

CSLI HOMESTAY TERMS & CONDITIONS

HOMESTAY POLICY

1. Host families offer their homes as part of a cultural exchange. It is as much student responsibility to fit into the lifestyle of your family as it theirs to provide you with a safe, friendly, educational, and caring environment.
2. Students will be required to provide feedback on the host family regularly to ensure customer satisfaction. Students can expect a comfortable private bedroom with study desk and lamp, access to bathroom, use of TV, telephone, laundry, and three daily meals made available. Snacks, maid service, and extra events are not included.
3. Students are expected to act responsibly and respectfully toward their homestay and their property.
4. CSLI attempts to ensure that there are no other students who speak the same native language in the same home.
5. Students are required to provide their own insurance and are responsible for their own health and property.
6. Each family has its own house rules regarding smoking, alcohol consumption, responsibilities, cleaning, security, noise, friends visiting, telephone use, meal times, etc. Discuss these with your family.
7. Most Canadian families do not allow smoking in their homes but some will allow it outside the house. Please inform us if you smoke, and check your booking before arriving.
8. All comments regarding homestay should be relayed to CSLI through our homestay survey. Students will be relocated when complaints are justifiable.
9. CSLI cannot guarantee a suitable homestay if bookings are not made 30 days in advance of arrival, although attempts will be made to satisfy requests.
10. Full payment is required 30 days in advance to guarantee selected homestays. Any concerns can be dealt with immediately by contacting the CSLI Homestay department.

Changes

Homestays are available for the time of study only. Changes to homestay bookings require 30 days' notice to allow homestay families and CSLI to adequately prepare for students' needs and a \$200 administration fee applies. There is great demand for these quality homestays and priority is given to current and new students before past students may request an extension of their stay. All changes must be made and confirmed with CSLI to allow for coordination of future bookings. Therefore, students are asked to make other accommodation arrangements after they have completed their last month of study. CSLI cannot guarantee a suitable homestay if bookings are not made 30 days in advance of arrival, although attempts will be made to satisfy requests. Full payment is required 30 days in advance to guarantee selected homestays. Any concerns can be dealt with immediately by contacting the CSLI Homestay department.

Disclaimer

CSLI in no way accepts responsibility or liability for damage, loss, or injury that occurs to the student or homestay as a result of either the student or the homestay family.

CSLI is currently placing students with host families through Quality Homestay Ltd. This homestay disclaimer applies to all participants in this homestay program, including hosts, applicants, affiliates, students and clients. Homestay Change and

Cancellation Placement fee is non-refundable. 30 days' notice in writing must be given if students wish to change, extend, reduce, or cancel their accommodation, and a \$200 administration fee will be charged or deducted from the refund.

HOMESTAY REFUND POLICY

The Accommodation Placement fee is non-refundable. 30 days written notice must be given to change, extend or cancel homestay accommodation without penalty. If 16-29 days' notice is given, a cancellation fee of \$200 will be charged. If less than 16 days' notice is given, there will be a cancellation fee of \$200 and a 2-week homestay fee will be withheld from refund.

ALTERNATIVE ACCOMMODATION REFUND POLICY

Placement fee for alternative accommodation (include but not limited to HOTEL, HOSTEL, APARTMENT RENTAL) is non-refundable. 30 days' notice in writing must be given if students wish to change, extend, reduce, or cancel their accommodation, and a \$200 administration fee will be charged or deducted from the refund.

AIRPORT TRANSFER REFUND POLICY

Once payment is received, a fee of \$25 will be charged for cancellation of each one-way airport transfer. Cancellation request must be given in writing more than 1 business day before the scheduled transfer service to be eligible for a refund. Airport pick-ups are not guaranteed if notification of confirmed flight plans is not received at least two weeks prior to arrival and/or if conditions in the Student Confirmation are not met.