

Reference No.

H _____



TERMS AND CONDITIONS

Please find below further information and our Terms and Conditions.

A. PAYMENT TERMS

Payment is guaranteed by MPA Homes and paid by bank transfer 48 working hours after the student's arrival. The first payment will cover the deposit of £200 and the month's rent in advance. Subsequent payments will be made every month, at the student's anniversary arrival date.

If there are any problems with payments please inform MPA Homes immediately.

Payment will be made on a pro rata basis. If you have any problems during the stay, MPA Homes will always be pleased to discuss them with you. However, the final decision for resolving any situation lies with MPA Homes.

Host families are solely responsible for reporting their earnings to the Inland Revenue. MPA Homes are NOT responsible for payment of hosts' taxes.

Hosts should not take payments directly from students/guests. **This is a serious breach of contract and you will risk being excluded as a MPA Homes host family for future bookings.**

If a student is going to be absent from the house for longer than a week and wishes to retain the room, then an appropriate fee must be agreed beforehand. You will not be expected to give refunds for absences of less than a week.

B. DIRECT PAYMENTS AND CONFIDENTIALITY

Under no circumstances should the Host Family

- accept direct monetary payments or
- other incentives from the student(s) or
- discuss the rates of pay and arrangements with MPA Homes

Failure to do so shall be grounds for the suspension and revocation of Host Family's registration.

This is a serious breach of our contract and puts all concerned in an awkward position. Please refer any students, who enquire about price, to our office at MPA Homes.

C. ARRIVAL OF YOUR FIRST AND SUBSEQUENT STUDENT(S)

MPA Homes will do its utmost to provide you with students on a regular basis. This means that as soon as a student leaves your property, a replacement will be planned. However, MPA Homes cannot guarantee that a replacement will be available as soon as a student leaves. The student's booking will depend on the accommodation demand within a specific period which are March, April, May, June, July, August, September and October.

MPA Homes would like to highlight that from time to time, especially during the off-peak season, no or few candidates bookings will be available for the Host Families. Sometimes the student's booking MPA Homes will receive will not match the Host Family's booking criteria and/or requirements.

It is understood that it could also happen that MPA Homes will offer student's bookings and that the Host Family will have to refuse due to family emergencies.

D. ADMINISTRATION FEES AND AGENCY COMMISSION

Registration to our Host Family programme is free. An New Booking Introduction fee will be applied to the Host Family. This payment will be taken out of the first rent the Host Family will receive.

MPA Homes will charge a 10% administration fees on top of the agreed weekly rent to guaranty that the monthly payment of the rent by the student and to intervene in the event of problems, cancellation, etc.

At the confirmation of any subsequent new bookings, MPA Homes will apply an introductory fees of:

£50 when the duration is between 4 and 7 weeks

£100 if the student's booking is between 2 months (8 weeks) and 4 months

£150 if the student's booking is scheduled for 5 months and more.

E. PROBLEMS AND IN CASE OF EMERGENCY

In case of emergency (sickness, accident, etc) please call immediately MPA Homes on 0742 813 0355 (only in case of emergency).

In case of any difficulty with a student, which you cannot resolve yourself, please call us on 0742 813 0355 or email us at agnes@mpacoaching.com or homes@mpacoaching.com. We want you to enjoy hosting the students and are here to help you if there is a problem.

We may be able to assist by speaking directly to the student; possibly in his or her own language. We expect our hosts to be patient with their student guests as sometimes what seems to be a big problem is the result of a cultural difference or misunderstanding of the language.

Occasionally it may become necessary to move student(s). We therefore reserve the right to move students, without notice, at any point during their stay and will give a reason if possible. In this case, all students' belongings should be made available for collection by MPA Homes representative at a time given by us.

In line with health & safety guidelines, please ensure that your gas and electric appliances are compliant with normal safety regulations.

You can contact MPA Homes 24/7 on 0742 813 0355 at any time should you or the student have any questions, concerns or need assistance in any way whatsoever.

We regret that we are unable to answer general queries outside of office hours and you are asked to telephone during office hours for anything that is not of an emergency.

F. DAMAGE AND INSURANCE

MPA Homes is not liable for any accident, incident or allegation, damage, wear and tear to any of your property, or for the behaviour of the student during their stay.

The Host Family must report to MPA Homes any accident, incident or allegation, damage, wear and tear during the student's stay. We will visit you prior to your visitor's departure.

Failure to report any incident to MPA Homes will be grounds for MPA Homes to not be responsible for the clarification and resolution of the matter.

You are recommended to tell about this Agreement and to check with your home contents insurance provider if your cover extends to paying guests. You may want to consider purchasing public liability insurance.

G. TAX LIABILITY

It is the Host Family's responsibility to meet any tax liability incurred as a result of hosting MPA Homes' students.

Please contact your nearest Tax office for further details about the amount that Host Families are entitled to earn from letting rooms in their homes without any tax liability.

Host Families should not take payments directly from students/guests. **This is a serious breach of contract and you will risk being excluded as a MPA Homes Host Family for future bookings.**

H. CHANGE OF CIRCUMSTANCES

Please inform MPA Homes of any changes, such as marital status, new children or pets, or other people living in the house that might affect students or their studies.

I. STUDENT AGREEMENT

All students will sign with MPA Homes the "Hosting Covenant" which covers basic expectations of courtesy and behaviour.

If you wish them to observe any additional house rules please make these clear at the beginning of their stay.

J. CANCELLATION OF THE BOOKING BY THE HOST FAMILY

When accepting a booking from us, please be aware that upon agreeing to take a student, a chain of events is activated. While it is understood that occasionally hosts have to cancel due to family emergencies, we do not expect our hosts to cancel (even with several weeks notice), unless it is absolutely unavoidable. A cancellation not only involves extensive administration for us, but it damages our credibility with the client school/student/guest. Worst of all a change of plan can be anxiety provoking for the student who has mentally prepared him or herself for their new home-away-from home.

If you wish to end this Agreement, a 2 (two) week's written notice must be given. A shorter period of notice may be acceptable in extreme circumstances, but it must be discussed and agreed with MPA Homes first. Any fees which have been paid to the Host Family beyond this will be refunded.

If you fail to meet the criteria and terms contained within this agreement, or are in breach of any of the terms, MPA Homes reserves the right to cancel any placement and the agreement without any advance notice. Any fees paid by the student shall be returned.

K. CANCELLATION/CURTAILMENT OF THE BOOKING BY THE STUDENT

If a student cancels the accommodation we have booked with you, we will notify you as soon as possible and place you on top priority for a replacement (subject to matching criteria).

Should the cancellation occur one week or less prior to the booked arrival date, and if MPA Homes is unable to supply a suitable replacement student, you may be entitled to receive financial compensation.

Compensation will also be paid if a student fails to arrive without having given prior notice (no-show).

If the student wishes to leave without giving at least a 2 (two) week's notice, and unless you have agreed, you should keep the deposit.

If a student asks to cut short their stay, please contact our office immediately. Our terms and conditions are designed to protect Host Families from the inconvenience of a student leaving at short notice.

The student is normally expected to give 2 (two) weeks' notice before leaving in order to avoid penalty. The exception is when a student leaves as a result of a complaint about the accommodation, in which case MPA Homes will resolve the matter with the Host Family.

L. BOOKING EXTENSIONS

If a student tells you that he/she wishes to extend their stay, please ask the student to arrange this with our office and/or advise MPA Homes in order that we may collect additional payments from the student.

We are under obligation to pay you **only** for the period of **stay** booked by us. Only extensions of stay authorised by MPA Homes will be paid to Host Families.

MPA Homes will not be responsible for any additional payments for extended stays that have not been authorised by us.

M. DATA PROTECTION

As required by the Data Protection Act of March 2000, we would like to inform you that we keep a record of the information supplied by you on the application form, at the above address.

Referees will be required to respond to a short list of questions. We hope you understand these requests and would like to thank you for your cooperation in anticipation. Please note we will not pass your details onto marketing agents.

Host family information may be requested by the parents of students seeking homestay arrangements for their child/children.

Signing below will confirm that you are happy for your details to be passed on to the student/guest. You can request a copy of this information and we will be happy to send it to you.

N. COMPLAINTS PROCEDURE

Should you have any concerns during the time you are hosting a student from MPA Homes or wish to make a complaint, please contact us and we will do our best to help you.

If the situation is not dealt with to your satisfaction, please let us know in writing.

O. HOST FAMILY SIGNATURE

Please sign below as confirmation of your intent to abide by the terms and conditions and agree to your details being passed (when necessary) to relevant student(s) and their families.

I confirm that, as far as I know, all the information on this application form is true and correct. I understand that you may ask for more information at any stage of the application process or when the project is running.

Your Name:	Date: / / /
Your signature:	