



Caherlissakill, Monivea,
Athenry, Co. Galway,
Ireland.

Phone: + 353 91 849152
www.cheznoushomestay.ie
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Chez Nous Homestay Limited

GENERAL INFORMATION

Our student exchange and language programmes abroad offer participants the opportunity to familiarize themselves with the many facets of life and culture of their host country. They provide an opportunity to learn a language by total immersion and a rich intercultural experience. Applicants will experience a daily rhythm of life and an environment different from their own. An eagerness and persistence in trying to communicate with their host family will lead to a great 'Homestay Immersion Experience' and help in rapid language progression. Excessive mobile phone and laptop usage greatly hinders progress.

An offer of a homestay programme does not constitute an offer of a programme for Visa Purposes.

Home stay placements are available for students aged 12 years and older. We provide two-way exchanges between Ireland and France, Germany, Spain and paid homestay / school stay abroad in France, Spain and Germany.

Each exchange is individually tailored, these are not group trips.

Participants will be undertaking an adventure in a new country, and with a new family and will respect the physical assets and the cultural and religious differences of their host family and country.

The exchange student will adapt to the habits and customs of the host family, although host families strive to be as accommodating as possible of their guest.

Participants undertake throughout their stay to abide by the laws of your host country, includes not using illicit drugs, failure to abide by this may result in immediate expulsion from a programme.

Health and travel / repatriation insurance must be in place for the exchange/homestay/ school stay or programme abroad, and sports cover for any programmes where an injury is likely or possible.

Students and exchange families must not share any data relating to their foreign exchange family with other families or third parties. This is a breach of data privacy rules and GDPR regulations.

Your family details and profile images will be shared with your potential exchange/host family and our partner company/companies for the purpose of securing a suitable exchange /host family for your child.

We do our best to study and deliver specific requests without guarantee.

GENERAL CONDITIONS OF BOOKING AND SALE

Candidates/parents/Guardians/agents must complete an application form and provide a photographic ID.

We aim as far as possible to respond to your requests but please note: Our homestay programme for children will as far as possible have a child of the same gender and in a similar age range as the applicant child. When homestay is combined with activities, a host family in proximity to the camp/activity/school will be chosen for you. In general, the host families proposed also have children, but the age range may vary. Students must accept the host family proposed and go into the programme with an open mind.

In some cases, there may be another student placed with the host family, however he/she will not speak the same native language as the applicant unless requested by the applicant or specified in individual programmes.

Completion of our application form is taken as consent to the terms and conditions of Chez Nous Homestay Ltd.

On receipt of the application we issue an invoice for the programme requested and require a deposit to be paid.

No activities or host family may be booked or reserved before receiving the deposit.

We reserve the right to change the host family at short notice, without penalty if an emergency or change of circumstances arises with the nominated/notified host family and will inform parents/guardians of same and supply details of the new family.



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Foreign families will receive contact details and information about their host family. The details of the host family will be sent as soon as possible after receipt of final payment but in any case, at least 14 days before arrival in Ireland, except in the case of late applications.

Participants undertake throughout their stay to obey the rules set by the host family, especially in relation to consumption of alcohol, smoking and curfews. They also undertake to respect the physical assets of their host family.

Students agree to abide by the law of their host country. They undertake not to take illicit drugs or abuse prescribed drugs. Students under 18 agree not to drink alcohol or engage in sexual activity for the duration of the programme, from departure to arrival back home.

Students undertake not to become involved in relationships with members of their host or exchange family or other students in the host family for the duration of their stay. They undertake not to be involved in any association or activity or violent or racist behaviour likely to endanger their safety for the duration of the stay abroad. Breach of any of these points may result in immediate expulsion from the course and return home at your own expense. They agree not to access or distribute pornographic material.

The participant must contact/notify the local coordinator as soon as possible during their stay if any concerns or issues arise, as these cannot be entertained after the placement is completed.

We cannot guarantee to be able to deliver a specialised diet.

Host family details are covered by Data Protection laws in Ireland, and must not be shared with any other individual, agent or organization at any time now or in the future for any reason whatsoever. They are provided only for the unique placement covered by the current submitted application form.

Students agree to participate fully in programme proposed and to integrate with the family, to participate in daily activities and family routines and not to spend long periods of time in their rooms and on their smart phones, this is detrimental to language progression.

It is the student who must adapt to the ways of their host country and host family and adapt to their routines and not the other way around.

Students agree to attend school or activity programme booked and not ask to be excused unless by certified illness.

Receipt of your application form and acceptance of our programme offer implies agreement to our terms and conditions.

All candidates must have travel insurance and health assurance, including repatriation insurance and insurance for specific sporting activities if booking such activities. Participants must take out travel insurance to cover loss in the event of delay or cancellations of flights or the programmes offered, illness, accident, loss etc. This must be booked in advance of the travel abroad.

Additional documentation may be required after booking and will be returned promptly to Chez Nous Homestay (medical certificate relating to a sporting activity, insurance etc., if required).

Delays or cancellations of transport may occur. They may be linked to climate issues, industrial or other cause. We accept no liability or responsibility for any delays which may impact on the participants.

Departures and Arrivals

The participant organizes their own return flights. Flights should not be booked until we confirm that your requested programme is available and that the preferred flight is suitable for us. Flights arriving/ departing very early in the morning or very late in the night are unsuitable and if booked will attract an additional transfer premium.



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Documents required for each application before travelling on our programmes.

The completed application form of Chez Nous Homestay Ltd.

Photographic ID. For adult applicants, we require a scanned copy of passport.

Copy of European Health card for EU students

Copy of flight reservation including details of Airline, Arrival and departure airport and times

A letter to the host family, (optional)

For unaccompanied minors, parental consent to leave their country may be required. If required, it must be available to check-in for departure flights.

Insurance: Parents/ Guardians must purchase travel and repatriation insurance for each student participating in our programmes, and students participating in sports activities and horse riding must have specific insurance to cover all risks associated with their stay. Adults participating in our programmes must have similar personal travel and repatriation insurance.

The non-submission of documents may delay the processing of applications and could result in the loss of space in the program.

Failure to possess the required documents does not imply a consent on our part that participants may travel without said documents or insurance.

Completion of our on-line application form together with submission of associated fees is taken to constitute consent to participation in the programme, and consent to the terms and conditions of the programme.

Discipline and civil liability of the participant

Chez Nous Homestay reserves the right to exclude a candidate minor (under 18 years) from a program if he/ she were to consume alcohol or drugs, does not comply with the law, or for reported inappropriate or dangerous behaviour that could put his own safety or that of others at risk.

If a student under 18 wishes to step temporarily outside our programme or host family accommodation, s/he must have evidence of permission of parents/guardian to do so and we must be notified in advance of this.

If a participant is excluded from the program the costs of repatriation and associated costs will be borne by the parents or legal guardian. In case of exclusion/disciplinary dismissal, no refund for the part of the remaining stay will be granted. In the event of notification of such an exclusion the parents/ guardians of the student automatically discharge Chez Nous Homestay, its agents or associated organisations from responsibility towards the student. The parents/guardians must arrange immediately for his/her exit from our host family accommodation and programme and organize his /her repatriation.

Parents are responsible under their contract of personal liability, for any damage to a third party, by their child, during the stay.

Students will respect the rules set by the host family acting in Loco parentis and any school rules while abroad.

Students under 18 undertake not to take illicit drugs or abuse prescribed drugs, not to drink alcohol or engage in sexual activity for the duration of the programme, from departure to arrival back home. They undertake not to be involved in any association or activity or violent or racist behaviour likely to endanger their safety for the duration of the stay abroad. Breach of any of these points may result in immediate expulsion from the course and return home at your own expense.

Unless booking an activity programme in the immersion homestay no specific activities are proposed apart from the activities of the host families.

While matching students with host families we endeavour to keep in mind their specific requests, but these cannot be guaranteed.



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Prices

Prices are in Euros and include the details individually invoiced.

Our prices do not include flights, other transportation (except transfer price listed), special events, concerts etc. or personal expenses. Children should bring some pocket money for personal requirements.

Payment terms and rates

Once application forms have been received, we will issue an invoice for ~ 33% of the total fee due. (If booking multiple weeks of activities/camps we may request a greater deposit to cover booking fees for camps)

The deposit will include a non-refundable application fee of €100.00 for short programmes and exchanges. An application fee of €250 is required from school applicants. The individual invoice contains details of application fee, deposit and requirements of each individual placement.

Balances due must be received at least 6 weeks before date of arrival in Ireland / commencement of placement.

Payment may be made by Bank Transfer or lodgement directly into the business account.

Bank account details will be given in your invoice. Please add you family name so we can identify your payments.

If an application is received less than 6 weeks before departure, full payment must be made as soon as we confirm that we can accept the booking.

Chez Nous Homestay Ltd. reserves the right to cancel a placement, if the balance has not been paid within the time indicated.

We act as booking agents for host families and activity programmes.

Health / Other

Chez Nous Homestay or any of its members cannot accept any responsibility for any accident that may occur to your child, or the loss of clothing or personal items during your stay. All student must purchase their own personal insurance to cover all aspects of their stay.

Parents/Guardians should have a passport which is in date for the duration of their child's stay abroad, in case they may need to travel to visit their child in an emergency

Illnesses, behavioural or psychological conditions or any situation likely to impact in any way on a placement must be disclosed in the application form.

For students attending school abroad students who smoke, use non-prescription drugs, suffer from depression, anxiety disorders, psychological disorders/issues, eating disorders or ADD will not be accepted by our partner schools abroad and students breaching these guidelines will be requested to return home at their own/parents/guardians expense. Signed medical reports are required as part of the application process. Any past or pending criminal investigation or school expulsion or disciplinary issues at a previous school must be notified to us on the application.

Neither Chez Nous Homestay nor any of its members can accept any responsibility for any problems due to an illness or accident or incident that may occur to your child, or the loss of clothing or personal items during their journey or stay abroad.

Cancellations of programmes.

We reserve the right to change the host family at short notice, without penalty if an emergency or change of circumstances arises with the nominated/notified host family and will inform parents/guardians of same and supply details of the new family.



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We act as agents for host families and activity programmes. Applicants should have an insurance policy to cover any cancellations deferrals etc. of programmes for any reason, whatever the cause of cancellation. We aim to represent as accurately as possible the programmes offered by our partners abroad which may be subject to some variability outside of our control.

Cancellation of programmes which we offer and are provided by third parties by third parties abroad . All participants must have a travel insurance policy to loss in in the event of cancellation of any programme provided by third parties in Ireland or abroad.

Cancellation of the program by the participant.

Notices to cancel must be received in writing or by e mail and receipt of same acknowledged by us. An application fee of €100 (€250 for school placements) is non-refundable except if we cannot provide a placement. If not already paid separately each deposit includes a non refundable application fee as outlined above.

Cancellation 6 weeks before arrival deposit received is non-refundable.

Cancellation less than 6 weeks and greater than 3 weeks before arrival date deposit + 30% of balance is non refundable

Cancellation less than 3 weeks before arrival deposit + 50% of balance non-refundable.

We may exercise individual discretion in the event of a tragedy/illness/ emergency and may request supporting documentation

100% of total amount is retained if the participant does not appear on the agreed day or returns home early.

School stays: Once host family and school placement is arranged and details of host family and school have been supplied to the foreign student's parents/or guardians/or agent an alternative arrival date will be offered if the student needs to defer the arrival date. We require 8 weeks' notice of deferral of school placements. Please note schools have a final arrival date beyond which arrival in September cannot be deferred.

Additional Terms for Two Way Exchange Students / Families:

Families for exchange students will provide all meals, laundry, and food required by the exchange student, as well as providing a secure and welcoming home environment and emotional support for the student. The host family will respect the difference in cultural background, religion, privacy and individuality of their exchange student but will treat the student as if he/ she was a member of their family.

If the student does not have a mobile phone, please allow them 1 short courtesy call home on arrival.

Exchange families must be Garda vetted and agree to and complete the required documentation when requested. A clear vetting report is a condition of hosting a foreign student in your home.

The student must be provided with shower facilities, clothes should be washed weekly by the host family, towels and bed linen is supplied by the host family and washed weekly.

The family agrees to welcome and integrate the student into their daily lives. The family and in particular, the exchange partner agree to be present and available to him/her during their stay.

The family arranges to arrange school attendance if the Irish section of the exchange takes place during the school year. (Any school fees due are the responsibility of the visiting student and must be agreed in advance with the student's parents/guardians)

Visits and outings and cost of same are agreed between the respective families.

Airport pick up and transfers must be provided by the exchange family.

Exchange students under 18 years of age will be under the supervision and guardianship of the host family.



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For two-way exchanges, 'Exchange families' agree to facilitate consecutive exchanges for their respective children at a time agreed.

An individual application is required for every exchange student.

Exchange families should have an operational travel insurance, home insurance policy or other applicable policy.

Chez Nous Homestay will not be liable for any damages, losses injuries or accidents, delays or cancellations while travelling or caused by your child while abroad or by a student visiting your home.

Cancellation of the program by the participant after the placement is confirmed and paid.

Two-way exchanges.

No refund is made after exchange family details have been supplied to you.

If your child has travelled abroad and completed the first part of a two way exchange and you cannot subsequently facilitate the return exchange visit , you agree to pay us an additional fee of €350 / week of exchange so we can arrange a suitable paid home stay in Ireland for the foreign student.

Our Two-way exchange offer:

We facilitate the introduction of two families who wish to organize a cultural and linguistic exchange for a child of each family designated by name in the registration form. This service makes introductions, it is not an obligation to ensure a particular result.

We will use all means necessary to allow the connection between two families wishing to send their child to a foreign family and to receive in return a child of the foreign family.

We undertake the following actions: - Search for families - Review of family application, registration forms, references and vetting as appropriate

- Process school references - Connecting Families. - Follow-up for information about the relationship between families

We do not take responsibility for the following aspects of the exchange, which are taken care of by both families for their children: - Relationships between families and children -

Booking and purchase of transport tickets for the child - Organization of the agreed return journey -

Physical organization of accommodation and catering - Organization of trips and visits during the stay -

Agreements for authorization or non-authorization of hospitalization and surgical

operations - Obtaining insurance covering the risks related to this trip and this exchange - Consequences of physical or material damage, offences, accidents and deaths.

This list is non-exhaustive and not limiting.

Travel , departures and arrivals

The participants organize their own return flights.

For two way exchanges the exchange families arrange airport transfer for their exchange student.

A permission to travel, delegation of parental authority and medical consent form must be carried by the student when going abroad.

We supply these forms to you as part of the application process.

Additional school stay terms as outlined on each country details may apply.