



## Homestay Terms and Conditions to 31<sup>st</sup> April 2011

All students must agree to abide by the following terms and conditions, which may be varied by Talkabout Tours Australia (TTA) at its discretion.

### 1 PROVISIONS

1.1	Homestay Hosts to provide students with - breakfast (generally make yourself) and dinner seven days a week and provision for lunches on weekends during the period of homestay; - a fully furnished bedroom of their own - the use of utilities (within reasonable limits as set by the household for all household members)
1.2	Students are entitled to 24 hour emergency contact with TTA
1.3	Students are liable for the cost of all telephone, facsimile and internet costs, and excessive use of electricity, water and gas (refer to 6.5) incurred during the homestay period.

### 2 FEES 2010\*

DESCRIPTION of SERVICE	HOMESTAY over 18yrs	HOMESTAY (16-17yrs)	HOMESTAY (13-15yrs)	HOMESTAY (Under 13yrs)	HOMESTAY EXECUTIVE	SHAREHOUSE (No meals)	DEMI-PAIR
Placement Fee	\$185.00	\$200.00	\$210.00	\$230.00	\$185.00	\$185.00	\$600.00 Inclusive of Placement, 1 week's Homestay and Airport Transfer
Placement Fee (Under 2 wks Notice)	\$260.00	\$260.00	\$260.00	\$260.00	\$260.00	\$260.00	
Airport Transfer	\$95.00 (Perth Metro area)	\$95.00 (Perth Metro area)	\$95.00 (Perth Metro area)	\$95.00 (Perth Metro area)	\$95.00 (Perth Metro area)	\$95.00 (Perth Metro area)	
1 Week's Accommodation	\$225.00	\$245.00	\$275.00 (Includes lunch)	\$275.00 (Includes lunch)	\$240.00	\$130-\$190 (average \$165)	
School Day Lunches Extra per week	\$30.00	\$30.00			\$30.00		
<b>NOTE:</b> Rates may vary when booking through an Agent or School			Limited Availability		Own bathroom limited availability	30% Discount if previous TTA Placement.	

2.1*	The placement fee for homestay is <b>non-refundable</b> once placement has been made
2.2	The homestay fee is calculated on a nightly basis. Divide weekly fee by 7 to arrive at a daily rate.
2.3*	Homestay fees are to be paid in advance.
2.4*	Confirmation of Homestay will not be made until payment of homestay fees has been received -a minimum of <b>21 days prior to the homestay start date</b> . TTA reserves the right to charge an administrative fee of \$80 for late payment. Please inform TTA if there are any delays in payment of homestay fees.
2.5*	Homestay payments are to be made to Talkabout Tours Australia by direct deposit or Credit Card. Electronic Funds Transfer (EFT), incurs a \$15.00 Bank Fee if transferred from overseas and Credit Cards incur a 2% Fee (Visa & Mastercard only) .Paypal is available but incurs a 5% surcharge. A copy of the payment receipt should be faxed to +61 8 9319 9327 or scanned and emailed to <a href="mailto:accounts@talkabouttours.com">accounts@talkabouttours.com</a> . Money is to be converted to Australian dollars before transfer.
2.6*	Applications should be made at least three weeks prior to the arrival date. Late applications will be considered at the discretion of TTA.

\* Items 2.1 and 2.3 to 2.6 may not apply to Study Group programs. These programs will be subject to conditions specified in the individual agreements between Talkabout Tours Australia and the participating institution.

### 3 ACCOMMODATION

3.1	The minimum period of homestay available is generally 2 weeks for all students except Study Group programs.
3.2	Students who leave early and require a refund are subject to a \$40.00 Administration fee.
3.3	Student placement can only be guaranteed for the period of the original invoice. Extension of the original placement is subject to availability.
3.4	Students are required to stay with their host family for a minimum period of two weeks to give themselves and the family time to adjust to each other. However, if exceptional circumstances require the student to be relocated within this period, this will be arranged promptly at no charge. Note: After one free relocation, subsequent relocation requests may incur a placement fee, unless otherwise agreed to by TTA
3.5	Students or families need to give 2 weeks notice before parting company

### 4 REFUNDS\*

4.1	<p><b>Full Refund</b></p> <p>TTA agrees to refund within 28 days of receipt of written notice of cancellation, all homestay fees less the Placement Fee if student has been placed:</p> <ul style="list-style-type: none"> <li>• where Homestay Accommodation Services refuses the application for homestay;</li> <li>• on presentation of certified evidence that the Australian immigration authority has rejected an application for a student visa.</li> </ul>
4.2	<p><b>Partial Refund</b></p> <p>Where written notice of cancellation is received</p> <ul style="list-style-type: none"> <li>• <b>more</b> than 28 days prior to commencement of the Homestay, TTA will retain the <b>Placement Fee</b> and agrees to refund the balance of Homestay fees paid, within 28 days of receipt of written notice of cancellation.</li> <li>• <b>less</b> than 28 days prior to commencement of the Homestay, TTA will retain the <b>Placement Fee</b> and a <b>Late Cancellation Fee of \$50</b>, and agrees to refund the balance of Homestay fees paid, within 28 days of receipt of written notice of cancellation.</li> <li>• <b>less</b> than 7 days prior to commencement of the Homestay, TTA will retain the <b>Placement Fee</b> and <b>1 week's Homestay fee</b>, and agrees to refund the balance of Homestay fees paid, within 28 days of receipt of written notice of cancellation.</li> </ul>

\* May not apply to Study Group programs. These programs will be subject to conditions specified in the individual agreements between Talkabout Tours Australia and the participating institution.

### 5 CANCELLATION\* & INTERIM BREAK

5.1*	A student is entitled to a full refund (less an administration charge of \$40) of any remaining homestay fees in the event they cancel or reduce their term of Homestay provided they inform TTA in writing no less than 28 days prior to their amended Homestay end date. If less than 14 days written notice is received by TTA, an administration charge equivalent to 1 week's homestay fees will be deducted from the balance in the student's Homestay account. This fee will apply to any application submitted. This fee will also apply to students applying for homestay within 14 days of arrival. <b>The Placement Fee is non-refundable.</b>
------	---

5.2	Any reimbursement will be forwarded to the student or the person nominated by the student within 28 days of the amended Homestay end date.
5.3	Students going away for 1 week or more are liable for ½ the normal Homestay weekly fees in order for the room to be held.  * May not apply to Study Group programs. These programs will be subject to conditions specified in the individual agreements between Talkabout Tours Australia and the participating institution.

## 6 MEMORANDUM OF UNDERSTANDING / PREPARATION POINTS FOR HOMESTAY

6.1	I understand that Homestay is not a hotel service. I am prepared to be treated as any other member of the Homestay and respect all rules, advice and judgment. I will ensure I clearly understand the rules of the Homestay through discussion in the initial stages of my stay.
6.2	I will make every effort to interact with the family members and be pro-active (positive and active family member) within the household. I will communicate to my homestay host foods that I cannot or prefer not to eat. I will also make an effort to try different foods.
6.3	I will try to behave in a manner consistent with my immediate environment and community. I will try not to be excessive in the use of electricity, water, gas etc. If there is any difference of opinion on this, I will discuss the issue with my homestay host. If an agreement cannot be reached, I will refer to the Dispute Resolution* below.
6.4	I am willing to accept any reasonable household rule that my homestay host sees fit to impose for my welfare. I understand that I must contribute to the household duties as other family members do. I will abide by the Homestay rules in regards to keeping my room tidy, washing dishes, laundry etc.
6.5	I will respect the property and privacy of my host homestay host's personal belongings and affairs and acknowledge that I will be liable for all costs incurred by me during the homestay period which are not included in the homestay fee (refer to 1.3). Any excessive use of utilities will be defined as above and beyond normal usage for the household as evidenced by utility bills for comparable periods. If an agreement cannot be reached, I will refer to the Dispute Resolution* below. I acknowledge and agree that I will be liable for any loss or damage I deliberately cause to my host family's property.
6.6	I will inform my homestay host of my whereabouts and plans each day. I will be punctual for meals and be home by the agreed acceptable time of return. I will contact my homestay if I am going to be late. I will seek permission well in advance from my homestay if I want to invite friends over.
6.7	I am aware that I should offer to pay for myself if my homestay host takes me out (meal, movie, zoo etc) or away (e.g. overnight or weekend trip). If I feel that the cost and/or frequency of outings are excessive, I am aware that I can decline my homestay host's invitation
6.8	I will not compare my homestay with that of other students/participants, nor will I comment on Homestays other than my own. I will not discuss any homestay problems/issues with other students/participants. Please discuss any problems with your family. Failing this I will contact TTA staff if I have any concerns about my homestay.
6.9	I will abide by Australian law at all times, and be aware that laws and penalties may differ from my own country. I will also abide by the rules my home institution has set.
6.10	I will communicate any issues/problems with homestay staff during office hours (9.00am to 5.30pm Monday to Friday). Only in the case of an emergency will I contact TTA after hours.
6.11	I understand that a homestay environment is not limited to a traditional family structure (mother, father and children) and that most Australian families have pets. I also understand that Australia is a multi-cultural society and I can not discriminate on grounds of race, gender or religion.
6.12	I will submit to TTA staff an evaluation of my homestay host family the end of the homestay period.
6.13	I am aware that TTA reserves the right to remove me from homestay without further responsibility to relocate me, if I do not abide by this Memorandum of Understanding / Preparation Points for Homestay.
6.14	By submitting this form I acknowledge and agree that I have read and understood these terms and conditions and I agree to be bound by them.

## 7 AIRPORT TRANSFERS

7.1	If an Airport Transfer is requested, students will be met by a TTA driver with a sign with the student's name and School attending.
7.2	Students will be transferred to accommodation in a suitably licensed and insured vehicle.
7.3	If the student does not show up at the airport or cancels the transfer in too short a time to contact the driver, the pick-up

fee will be forfeited.

#### \* DISPUTE RESOLUTION

Students are encouraged to work through issues with their homestay host directly. This is one of the important challenges presented by the Homestay experience. Should those issues not be resolved satisfactorily then students should speak to a TTA staff member. TTA staff will endeavour to resolve the issue by encouraging the student and family to discuss the issue.

If it is not resolved, TTA staff will speak to both parties and try to reach a resolution. If there is still no resolution, TTA staff will take any further action required.

#### 8 LIABILITY

I acknowledge that during the homestay period my person and my property will be at my own risk and I will not hold TTA or my homestay host liable for any personal injury or loss of property caused by any act or omission of TTA or my homestay host.

**Please Note:** TTA seeks to ensure that the participants in the homestay program are adequately protected against injury or loss or damage to property. However, accidents do happen and property is at times lost, damaged or stolen and students will not always be totally covered for such injury, loss or damage in all circumstances. Students should consider obtaining their own insurance cover for injury, illness and loss and damage to property for the duration of their participation in the homestay program.

#### DECLARATION

I understand that the information on the Homestay Application Form is used for the primary purpose of assessing my homestay application. The information collected may be used for correspondence with the homestay host and partner institution / student's agent, administrative matters including database entry and family matching, statistical analysis, compliance and legislative reporting requirements. If all the questions on the Application Form are not completed, it may not be possible to process my application for homestay. I undertake to provide correct and complete information.

**I have read and I accept these terms of application.**