



The following terms and conditions and attached enrolment form are for language travel agents invoiced by International Language Homestays. If part or all of the fees are paid directly by the client to International Language Homestays then the recommending agent should request and issue our standard enrolment form with applicable terms and conditions for the client.

As part of our agreement all agents are asked to refer to our on-line Agent Manual on the secure section of our web site.

### **Terms of Payment**

- Full fees must be paid by 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 below for full account details.
- Bank charges are the agent'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 agent's responsibility to ensure that notification has been received. For cancellations made within four weeks of the arrival date there is a cancellation fee of £200, €300 or \$300, depending on the currency invoiced. For late cancellations received within forty eight hours of arrival the first week's fee will be payable. For postponements within four weeks of the arrival date our cancellation charge will apply, but 50% of this charge will be discounted from our invoice when new dates are given.
- 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 client may cause to the property of others is the responsibility of the client 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 clients of 16 years and under must bring an authorization for hospital surgery in case of emergency signed by their parents. All EU clients traveling 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 client 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 client, 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 client to contact the Local Organiser at once if there is a problem. No retrospective claims by the client 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 client has no illness or infirmity which might adversely affect the success of the stay, and that any transmissible disease suffered by the client 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 client 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 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 original arrival time.

### **Observations**

- We recommend that clients allow a minimum of £60 per week (or the equivalent currency) for pocket money expenses during their stay.
- We ask you to ensure that the client does the level assessment test and that this is emailed or posted direct to the host teacher. If the client's level is intermediate or above you may suggest phoning the host teacher before arrival.
- If the client is making his own way to the host teacher home, the Student Reservations Office will be pleased to help with travel directions. Please ensure the client informs the family in advance of details of his arrival (name of airport and flight arrival time).
- If an arrival transfer has been requested we will automatically pass on details of the client's arrival time to the host teacher. If the client is making his own way it is very important that he lets his host teacher know his expected time of arrival. Host teachers are not obliged to wait at home all day if they have not been told of an approximate arrival time.

### **Bank details**

All payments in favour of:	International Language Homestays
Payments by SWIFT should be made to:	HSBC Bank PLC, PO Box 31, St Peter Port, Guernsey GY1 3AT, Channel Islands
Account name:	International Language Homestays Ltd.
SWIFT BIC:	MIDLGB22
IBAN numbers:	Pounds Sterling (£): GB96MIDL 4022 2552 1230 53
	Euro (€): GB78MIDL 4005 1558 1739 40
	US Dollar (\$): GB50MIDL 4005 1558 1739 59