

## Terms of payment

- Full fees must be received at least four weeks before the start date of the course.
- Payment to be made in the relevant currency by bank transfer to: International Language Homestays Ltd, HSBC Bank PLC, Guernsey – see Enrolment Form for full account details. Payment of the deposit and registration fee may be paid by credit card at no extra charge.
- Bank charges are the student's responsibility. The amount invoiced must be received in full. Any underpayment must be settled before the course starts.
- Cancellations or postponements can only be accepted by email or fax and it is the student's responsibility to ensure that notification has been received. There is a cancellation fee of £240, €360 or \$360 and a postponement fee of £100, €150 or \$150, depending on the currency invoiced. If you cancel before your arrival date we will make a full refund less the cancellation fee, except where the cancellation is within forty eight hours of your arrival, in which case we will make a full refund less the first week's fee. No refund of fees will be made once the course has started.

## Insurance

- Insurance against cancellation, accident, illness, loss of property, theft or any accidental damage the student may cause to the property of others is the responsibility of the student and personal insurance is strongly recommended. International Language Homestays Ltd will not accept any responsibility for the injury or damage caused to persons or property during the stay. Please note that students of 16 years and under must bring an authorization for hospital surgery in case of emergency signed by their parents. All EU students travelling to an EU destination are advised to obtain the European Health Insurance Card.

## General

- International Language Homestays Ltd considers the choice of family to be more important than a specific town and reserves the right to change the area if there is no compatible family in the area chosen. International Language Homestays Ltd reserves the right to place a student with more than one host teacher on a given course and also reserves the right to change the allocated teacher before or during the course.
- International Language Homestays Ltd reserves the right at its absolute discretion to expel (without refund of fees) any student, in the case of theft, any other criminal offence or persistent anti-social or unacceptable behaviour and to have him returned home at his own expense.
- No problems can be considered or rectified unless reported to International Language Homestays Ltd before the end of the course and it is the responsibility of the student to contact the Local Organiser at once if there is a problem. No retrospective claims by the student against International Language Homestays Ltd are acceptable unless we are advised at the time of the stay.
- Enrolments are accepted on the understanding that the student has no illness or infirmity which might adversely affect the success of the stay, and that any transmissible disease suffered by the student must be declared at the time of booking. We reserve the right to terminate the course without refund of fees if this condition is breached.
- Class hours missed because of student illness or absence during the course are forfeited and any recuperation of missed class time is at the sole discretion of the host teacher. Class hours not given because of host teacher illness or unforeseen absence will be refunded on a pro rata basis.
- Arrivals at the host teacher's home should normally be between 12:00 and 22:00 and must be no later than 23:00. Departure transfers before 07:00 will normally require a taxi and will not be undertaken by the host teacher. Departure on the last day must be no later than the student's original arrival time on the first day.

## Observations

- We recommend that students allow a minimum of £60 per week (or the equivalent currency) for pocket money expenses during their stay.
- Once details of the host teacher have been received, the level assessment test included with these details should be done and emailed or posted direct to the host teacher. If the student's level is intermediate or above he may like to phone the host teacher before arrival.
- If an arrival transfer is requested, we must receive travel details as soon as possible (with an absolute minimum of one week before arrival) so that an arrival transfer can be arranged. When an arrival transfer has been requested we will automatically pass on details of the student's arrival time to the host teacher. If the student is making his own way to the host teacher's home, it is very important that he informs us in advance of details of his arrival (name of airport and flight arrival time) so that we can pass this on to his host teacher. Host teachers are not obliged to wait at home all day if they have not been told of an approximate arrival time. The Student Reservations Office will be pleased to help with travel directions.