

Accommodation Policy

Although inlingua Leeds will endeavour to help students to find suitable accommodation for their stay, students are ultimately responsible.

Homestay

inlingua Leeds

inlingua Leeds offers homestay accommodation to students both through direct booking and through homestay agencies. There are limited places available. Homestay providers are not directly associated with inlingua Leeds, and do not represent inlingua Leeds in any way. Complaints about providers or students must be reported as soon as possible to the Administrator, in order to resolve problems before they become serious.

If a student wishes to leave the provider, or the provider wishes the student to be removed, inlingua Leeds will seek to help find an appropriate solution as quickly as possible. However, it may not be possible to move the student immediately and it might be necessary for that student to remain for a limited amount of time with that host until a suitable alternative can be arranged.

Students must pay an upfront fee for a minimum of a 1 week stay. Students can then directly negotiate with their providers if they would like to extend their stay after 1 week.

inlingua Leeds will send information about the homestay options to students before they make their booking. If a student has any particular preferences or requirements, then it is their responsibility to ensure, prior to booking, that their choice of accommodation fits their needs. inlingua Leeds takes no responsibility if a student has not taken the appropriate steps before booking and may not be able to provide alternatives.

For more information on the guidelines for both host families and students, please read the Homestay Information Pack.

Other homestay providers

inlingua Leeds works with other homestay providers to offer our students a range of different accommodation options. inlingua Leeds vets our partners to ensure that they comply with our standards of service, but inlingua Leeds cannot inspect the accommodation provided by any third party and must trust the company on the quality and value of what they offer.

inlingua Leeds does not take any responsibility for these companies and, although we will try to help, cannot be held responsible for any problems with accommodation not provided by us directly.

In order to book accommodation, it may be necessary for inlingua Leeds to share personal data about students to these companies for the purposes of creating a booking. This is in accordance with our Data Protection Policy. For information about how these third-party companies use student

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data, students will need to refer to the company's own data usage policy. inlingua Leeds cannot take responsibility for any student data used by third parties.

University accommodation

Any university halls must be booked directly and not through inlingua Leeds. inlingua Leeds can only advise on the pool of university accommodation providers that we work with. Again, students who book university accommodation are responsible for the organisation and payment of this. inlingua Leeds does not take any responsibility for this accommodation.

Students booking through these sites must reference inlingua Leeds and commit to a certain number of weeks in order to qualify for a place. Please see the links for more information.

Student Halls

<https://www.mystudenthalls.com/>

Unite

<https://www.unitestudents.com/leeds>

Private apartments

inlingua Leeds works with a number of private apartment providers and estate agencies to provide extra accommodation options for students. inlingua Leeds can only advise students of what is available. As with all other third-party accommodation, inlingua Leeds seeks to only work with respected and accredited companies, but students must understand that they are responsible for booking and checking this accommodation. inlingua Leeds cannot take responsibility for problems with the accommodation provided by other companies, though will seek to help where possible.

With accommodation provided by companies by direct partners to inlingua Leeds, inlingua Leeds aims to keep all Health and Safety policies on file to ensure that accommodation is to a good standard.

Links

Students may also visit the links below directly and shop around for their accommodation. inlingua Leeds suggests these as places to find accommodation in Leeds, but does not take responsibility for these separate companies where no partnership or agreement has been put in place.

All students must update the school if they change address whilst studying at inlingua Leeds.

1. Study Links International Ltd

www.studylinks.com

2. Leeds Homestay

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www.leeds-homestay.co.uk

3. AirBnB

www.airbnb.com

Complaints

inlingua Leeds asks that all students speak to the Administrator regarding any accommodation issues. Complaints should contain as many details as possible so that inlingua Leeds can understand the problem and find out how to solve it.

Students in inlingua Leeds accommodation can expect an answer for their accommodation problem in a maximum of five working days. The student may need to wait longer for any action to take place or for inlingua Leeds to be able to solve the problem, depending on what the problem is. If inlingua Leeds has no available accommodation at that time, it might be necessary for the student to accept third party accommodation instead.

Students not in inlingua Leeds accommodation will have the full support of inlingua Leeds in putting a complaint to their accommodation provider, but inlingua Leeds will not be able to solve their problem and it may not be possible to help them find other accommodation.

Refunds for accommodation are down to the individual accommodation provider. Students must look at the individual rules before they accept a booking to know what the policy is. If a student has any questions, they should speak to inlingua Leeds before accepting the booking.

Feedback

inlingua Leeds seeks to provide students with quality accommodation during their course. inlingua Leeds gathers feedback on all accommodation (provided by inlingua Leeds or by other companies) in order to get better knowledge on accommodation available in Leeds and recommendations for future students.

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