

# Terms and Conditions of two-way exchange, paid homestay abroad, summer programmes and other programmes.

## **Irish Exchange Students**

Our student exchange programmes abroad offer participants the opportunity to familiarize themselves with the many facets of life and culture of their host country. They allow an opportunity to learn a language by total immersion and provide a rich intercultural experience.

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.

We also provide a paid homestay and cultural experience in Japan.

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

## **i) GENERAL CONDITIONS OF BOOKING AND SALE**

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 family and our partner company/companies for the purpose of securing a suitable exchange family for your child.

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

On acceptance by you of a proposed exchange your full contact details will also be shared with the partner company and proposed exchange or host family.

An application fee must be submitted with each application. By completing and submitting our application form you accept our terms and conditions.

\* Chez Nous Homestay reserves the right to amend its terms and conditions.

## **ii) Two Way 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.
- 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 agrees 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.
- 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.

### **iii) Two-way Student Exchange Prices.**

An application fee of €100 must accompany all applications.

For a short two-way exchange, up to 4 weeks duration prices start at €350. The fee for 4- 8 weeks is €500 including the application fee.

This price does not include flights, other transportation, insurance or other expenses. Children should bring pocket money for personal requirements.

### **iv) Two-way exchange: Payment terms**

\*An application fee of €100 is submitted with each application and is non-refundable if we find a placement for you. We refund the fee if we cannot propose an exchange partner for you. Host family / exchange family contact details are supplied to you after we receive final payment of amounts invoiced.

\* When we confirm that an exchange family is available you should accept or decline the offer within seven days. Non-engagement / non-correspondence may be interpreted as declining the proposed family. Once you agree to accept the proposed family full payment must be made.

\* Chez Nous Homestay Limited reserve the right to cancel a departure, if the balance has not been paid within the time expected.

### **v) 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.

### **vi) 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.

### **vii) 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.

### **viii) Health & Insurance Requirements**

\* Each student must have a valid travel / repatriation insurance and carry their European Health Insurance card with them and have a sports or activities based cover if their visit entails exposure to associated risks of injury.

\* 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. Complete a delegation of parental authority form to allow the exchange family to act in loco parentis in the event of medical emergency.

\* 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.

\* Parents applying to send their child on a stay abroad are confirming that there is no medical or behavioural matter or psychological issue 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.

### **ix) Discipline and civil liability of the participant whether travelling abroad on two-way exchange, a paid homestay a school stay abroad or any other programme through us.**

\* Parents/guardians are responsible for any damage to a third party, by their child, during the stay.

\* Students must abide by the laws of the country they are visiting. Breach of the law may result in immediate expulsion from the programme and return home at your own expense.

\* 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.

\* 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.

\* 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.

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

### **x) One way exchanges/ paid homestay abroad/summer programmes abroad all other offers. Conditions as above except ii,iii,iv,v,vi,**

\* 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.

- \* Students agree to integrate with the family, participate in daily activities and family routines and not to spend long periods of time while abroad in their rooms and on their smart phones, this is detrimental to language progression.
- \* Your insurance policy in addition to those listed at vii) above must include cover in the event of cancellation of any programme abroad.
- \* The host family proposed cannot be rejected by the applicant.
- \* All notifications of cancellations by the participant must be in writing, by e mail and receipt of same must be acknowledged by Chez Nous Homestay.
- \* The application fee is non-refundable if we secure an offer of a homestay/host family/school placement for you and you decline it.
- \* A deposit is then payable as per invoice which is issued to you. The balance of the payment is due as detailed in our invoice, depending on the provider abroad, but not later than 6 weeks before the travel date in all cases.
- \* Refund / Cancellation by the participant: The application fee is non-refundable in all cases. The cancellation policy of the partner abroad will dictate the % refundable at various stages of the process.
- \* Abandonment /cancellation of a programme by the provider. All participants must have a travel insurance policy to cover this eventuality.
- \* 100% of total amount paid is retained if the participant does not appear on the agreed day.
- \* Individual discretion will apply in the event of a confirmed tragedy before departure.
- \* Students/families should have Travel insurance to cover all cancellations.
- \* No refund is due to a participant who having travelled abroad, chooses to or must stop the program for any reason whatsoever before the proposed end of their stay.
- \* In the unlikely event of a proposed host family being unable to host we/our partner companies will undertake to provide a suitable alternative host family without penalty to us.
- \* 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.

**Additional school stay terms as outlined on each country details.**