

## **Terms and Conditions - Students**

Lethbridge Concierge Service Ltd., offers as one of its services, Lethbridge Homestay Services. Lethbridge Homestay Services provides visiting students with the opportunity to reside with a Homestay Program family allowing the student to experience the Canadian way of life.

### **Lethbridge Homestay Services Booking Confirmation**

Bookings are only guaranteed after full payment, including the placement fee, has reached Lethbridge Concierge Service Ltd.'s bank account. Lethbridge Concierge Service Ltd. reserves the right to cancel any homestay program booking where payment has not been received in full prior to arrival.

Confirmation will be completed via email. You will receive an email with the contact information for your homestay program family. Where possible this email will include an email address and a letter from the family describing their family. You may contact the family at that point.

You will be matched with a homestay program family based on the information you provide on your application. Canadian privacy laws prevent Lethbridge Concierge Service Ltd. from providing family information beyond basic contact information. Additional information is given to you directly by the family.

### **Payments and Bank Charges for the Homestay Program**

All payments must be made in Canadian funds and all invoicing is in Canadian funds.

All outstanding monies must be paid 7 days after invoice date or before visiting students' arrival, whichever is the sooner. This applies equally with all late homestay program reservations.

Lethbridge Concierge Service Ltd. will not pay for any bank charges. This also applies to any refunds payable to the visiting student.

For bank transfers, please ensure the full amount is deposited to the bank account of Lethbridge Concierge Service Ltd. Shortages will result in non placement until the full amount is received. It is important that when making bank transfers to Lethbridge Concierge Service Ltd., you consult your bank with regard to any additional charges in your country that may be applicable. Lethbridge Concierge Service Ltd. will not be responsible for any bank charges from your country for any homestay booked.

### **Arrival and Airport Transfers**

Lethbridge Concierge Service Ltd. must be notified of the arrival time at least one week before arrival in Lethbridge; otherwise Lethbridge Concierge Service Ltd. cannot guarantee that there will be a host waiting at home or at the airport, nor will Lethbridge Concierge Service Ltd. be held responsible for any expenses incurred as a result of this.

### **Movement of Visiting Students from Homestay**

Lethbridge Concierge Service Ltd. reserves the right to move a visiting student from accommodation or refuse to accommodate any visiting student should their behaviour be deemed inappropriate or unacceptable.

In all cases of dispute, Lethbridge Concierge Service Ltd. reserves the right to have final say on the question of any move.

## Visiting Student Complaints About Homestay

Lethbridge Concierge Service Ltd. will use all reasonable endeavours to seek alternative homestay program accommodation for any visiting student who may be unsatisfied with their accommodation. Move requests must follow the criteria and process outlined in the Student Move Process document. The document may be requested by email to [junerobinson@shaw.ca](mailto:junerobinson@shaw.ca)

### Emergency Situations:

- You feel your personal safety is threatened by a person in the house, a visitor or situation in the home
- You believe there is a dangerous situation in the home (mold, fire hazard, drugs, alcohol or substance abuse)
- Severe allergies
- You are concerned about food handling and storage in the home
- There is no food

### Other Possible Situations:

- Allergies
- Concerns about access to bathroom or shower facilities
- English not spoken in the home
- General cleanliness concerns
- Environment is not friendly
- Food issues. Families must have food available for breakfast and lunch which you should prepare for yourself. The evening meal must be prepared by your homestay family. The food must be good food, in good quantity and follow the Canada Food Guide guidelines.
- Family goes away overnight leaving you alone
- You are uncomfortable for any reason

Please do not wait for these situations to become an emergency. If you have concerns you should tell your chaperone who should then contact Lethbridge Homestay Services (June & Rob) by email or phone at [junerobinson@shaw.ca](mailto:junerobinson@shaw.ca), 403 – 892- 7116. Office is open 24/7.

## If your situation is dangerous dial **911** on any phone.

Lethbridge Concierge Service Ltd. will not be responsible for the payment of fees for hotel stays or accommodation not booked by us in the event that you choose not to stay in the homestay program accommodation for any reason or, if you are moved to a hotel because of inappropriate or unacceptable behaviour in homestay accommodations.

Visiting students may not move to another family within the Lethbridge Homestay Services program without the direct involvement of Lethbridge Concierge Service Ltd. If this occurs, the student will be released from the homestay program and the homestay program family will be removed permanently from the Lethbridge Homestay Service family list.

## Visiting Students choosing to leave their Homestay early

If you wish to leave early, you must write to Lethbridge Concierge Service Ltd. and serve 30 days notice. For example, if after the first 2 weeks you decided that you wanted to leave before the agreed leave date in your booking confirmation, then you would need to serve 30 days written notice at this point and you would be able to leave after that time. Written notice can be made by email to [junerobinson@shaw.ca](mailto:junerobinson@shaw.ca)

### **Visiting Students choosing to extend their Homestay**

Should a visiting student wish to extend their stay, Lethbridge Concierge Service Ltd. must be given 2 week's notice. Extensions are subject to availability. If an extension with the same homestay program family is not possible, Lethbridge Homestay Services will endeavour to find a similar alternative.

All revisions and/or requests for extensions must come through Lethbridge Concierge Service Ltd. directly.

### **Refund Policy**

1. If written cancellation notice is given 12 weeks or more before the beginning of the Homestay, all money will be refunded including the placement fee.
2. If written cancellation notice is given less than 12 weeks before the beginning of the Homestay, all money will be refunded except the homestay placement fee and applicable taxes.
3. No refunds will be given if the student provides less than 30 days notice. If the host family has failed to meet the conditions of the Homestay Program, the student will be moved to another homestay program family. No refund will be given for the period of homestay already used. Lethbridge Homestay Services will request the balance of the month be returned by the homestay program family and transferred to the new family.
4. When fees have been paid by an institution, individual students will not be refunded. If a refund is deemed necessary the return will be to the payer.
5. Deposits will be returned within 14 days of departure from a home providing there are no claims against the deposit. Deposits are returned in the same manner they were paid. Credit card deposits are returned to the original credit card.
6. Refund policy may change without notice.

In all cases of dispute, Lethbridge Concierge Service Ltd. reserves the right to have final say on the question of any refunds including the refund of deposits.

### **General**

Unsupervised use of kitchen, phone, washing facilities, and appliances are at the discretion of the host family.

Loss of any door keys, and damage to property belonging to the host family are payable by the visiting student.

The visiting student is expected to conduct themselves in a reasonable manner in terms of using the host family's facilities, noise and the invitation of outside guests to the home.

Violation of family rules including inappropriate behaviour with your guests in the home may result in your being moved, without notice, to a hotel at your expense and the forfeiture of any damage deposit or a damage deposit being charged on your credit card.