

# Student Terms & Conditions

**UKguests offers accommodation subject to the following terms and conditions.**

## **Bookings**

1. UKguests carefully select and choose families who we believe are well equipped to cater for the cultural and social needs of students/visitors who come to the UK. We can verify all our perspective host families are visited by our accommodation officers to insure that their Homes meet the standards of the **Bed & Breakfast Homestay Association** prior to placing students or visitors with them.
2. UKguests offers accommodation with our UK families to students who are eighteen years and over.
3. Bookings are confirmed upon receipt of a completed application form, based on the details supplied we will try to select a suitable family to match your requirements to the best of our ability. Under normal circumstances we will try to respond to your booking request within three days; however this may vary depending on the time of year.
4. Accommodation offered and not acknowledged within 48 hours (2 days) may no longer be available.
5. UKguests will only release accommodation details upon receipt of full payment which must be cleared through our bank.
6. UKguests reserves the right to remove any student/visitor whose conduct is deemed to be unreasonable. Alternative accommodation may be offered at the director's discretion. By the same token if a student is unhappy with their placement, UKguests will endeavour to find accommodation of the same category, please remember flexibility is essential. All students who wish to extend their accommodation for less than a week will be charged on a daily rate basis.
7. UKguests and our host families do not accept any responsibility or liability in respect of personal injury, loss, theft or damage of personal items. We strongly advise you take out full insurance to cover personal injuries, personal property i.e. jewellery, laptops etc, which should include travel and medical treatment before travelling to the UK. UKguests will not accept any liability for disputes or claims/loss arising between you and the host family. If you have any problems with your accommodation or your host family, you must notify us immediately. Your complaint will be dealt with quickly and efficiently and if necessary UKguests will do our best to offer alternative accommodation. Please do not struggle on.
8. UKguests advise all students/visitors to take great care with front door keys; we will not be responsible for damage or loss of keys. All damages, breakages and loss of keys made by the guests must be paid for directly by the student/visitor.
9. All students/visitors are asked NOT to give out details of their host families' address or telephone number without seeking permission from their host family.
10. UKguests ask all students **NOT** to engage in conversation about fees with host families.  
**All payments must be made through UKguests,** and not directly to host families.
11. All students who have not booked an airport transfer through UKguests are expected to make their own way from the airport to their host families' homes.
12. **All students are asked to make contact with their host families prior to their arrival in the UK, students are asked to confirm the following details.**
  - Date of arrival
  - Time their flights are expected into the UK
  - Expected time of arrival at your host family home, to ensure someone will be home on your arrival.
  - For students who have not requested Airport Transfers, families can provide students/visitors with directions of various forms of transport e.g. tube, train & bus details to your host family home.
    - Failure to contact your host family, may result in you having to wait for your host to arrive, UKguests cannot be held responsible if the family is not there to greet you.

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## **Early Departure/Non Arrivals & Airport Transfers**

13. All bookings confirmed where the student decides to leave their host families without a minimum of two weeks notice the student will be charged two weeks accommodation fees in lieu of notice and will incur a £50 administration fee.
14. In the event that a student/visitor has been refused entry into the UK, upon receipt of a visa refusal letter from the British Embassy, (which is received by UKguests within a seven day period), a full refund for accommodation reserved will be refunded minus a £50 administration fee and Airport Transfer costs. Host families wishing to terminate their students stay, must also give two weeks notice. Students, who fail to arrive at the accommodation reserved, will forfeit all accommodation fees paid.

**All cancellations must be received during office hours Monday to Friday 9.30 – 17.30 hrs (GMT)**

## **Payments and cancellations**

15. All cancellations requests must be confirmed in writing, and will incur an administration charge.
16. All payments must be made in (Great Britain) pounds sterling (GBP) as all our payments are invoiced in UK pound sterling.
17. An administration fee of £25.00 (depending on the time of year booked) and a deposit of £80.00 is payable in advance in order to secure accommodation offered, which will then be reserved. All deposits will be deducted from your outstanding bill.
18. All outstanding monies must be paid two weeks before your arrival at your host family accommodation.
19. All late reservation requests will require payment in full.
20. UKguests must be given two weeks notice by students/visitors should they wish to cancel accommodation booked, in the event that two weeks notice is not given to UKguests the student will be charged two weeks accommodation fees in lieu of notice.
21. All cancellation requests made after the host families details have been sent out to students/visitors, will forfeit two weeks accommodation fees plus a £50 administration charge
22. Any students that have booked accommodation for 2 months or more, are required to give 4 weeks notice to UKguests should they wish to cancel their accommodation early. In the event that four weeks notice is not given to UKguests the student will be charged four weeks accommodation fees In lieu of notice.

## **Bank Charges**

23. Please add 3% to all credit card payments made. UKguests will not pay for any bank charges. This also applies to any refunds payable to the student / visitor. Refunds will be made in the same method that the payment was received and will be at the managers discretion. (For special circumstances)
24. For Bank transfers, please add £10 to your payment to cover all bank charges in the UK. It is important that when making bank transfers to UKguests, you consult your bank with regards to any charges in your country that may be applicable.

**I have read, understood agreed to the terms & conditions set by UKguests.com Ltd**

Student Name: (Block Capitals) .....

Student Signature.....