

PLUS HOMESTAY TERMS AND CONDITIONS

1. Introduction

These Terms and Conditions outline the responsibilities, rights, and obligations of homestay hosts and students working with PLUS (referred to as "we," "us," or "our"). By confirming a booking, both parties agree to these terms, ensuring a safe, professional, and rewarding homestay experience.

2. Booking and Payment

2.1. For Students:

- Bookings must be made through the Vision platform or via PLUS directly.
- Payments must be received in full before accommodation confirmation. Any bank charges incurred are the student's responsibility.
- Cancellation or postponement before arrival is subject to the policies detailed in Section 5.

2.2. For Hosts:

- Hosts are required to confirm bookings promptly via the Vision platform.
- Payments are processed within seven days of the student's arrival unless otherwise specified.
- Overpayments or discrepancies must be reported to PLUS within seven days for resolution.

2.3. Booking Confirmation:

- Bookings are confirmed only after payment is received.
- PLUS reserves the right to cancel unpaid or overdue bookings.

3. Check-In and Arrival

3.1. Students must notify their host of their estimated arrival time at least 7 days before arrival. Failure to do so may result in delays, and PLUS cannot be held responsible for any associated costs.

3.2. Standard check-in times:

- **Weekend arrivals:** After 14:00 and before 20:30.
- **Weekday arrivals:** After 18:00 and before 20:30 unless otherwise arranged.

4. Cancellation and Refund Policy

4.1. For Students:

- Cancellations:
 - **More than 14 days before arrival:** Full refund minus administrative fees.
 - **7–14 days before arrival:** 50% refund of accommodation fees.
 - **Less than 7 days before arrival or no-show:** No refund.
- In case of dissatisfaction, complaints must be raised promptly for resolution. Retrospective claims will not be considered.

4.2. For Hosts:

- PLUS will pay £50 compensation for student cancellations with less than 7 days' notice, provided a replacement cannot be found.
- Repeated host cancellations may result in removal from the PLUS programme.

5. Accommodation Standards

5.1. Hosts must provide:

- A clean, private room with a bed, appropriate bedding, desk, chair, and storage.

- Access to shared spaces, including bathrooms and communal areas.
 - Internet/Wi-Fi access free of charge.
 - Adequate heating, lighting, and regular cleaning of the student's room and shared spaces.
- 5.2. No more than four students may be hosted simultaneously, and no more than two students may share a room without explicit written consent from PLUS and all parties involved.
- 5.3. Students under 18 must not be housed in the same property as students aged 18 or older.

6. Meal Plans

- 6.1. Hosts must adhere to the agreed meal plan:
- **Self-Catering:** Students prepare their own meals. Hosts must provide kitchen access and storage.
 - **Bed & Breakfast:** Hosts provide a light breakfast (e.g., cereal, toast, tea/coffee) but do not serve meals.
 - **Half Board:** Hosts provide breakfast and a two-course dinner, typically shared with the family.
 - **Full Board:** Includes all meals from Half Board plus a packed lunch.
- 6.2. Hosts should accommodate reasonable dietary restrictions and inform PLUS of any concerns.

7. Curfew and Behaviour Guidelines

- 7.1. Curfew rules must be followed:
- **Under 14s:** Must return to the accommodation by 19:00 and may not go out after dinner.
 - **14–17-year-olds:** May go out after dinner with parental permission but must return by 22:30.
- 7.2. Students are expected to respect household rules, including those related to noise, cleanliness, and shared spaces.

8. Insurance Requirements

- 8.1. Hosts must maintain comprehensive home insurance (building and contents) and inform their insurer about hosting paying guests.
- 8.2. Students are strongly advised to obtain:
- Medical and travel insurance covering cancellation, medical emergencies, and personal belongings.
 - Liability insurance to cover accidental damages to property or third parties.

9. Liability and Indemnification

- 9.1. PLUS acts as an intermediary connecting students with hosts and is not liable for disputes, damages, or issues arising directly between hosts and students.
- 9.2. Students and hosts agree to indemnify PLUS against all losses, damages, and costs arising from breaches of these terms.

10. Special Requests and Accessibility

- 10.1. Special requests (e.g., ground-floor rooms, allergy-friendly homes) must be made at the time of booking. While PLUS will make reasonable efforts to fulfil such requests, this is not guaranteed.

11. Data Protection and Privacy

- 11.1. PLUS collects and processes data in compliance with GDPR. Data is used only for operational purposes, such as bookings, payments, and safeguarding checks.
- 11.2. Hosts and students have the right to:
- Access personal data held by PLUS.

- Request corrections or deletion of data where appropriate.

12. Force Majeure

12.1. In extraordinary circumstances (e.g., pandemics, natural disasters), PLUS reserves the right to:

- Modify or cancel bookings without liability beyond standard refund policies.
- Request proof of insurance from students to manage potential claims.

12.2. Refunds or alternative arrangements are at PLUS's discretion and subject to availability.

13. Complaints

13.1. Complaints must be raised promptly during the student's stay. PLUS will mediate to resolve issues where possible.

13.2. Complaints raised after the accommodation period may not be considered.

14. Termination of Agreement

14.1. PLUS reserves the right to terminate a host's participation in the programme or relocate students for:

- Breaches of these terms.
- Verified complaints.
- Safeguarding concerns or non-compliance.

14.2. Students found in breach of house rules may be removed from the homestay without refund.