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Chez Nous Homestay Limited

Irish Exchange Students and Homestays abroad

Immersion stays offer participants the opportunity to familiarize themselves with the many facets of life and culture of their host country. They allow an intercultural experience, while having fun. Home stay placements are available for students aged 12 years and older.

Chez Nous Homestay Limited facilitates two way exchanges and paid homestay programmes. These are cultural and linguistic exchanges between families and children who live in different countries and speak different languages. Our exchange programmes are individually tailored to meet your specific needs.

The local coordinator will be available to liaise with the exchange students for the period of the exchange. The association ceases at the end of the exchange.

There is no "standard model" of host family, although we try to match students as closely as possible with their specific requirements. Some host / exchange families are married couples (with or without children), others are single parents. What we propose is the well-being of your child living in a secure environment, in clean and comfortable homes.

If your main requirement is improving your language skills, we do not recommend placing siblings or friends in the same family.

HOW TO BOOK A TWO-WAY EXCHANGE ABROAD

1. For a two-way exchange, complete student application form and exchange family application form. Return completed application form.
2. An application fee of €100 must be paid to process the application.
3. When a potential exchange family is available an exchange family profile will be sent to you.
4. On acceptance of the proposed family we will issue an invoice for the exchange and an exchange contract.
5. Full payment of balance due must be received within 10 days of acceptance of the proposed exchange family.
6. Exchange of family details stage: each family receives the full contact details of their exchange family ##
7. Exchange families arrange reciprocal exchange dates directly and book flights.
8. Notify us of the agreed exchange dates.
9. We will send contact details to you of your local coordinator abroad.
10. All airport transfers, meals activities and accommodation are agreed and provided directly by each family.
11. In the event of school fees /expenses being paid the parents/ guardians of each student is responsible for these additional fees.

HOW TO BOOK A ONE WAY EXCHANGE ABROAD I.E PAID HOMESTAY ABROAD

1. For a one way paid exchange abroad complete student application form and return with application fee €350.
2. We will arrange a host family and a family profile will be sent to you.
3. We will issue an invoice to you, the fee must be paid in total at least 6 weeks before departure date.
4. Book student flights. Arrange travel, repatriation and health insurance cover.
5. On receipt of full payment, we will send full details of your family abroad to you and contact details of the local coordinator abroad who will be available during your visit.
6. Airport transfers abroad will be arranged by the local coordinator.

GENERAL CONDITIONS OF BOOKING AND SALE

Short stays (during school holidays)

- * Applicants will have a desire to improve target language skills and to adapt to daily life and an environment different from their own.
- * Participants recognize that this is a homestay immersion program and they will therefore have to live in a host family setting and participate in family activities. This program is designed so that participants can learn a language in a family environment
- * Participants undertake to respect the physical assets and persons in their host family, and respect the cultural and religious differences of their host family and country.
- * Participants undertake throughout their stay to obey the rules set by the host family.



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- * The participant agrees to contact the local coordinator during their stay if any difficulty or any problem occurs.
- * Students are required to refrain from any activity which could harm or compromise them while abroad on our programmes.
- * For students under 18 years of age, visits from boyfriends/ girlfriends are prohibited during the placement and students should not request their host family to accommodate such visits.
- * In a two way exchange each family agrees to host the child of their exchange family for an agreed length of time. The dates of travel are agreed between the families. All travel expenses and all other expenses associated with or arising from the exchange/s are borne by the exchange families themselves. The local coordinator must be notified of the dates and is available to support the students exchange for the duration agreed in the application.
- *The exchange student will adapt to the habits and customs of the host family and not vice versa although host families strive to be as accommodating as possible of their guest.
- *You must obey the laws of the host country. Students who break the law must return home immediately at their own expense should the host family request them to do so.
- *Consuming alcohol or prohibited substances while abroad on our programmes is not permitted.
- *If we are appraised of failure to obey these rules or of any illegal or antisocial behavior while abroad the student may be requested to return home at their own/their family's expense. No refund will be payable.
- * We will do our best to study and deliver specific requests, without guarantee. If participants can be flexible it makes the exchange process progress more smoothly.
- * All candidates must complete an application form and provide a photo ID.
- * A non-refundable application fee must be submitted with each application. This fee is deducted from the total cost of the exchange.
- * Exchange dates and airport transfers are agreed between the families.
- * All candidates must have their own personal insurance including travel and health insurance.
- * Additional documentation may be required after booking and must be returned promptly to Chez Nous Homestay (medical certificate relating to a sporting activity, particulars of insurance etc. if required).
- * Long exchanges and school term exchanges have some additional requirements available on request.
- * Please be aware that persistent use of smart phones and excessive use of social media sites in one's native language while abroad can reduce progress in language acquisition and integration while abroad.
- * Chez Nous Homestay reserves the right to amend its terms and conditions.

Documents required for each application

- The completed application form for Chez Nous Homestay
 - A letter to the host family, in your target language and starting with "Dear Family"
 - A parental release form & parental consent form.
 - An application fee of €100 by a cheque made payable to Chez Nous Homestay Limited, or lodgment to our account.
 - Student ID photo by e mail with the completed application form.
 - In two way exchanges we require a photograph of your home and family also.
 - A letter of reference from the student's school and a copy of the latest school results.
 - A copy of health and travel / repatriation insurance documents (These may be submitted at time of final payment)
- The non-submission of any of these documents with the initial application form will delay the process and could result in the loss of space in the program.
- All signatures – Parent/s (or legal guardian/s) and the participant's signature are required to confirm the booking.

Exchange 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. Students should then arrange a suitable schedule and time to receive calls from their parents/ guardians. Frequency of contact with home is an individual matter, but excessive contact may make slow down integration.



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- The child 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.
- Airport pick up and transfers will be provided by the exchange family.
- Exchange children under 18 years of age will be under the supervision and guardianship of the host family at all times and will not be left alone without suitable arrangements in place for their safety and wellbeing.
- 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 will discuss and agree exchange dates, periods, and return exchange student schedule before commencement of the programme.
- Host and exchange families should have any potential liability covered through a travel insurance, home insurance policy or other applicable policy. Chez Nous Homestay will not be liable for any damages, losses injuries or accidents caused by the student in your home during their stay.

Two-way Exchange Prices.

Prices vary depending on the host country. Please contact us for prices for your specific requirements.

A non-refundable fee of €100 must accompany all applications. Our partners will not commence a matching process unless this fee is paid.

For a short two way exchange, up to 4 weeks duration prices start at €350. Full price list available on request.

Exchange fee includes application fee, laundry, all food and accommodation with the host family, support of the local coordinator. This price does not include flights, other transportation, insurance or personal expenses. Children should bring some pocket money for personal requirements.

Failure to reciprocate an exchange: Each Irish exchange family agrees by submitting their application form and in accepting the exchange family proposed they are agreeing to a reciprocal student exchange with this family, and that the dates and scheduling of the exchanges will be arranged directly by the two families. They further agree that if the Irish student has been received and hosted abroad by their exchange family and the Irish family is unable to receive the foreign student for any reason whatsoever, they (The Irish Family) will pay us an additional fee of €350 / week pro rata in lieu of receiving the foreign student to cover the associated costs.

One way exchange- paid homestay abroad: prices on request.

Health & Insurance Requirements

- * Each student must purchase travel / repatriation insurance.
- * Each student must carry their European Health Insurance card with them.
- * If you have private medical insurance for your child, please include a photocopy of the Insurance Company, the policy number, emergency contact details and procedures for the host family abroad.
- * 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. You accept responsibility for having an Insurance policy in place to cover potential risks. Parents applying to send their child on a stay abroad are confirming that there is no medical or behavioural matter which would make them unsuited to an exchange or homestay abroad. Parents /legal guardians accept full liability for all medical costs incurred through any necessary medical treatment while abroad.

Departures and Arrivals

The participants organize their own return flights, and must purchase travel insurance and repatriation insurance.

For two way exchanges the exchange families arrange airport transfer for their exchange student. Flights should not be booked before the exchange of details stage.

For one way exchanges flights should not be booked prior to confirmation by Chez Nous Homestay, that we have a host family available for you. A transfer fee will be included in your invoice.



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Discipline and civil liability of the participant

- * Exchange and homestay students will remain with their host families at all times unless participating in an activity, or event organized for them. Travel is permitted with host parents and family. Students may not leave the host family home alone without agreeing the travel rules with your host family.
- * 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.
- * Any concerns during the stay abroad should be notified to the local coordinator as soon as possible and always before the termination of the placement.
- * 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/her own safety or that of others at risk.
- * If a participant is expelled from the program there will be no refund whatsoever. The costs of repatriation and justice will be borne by the parents or legal guardian.

Payment terms

Two way exchanges from Ireland

- * An application fee must accompany each application form.
- * We will issue an invoice for payment, Bank account details will be given in your invoice.
- * For two way exchanges once a proposed exchange family has been accepted by you, we request payment of the balance due in a timely manner, not more than 10 days after you have accepted the proposed family. We reserve the right to withdraw the offer if payment has not been received and are not compelled to make a further offer.
- * We reserve the right to offer a suitable alternative family if for some reason the proposed exchange family cannot proceed to the exchange of details stage. ##
- * If the booking is made less than 6 weeks before departure, full payment must be made as soon as we confirm that a family is available.
- * Chez Nous Homestay Limited reserve the right to cancel a departure, if the balance has not been paid within the time expected.

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.

Failure to reciprocate an exchange: Each Irish exchange family agrees by submitting their application form and in accepting the exchange family proposed they are agreeing to a reciprocal student exchange with this family, and that the dates and scheduling of the exchanges will be arranged directly by the two families. They further agree that if the Irish student has been received and hosted abroad by their exchange family and the Irish family is unable to receive the foreign student for any reason whatsoever, they (The Irish Family) will pay us an additional fee of €350 / week pro rata in lieu of receiving the foreign student to cover the associated costs.

One way exchanges/ paid homestay abroad:

* Refunds: The deposit/ application fee is non-refundable. If cancellation occurs 6-4 weeks before departure, and full payment has been received 80% of the balance is repaid. Less than 4 weeks before departure 50% refund of the balance, less than two weeks before departure 20% of the balance repayable.

- 100% of total amount retained if the participant does not appear on the agreed day.
- Individual discretion in the event of a tragedy before departure.

In all cases, there will be a loss of the entire deposit if the reservation is cancelled after its reception. It is strongly recommended that participants take out cancellation insurance as cancellation fees are not negotiable under any circumstances.

* No refund is due to a participant who chooses to or must stop the program for any reason whatsoever before the proposed end of their stay. No refund is due where the homestay or exchange abroad must be terminated for disciplinary or behavioural issues or where the student has committed an offence while on exchange or homestay holiday.

* Delays or cancellations of transport may occur. They may be linked to climate issues, industrial or other causes, for which Chez Nous Homestay assumes no responsibility