

Notes:

- References in these terms and conditions to 'we', 'us' or 'our' refer to UKguests staff members and representatives. References made to 'you' or 'your' refer to the paying customer who is placed with a UKguests homestay host.
- One week is equivalent to seven nights. One month is equivalent to four weeks/28 nights

Homestay Booking Procedures and Payments

Bookings

1. All booking requests must be made in writing accompanied by a completed online booking form. Based on this information, UKguests will aim to offer accommodation that meets your requirements as closely as possible.
2. Very specific requests may incur additional fees.
3. We will respond to your request with an offer of accommodation within 24 hours of receiving a completed booking form.
4. Accommodation offered and not accepted within 72 hours (three days) may no longer be available.
5. Bookings are confirmed once we have received full payment of the invoice.
6. We will only issue a booking confirmation to reflect the period that has been paid for.
7. Accommodation booked for less than one week will be charged at the daily rate as advised on our website.

Booking extensions

8. Periodic extensions to your homestay are permitted. However, we must be made aware of this in advance and in writing.
9. While UKguests will make every effort to accommodate your extension requests, they may be subject to change based on availability and notice given.
10. Extensions will only be confirmed upon receipt of cleared funds.

Payments

11. All accommodation fees are invoiced in UK pounds sterling (GBP) and must be paid for in pounds sterling. Payment can be made via bank transfer.
12. Payments for accommodation and transfers must be received at least two weeks prior to your arrival date.
13. An administration fee of £40 is payable to UKguests for all reservations made.
14. All bank charges must be covered by you. For bank transfers, please add £12 to your payment to cover bank charges in the UK.
15. You must not engage in conversation regarding fees with your homestay hosts. All bookings and payments must be made directly with UKguests and not with your hosts.
16. If bookings and payments are made directly with homestay hosts, this will result in a breach of your contract and that of your hosts which will result in an immediate termination of your contracts.

Guest arrival

17. All requests for airport transfers must be made in writing providing UKguests with full flight details including date of arrival, airport, flight number, arrival time, terminal and airline.
18. Upon your arrival, our driver will be holding a sign displaying your name and our UKguests logo. Our drivers will arrive approximately 20 minutes after your plane has landed. This is to allow adequate time for you to pass through customs and to avoid unnecessary waiting time charges.
19. If you do not see our driver, please go to the nearest information desk and wait for our driver. Please do not leave the airport before calling UKguests' emergency telephone numbers, which can be found on your booking confirmation. Any student who leaves the airport or uses an alternative method of transport without contacting UKguests will still be liable for our transfer costs.
20. If your flight has been cancelled or delayed, it is important that you notify us at UKguests as soon as possible in order for us to cancel or delay our drivers' arrival at the airport.
21. If you have not booked a transfer service with UKguests, you must make contact with your homestay hosts in advance to advise them of your expected arrival time at their home.
22. Failure to contact your homestay hosts may result in you having to wait for them to arrive home. Under no circumstances will UKguests be held responsible if this situation occurs.
23. UKguests strongly advise you not to accept transfers from any unauthorised taxis that operate in or around the airports. Our drivers will always hold a sign displaying your name and our logo, and they will also have your destination address.

Weekday arrivals

24. Please be aware that most of our homestay hosts work during the day Monday–Friday. Please take this into consideration when booking your flight to the UK. We ask that during the week, arrival times be after 7.00pm and before 10.00pm wherever possible.

Cancellations and refunds

25. All cancellation requests must be received in writing during our office hours of 9.30am–5.30pm, Monday–Friday (GMT).
26. Any accommodation booked and confirmed for four weeks or less will not be refundable.
27. Any accommodation booked for more than four weeks and less than eight weeks and will require at least two weeks' notice prior to your arrival date. If at least two weeks' notice is not given, you will be charged for two weeks of accommodation fees in addition to an administration fee of £50.
28. Any accommodation booked for more than eight weeks will require at least four weeks' notice. If four weeks' notice is not given, you will be charged for four weeks of accommodation fees in addition to an administration fee of £50.
29. All accommodation bookings, once confirmed and after arrival, are non-refundable. This also applies if you have to shorten your stay for any reason.
30. There may be specific and/or emergency circumstances where a refund may be offered. However, this is at the discretion of the director.

31. If you fail to arrive at your homestay accommodation without prior agreement with UKguests, you will be charged all accommodation fees from the start date of the booking.
32. All refunds will be made by the same method as payment was received. We will refund fees only and are unable to refund bank charges or surcharges added to credit card payments.
33. All refunds will be deducted by an administration fee of £50.

Visas

34. If you are waiting for a visa, UKguests advise you not to book accommodation until your application has been accepted. If you decide to book accommodation prior to visa approval, any accommodation and administration fees are non-refundable.

Student Relocation

35. In the unlikely event that you are not satisfied with your accommodation, you must notify UKguests as soon as possible. We will make every effort to find a suitable alternative accommodation of the same category within a seven-day period. Please be flexible, especially during our peak season. If we are not notified and you move to alternative accommodation, all accommodation fees paid are non-refundable.
36. Relocations will incur an administration fee of £40.

Conduct and complaints

Student behaviour

37. We advise you to take great care with front door keys. We will not be responsible for damage or loss of keys. All damages, breakages and/or loss of keys or other hosts' property must be paid for by you.
38. You are asked not to give out details of your hosts' address or telephone number without seeking permission from your hosts.
39. You are asked not to bring friends, agents or family members to your hosts' home unless you have asked permission from your hosts.
40. You should not use your hosts' telephone without seeking permission from your hosts.
41. Reasonable behaviour is expected at all times during your stay with your hosts. You are expected to treat your hosts with respect, as you would your own family. Likewise, your hosts will treat you in the same way.
42. UKguests reserve the right to remove any guest whose conduct is deemed unacceptable. This may result in loss of accommodation fees. Alternative accommodation may be offered at the director's discretion.

Complaints

43. In the unlikely event that you are dissatisfied or experience any difficulties with your homestay accommodation, you must notify us straightaway (during your stay). Please do not struggle on. Your complaint will be dealt with quickly and efficiently, and if necessary we will endeavour to find you suitable accommodation of the same category. Please remember that flexibility is essential, especially during the peak season.
44. We are unable to deal with a retrospective complaint from you or your international agent once you have left your homestay accommodation.
45. Please ask for a copy of our complaints procedure for further information.

Insurance and Liability

Insurance

46. We strongly advise that you purchase adequate insurance to cover all eventualities (e.g. injury, illness, accidents, loss/theft of jewellery, laptops, mobile phones and tablets, and cancellation charges).

Liability

47. Our liability is no more than the money we have received from you. UKguests will not be held accountable in respect of personal injury, loss, theft or damage of personal items.

Special Terms

48. If you are a long term guest who does not reside at your homestay during any holiday period over seven days, half the weekly charge will be levied towards your accommodation. Your accommodation will be reserved for you until you return. This must be agreed with us in advance and any fees paid cannot be curtailed or refunded in arrears.

Disclaimer

49. UKguests provide you with information about your homestay hosts in good faith and believe this to be correct at the time of booking. We are not responsible for any eventuality that has not been relayed to us, which may result in a change of circumstance for the hosts or their home environment.

I have read, understood and agree to the terms and conditions set by UKguests.com Ltd.

First name: _____

Surname: _____

Signature: _____

Date: _____