



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

Phone:+ 353 91 849152
www.exchangeireland.com
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Chez Nous Homestay Limited

Chez Nous Homestay Ltd. (CNH)

Host Family - Terms and Conditions

Accommodation

- All students must be made to feel welcome and be a part of the family life
- A clean and tidy room must be provided with fresh bed linen and towels weekly. This room must have a comfortable full size bed, adequate heat, light and ventilation with storage for the students' clothes and belongings. A student should have their own bed, and generally students should have a separate room, unless otherwise agreed.
- Students may find our climate cold so please offer extra blankets if required
- A clean bathroom with hot water and fresh towels must be available for the student's use, if necessary let your student know what times are convenient to use the bathroom and inform them that hot water may not be available throughout the whole day.
- Students' laundry is included in the family washing. For adult placements please show them how to operate washing machine and dryer.
- A host family may accommodate a **maximum of two foreign** students at any one time **but of different nationalities and mother tongue**. We **must** be notified of any student other than our student being simultaneously hosted by you. Should the host family disrespect this, a daily penalty of **€35** will be incurred and CNH reserve the right to relocate the student. Any variation on this is by agreement in advance only, with CNH and at request of the foreign student.
- During the homestay placement supervision of students under 18 years is the responsibility of the host family. Students should never be left alone in the house or be given a key after the evening mealtime.
- Lack of proper conduct on the part of the student or lack of adherence to the host family's code of discipline must be notified immediately to CNH and may lead to expulsion of the student by CNH.
- The student must be included in the day-to-day activities of the host family/host family's children
- Students are not permitted to drink alcohol
- Students are not permitted to smoke within the home
- We ask that you allow the child a courtesy call home on their arrival



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- The purpose of the student visit is to improve their language skills and experience Irish culture, traditions and hospitality. Host families should involve the student in family events, outings etc. so they gain an insight into our culture and the locality in which they are placed.
- Please inform your student of internet and phone usage policy in your home. CNH are not responsible for unauthorized phone or internet usage
- If necessary, inform the child of a time convenient to all to receive calls or skype from home
- Because of the students' young age it is the family's role and responsibility to care for them as if they were one of their own children
- CNH is not liable for loss or damage to the host families home or property, please ensure that your home insurance covers hosting a paying guest.
- It is important that your student carries your name, address, phone number and contact details with them always and we would ask that you facilitate this.
- We recommend limited usage on computers as overuse will limit children's opportunities to interact and socialise.

Meals

- Mealtimes are an ideal opportunity for students to learn English and to get to know their host family
- Students are provided with full board – breakfast, lunch and evening dinner daily. Students should know the meal times and have regular meals.
- Students must always be included in family mealtimes and never left to eat alone. This gives the child a chance to chat and feel relaxed and comfortable with their host family and it also gives the host family an opportunity to extend true Irish hospitality
- Please note some students may have special dietary requirements. Should this be the case we will inform you at the time of booking

Summer Camps

- For foreign students opting for total immersion homestay i.e. not attending any camp or classes while here, your child with whom the student is matched should be present at home during the period of the homestay placement. Should your child of a similar age to the student, intend to go to a summer camp at any stage over the stay, we would ask you to notify us so we can arrange a different placement or arrange that the foreign student can attend the summer camp also. In no circumstances, should the child with whom our student is matched be away all day working or attending a summer camp without our knowledge. In such case we reserve the right to move the student or make a daily deduction or both.



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Medical Emergencies

- All students must be covered by the European Health Insurance Card and their own travel insurance
- Should a student become ill it is the responsibility of the host family to bring child to a doctor, dentist or call an ambulance if necessary.
- CNH must be informed at the earliest opportunity of such a situation

Payment

- CNH will pay host families an agreed fee per week for total immersion stays and lesser fee per week for students attending classes or English Summer camp.
- Please supply your IBAN and BIC details to us as well as the name on your bank account and the name and address of your bank to facilitate electronic transfer of payments. Payment will be made at the end of the placement for short term stays and 4 weekly for school stays.
- If a student leaves / terminates or is away from the host family for any reason whatsoever CNH will pay the host family pro rata for the number of nights, they have hosted the student. If the host families breach our agreed terms of hosting no more than two students at any time, or if they host another student of the same nationality as ours without our advance agreement we reserve the right to make a daily deduction as outlined above.
- Host families should not discuss payment details with students. Host families agree NOT to host or teach any of our students/their relatives or contacts in follow up to our placement. This is a breach of our contract terms and we cannot continue to supply students to such host families.

Booking Procedure – The Host Family

- Application forms for the host family may be completed on line, we also require a photograph of the outside of your home, and a photograph of your family. After we receive your completed application in person or by post, CNH will call to arrange a convenient time to visit and inspect your home
- During this visit we will discuss our student programme, student accommodation requirements and collect completed application forms
- Families putting themselves forward as host families must by law undergo Garda vetting. The Garda Vetting is now updated to an online system, but must be facilitated through Chez Nous Homestay. Any fees which may apply must be submitted with each vetting request. CNH has no control over this fee.



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- After we confirm your student allocation we will send you written confirmation with the following details: Your student's name, contact details, any dietary requirements and a little background on their own family, arrival and departure times and flight details, pick up location and time.
- By applying to become a host family you agree to have your family profile including photographs forwarded to potential suitable students / families and agree to having your contact details, family details and photographs forwarded to the family of the International student you are selected to host.
- Last minute cancellations are extremely awkward for CNH and we would ask you to consider very carefully before you commit to having a student to stay.

Contact Numbers

- CNH landline with message facility: 091 849152 or our mobile number will contact you and your student during the placement to ensure your student is happy and enjoying their visit.
- You should provide contact numbers at which you/your family will be available for the duration of the student's stay.