt of cleared funds.

Payments

10. All accommodation fees are invoiced in UK pounds sterling (GBP) and must be paid for in pounds sterling. Payment can be made via bank transfer.
11. Payments for accommodation and transfers must be received at least two weeks prior to your arrival date.
12. An administration fee of £25 is payable to WW for all reservations made.

13. All bank charges must be covered by you. For bank transfers, please add £12 to your payment to cover bank charges in the UK.
14. You must not engage in conversation regarding fees with your homestay hosts. All bookings and payments must be made directly with WW and not with your hosts.
15. If bookings and payments are made directly with homestay hosts, this will result in a breach of your contract and that of your hosts which will result in an immediate termination of your contracts.

ARRIVALS AND CANCELLATIONS

Guest arrival

16. All requests for airport transfers must be made via our online application form providing WW with full flight details including date of arrival, airport, flight number, arrival time, terminal and airline.
17. Upon your arrival, our driver will be holding a sign displaying your name and our WW logo. Our drivers will arrive approximately 20 minutes after your plane has landed. This is to allow adequate time for you to pass through customs and to avoid unnecessary waiting time charges.
18. If you do not see our driver, please go to the nearest information desk and wait for our driver. Please do not leave the airport before calling WW's emergency telephone numbers, which can be found on your booking confirmation. Any student who leaves the airport or uses an alternative method of transport without contacting WW will still be liable for our transfer costs.
19. If your flight has been cancelled or delayed, it is important that you notify us at WW as soon as possible in order for us to cancel or delay our drivers' arrival at the airport.
20. If you have not booked a transfer service with WW, you must make contact with your homestay hosts in advance to advise them of your expected arrival time at their home.
21. Failure to contact your homestay hosts may result in you having to wait for them to arrive home. Under no circumstances will WW be held responsible if this situation occurs.

22. WW strongly advise you not to accept transfers from any unauthorised taxis that operate in or around the airports. Our drivers will always hold a sign displaying your name and our logo, and they will also have your destination address.

Weekday arrivals

23. Please be aware that most of our homestay hosts work during the day Monday–Friday. Please take this into consideration when booking your flight to the UK. We ask that during the week, arrival times be after 6.00pm and before 9.00pm wherever possible.

Cancellations and refunds

25. All cancellation requests must be received in writing during our office hours of 9.00am–6.00pm, Monday–Friday (GMT).
26. Any accommodation booked and confirmed for four weeks or less will not be refundable.
27. Any accommodation booked for more than four weeks and less than eight weeks will require at least two weeks' notice prior to your arrival date. If at least two weeks' notice is not given, you will be charged for two weeks of accommodation fees in addition to an administration fee of £25.
28. Any accommodation booked for more than eight weeks will require at least four weeks' notice. If four weeks' notice is not given, you will be charged for four weeks of accommodation fees in addition to an administration fee of £25.
29. All accommodation bookings, once confirmed and after arrival, are non-refundable. This also applies if you decide to shorten your stay for any reason.
30. There may be specific and/or emergency circumstances where a refund may be offered. However, this is at the discretion of the Managing Director.
31. If you fail to arrive at your homestay accommodation without prior agreement with Warm Welcome Homestays, you will be charged all accommodation fees from the start date of the booking.

32. All refunds will be made by the same method as payment was received. We will refund fees only and are unable to refund bank charges or surcharges added to credit card payments.
33. All refunds will be deducted by an administration fee of £25.

VISAS

34. If you are waiting for a visa, WW advise you not to book accommodation until your application has been accepted. If you decide to book accommodation before visa approval, and your visa application is then refused, any accommodation and administration fees are non-refundable.

CONDUCT AND COMPLAINTS

Student behaviour

35. We advise you to take great care with front door keys. We will not be responsible for damage or loss of keys. All damages, breakages and/or loss of keys or other hosts' property must be paid for by you.
36. You are asked not to give out details of your hosts' address or telephone number without seeking permission from your hosts.
37. You are asked not to bring friends, agents or family members to your hosts' home unless you have asked permission from your hosts.
38. You should not use your hosts' telephone without seeking permission from your hosts.
39. Reasonable behaviour is expected at all times during your stay with your hosts. You are expected to treat your hosts with respect, as you would your own family. Likewise, your hosts will treat you in the same way.
40. WW reserves the right to remove any guest whose conduct is deemed unacceptable. This may result in loss of accommodation fees. Alternative accommodation may be offered at the director's discretion.

Complaints

41. In the unlikely event that you are dissatisfied or experience any difficulties with your homestay accommodation, you must notify Warm Welcome as soon as possible. We will endeavour to investigate and find a solution to the problem.

If you remain completely dissatisfied, we will work hard to find you a suitable alternative homestay accommodation of the same category within 7 days.

We will not be responsible in any way, for any alternative arrangements made for accommodation not provided by us, if you choose not to stay in our accommodation for any reason.

42. We are unable to deal with a retrospective complaint from you or your international agent once you have left your homestay accommodation.
43. Please ask for a copy of our complaints procedure for further information or download it from our website.

INSURANCE AND LIABILITY

Insurance

44. We strongly advise that you purchase adequate insurance to cover all eventualities (e.g. injury, illness, accidents, loss/theft of jewellery, laptops, mobile phones and tablets, and cancellation charges).

Liability

45. Warm Welcome Homestay are not responsible for any damage to or loss of property, injury or accident which may occur during your stay as part of your activities and excursions programme or travelling to and from your homestay.

MISCELLANEOUS

46. If you are a long term guest who does not stay at their home during any holiday period over seven days, half the weekly charge will be made towards your accommodation. Your accommodation will be reserved for you until you return. This must be agreed with us in advance and any fees paid cannot be curtailed or refunded in arrears.
47. Students should not be at home all day unless on authorised sick leave. Students should be attending their college course from 9am to 4pm Monday to Friday.
48. The booking is only valid for the person/persons named in the booking confirmation. Bookings are not transferable.
49. You are not entitled to open a bank account if your course is less than 6 months in duration. If staying for over 6 months, you must seek permission from the host before applying to open a bank account. It is your responsibility to inform your bank of your new address when you leave your homestay.

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