

Terms and Conditions for Students/Guests

Booking Accommodation

- To book your homestay accommodation, please complete the booking form.
- We will tell you if there are any problems with your booking within 2 working days (Monday to Friday).
- We will not be able to answer questions during weekends and holidays.
- We will send you information about our homestays. Please read the information carefully.
- If you agree to the booking, you are agreeing to the rules of the host family.
- If you do not agree to the booking, we will send you information about other homestays. If you do not agree to any homestay we send you, you will need to arrange your own accommodation or we can try to help you with finding other accommodation.
- If you do not agree to a booking and then change your mind, we cannot guarantee it will be available.
- Some homestays ask for a deposit. You must pay this and any other fee for the homestay before your booking is confirmed. These fees may not be refundable.
- If you want to cancel your booking, you must tell us at least one week before. You may not be able to get your money back if you cancel later.
- If you want to stay longer, please talk to us before arranging with your host family.

Payment

- You must pay the deposit at least one week before the start of your booking.
- If you do not respond to the offer within 3 days, the booking will be cancelled.
- You can pay for your homestay through bank transfer or cheque. All payments must be in pound sterling.
- Unless otherwise agreed in writing by inlingua Leeds all invoices for group bookings are payable within twenty-eight (28) days of the date of invoice.
- It is the responsibility of the students or representatives to pay the 3.4% fee to PayPal when making payment for their bookings as stated in the "How to Pay" Guidelines.
- All fees will be explained to you before you arrive. If your host family asks for more money for anything, please tell inlingua Leeds.

Minimum stay

- You must stay in a homestay at least one week, unless otherwise said.
- Bookings received for less than 7 days will be charged as 1 week.

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Airport Transfers

- inlingua Leeds provides airport transfer. If you are not using our airport transfer, you must go to the homestay yourself.
- You must give your homestay information about your flight date, arrival time, flight number and time you will arrive at their house before you leave your home.
- If you are using our airport transfer, you must give this information to inlingua Leeds who will tell the host family.
- If you do not tell them your arrival time, they might not be at home when you arrive.

Accommodation

- Most accommodation is single room with a shared bathroom.
- You can only stay in a double room with someone you came with and you must book this.
- You must cancel your booking at least one week before you arrive. Any deposit paid may not be refundable.
- If there are any special rules around cancellations, we will inform you.
- You must follow the rules of the house, even if they are different to your home. Please read the information sent to you carefully to see these rules.
- You will be given a key. You must keep it safe. If you lose it, you must pay for any services needed to make the house secure. Leaving early
- If you leave early without telling us at least two weeks before, you may not get any money back that you have paid and you may be charged for an extra week.

Non Arrivals

- If a student is refused a visa and cannot come to the UK, you may be able to get your money back, minus the deposit.
- If a student does not go to their homestay after booking for any other reason will not be able to get any refund.

Deposits

- A deposit set by the homestay is required to be paid on all bookings for over 4 weeks.
- Deposits, unless otherwise stated, are non-refundable.

Insurance

- All students should be fully insured (travel, health, belongings) before they travel.

Liability

- inlingua Leeds is only responsible for money paid, not money owed.

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- We and our host families do not accept liability in respect of personal injury, theft, loss, damage of personal items or misadventure you may suffer in the accommodation, or elsewhere. We strongly advise you take out full insurance before you travel.
- We will not accept any students/visitors liability for disputes or claims/loss arising between you and the host family. If you have any problems with your accommodation or your host family, you must tell us immediately. Your complaint will be dealt with quickly and efficiently and if necessary we will do our best to offer alternative accommodation.
- We advise all to take great care with front door keys; we will not be responsible for damage or loss of keys. All damages, breakages and loss of keys made by the guests must be paid for directly by the student/visitor.
- All students/guests are asked NOT to give out details of their host families' address or telephone number without seeking permission from their host family.

Equal Opportunities

We strive to be an Equal Opportunities Employer and service provider. The aim of our Equal Opportunities policy is to

- Eliminate all unlawful discrimination
- Promote equality of opportunity for staff, volunteers & service users alike
- Promote good relations between different racial or cultural groups
- Promote diversity within the organisation at all levels

You cannot change your accommodation because of problems with the nationality, race, gender, sexuality, culture or status of your host family. There will be no refund and you will not be offered alternative accommodation.

Emergency Numbers Out of hours emergency contact number –07447774722 or 07496557731 Tips

- Try to use as much English as you can with your host family. You are here to learn English!
- You should remember that culture in the UK is different to your country. Even if you don't understand, please try to respect what people ask.
- A homestay is someone's home, not a hotel and they are not your servants.
- Socialise and make friends with your host family. You will have more fun!

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