



LANGUESOL INTERNATIONAL

Travel Consultancy

Host Family in Jamaica Programme 2018-2019

Terms and Conditions

General

By joining the host family in Jamaica programme you are agreeing to the following terms and conditions. Requests may be made in writing via the contact form on our website or e-mail. Upon receipt of your request, we will contact you with a response within four business days via e-mail or phone. The application process is completely free of cost. Acceptance to the programme is not automatic and is subject to certain criteria such as location and ability to comfortably host potential clients/guests sent by Languesol International. A site visit may be conducted of the accommodation.

Languesol International as an agent

It is acknowledged and agreed that Languesol International acts as an agent on behalf of its potential clients/guests and Languesol International is not responsible to the host family or to the potential clients/guests other than is expressly provided for in this agreement. In each instance when a potential client/guest boards with the host family the parties to that agreement are and shall be deemed to be the host family and the potential clients/guests. Languesol International, upon receipt of a request from a potential client/guest, will send host families in the destination parish an invitation to host by e-mail and will make selections foremost on a first-come-first-serve basis.

Duties and responsibilities of the host families

The host family agrees to host the guest and provide him/her with accommodation including breakfast and other meals agreed upon within the limits of the allocated sum for meals. With regards to accommodation, the host family must provide the guest with a bedroom in which there is a minimum of the following: a good quality bed, a desk, a chair, a lamp and a wardrobe/chest of drawers, plus suitable lighting for study and heating/cooling where necessary. It is important that a good standard of cleanliness and hygiene is maintained within the room. Bedrooms must have an opening window, a door and floor to ceiling walls that provide privacy and insulation from noise. Host families should provide guests with clean bed linen and towels weekly and make available to the guest the use of all common domestic facilities including power, water, bathroom, toilet, laundry, kitchen and dining and lounge/family room. Regarding laundry, the host families have the option of teaching the guest how to use the laundry facilities for themselves and giving them free access or to include the guest washing (if the guest agrees) as part of the family's regular load. Host families are to encourage the guest to speak English as often as possible and to provide opportunities for English conversation. The host family agrees to organize visits and cultural activities which would allow a good knowledge of the destination country/parish/city, especially on the weekend when the guest is with the family. Upon request, the host family agrees to give Languesol International a proposed **programme of activities** for the period of time that the guest will stay with the family. Prior to guest arrival the host family shall provide



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Languesol International with a list of the house rules. The host family must contact Languesol International if the guest is displaying: excessive homesickness, unsafe practices, serious health/medical issues/injuries, strong behavioural problems.

Airport Transfers

Languesol International will be responsible for airport pick-up of the guests at the Norman Manley International Airport (NMIA) in Kingston for homestays in Kingston, St. Andrew and St. Catherine. Where the host family does not reside in Kingston or St. Catherine, the host family agrees to pick up the guest at the Knutsford express hub in their parish or other public transportation terminal as indicated by Languesol International. At the end of the immersion programme **host families in Kingston, Saint Andrew and Saint Catherine are responsible for airport drop-off**. Compensation for this is already included in the remuneration package. Host families in other parishes are to drop-off guests at the Knutsford express hub in their parish or other public transportation terminal as indicated by Languesol International. If a guest who is staying outside of Kingston, St. Andrew or St. Catherine has an early flight at the NMIA or at the Donald Sangsters Airport in Montego Bay, families in those parishes may be solicited to host guests for the night and to drop them off at the airport. Compensation will be given.

Tax Liability

It is the Host Family's responsibility to meet any tax liability incurred as a result of hosting visitors sent by Languesol International. 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.

Remuneration*

While we hope your main reason for joining the Host Family Programme isn't solely for financial gain, there is remuneration based of hosting levels, to help cover costs of housing, grocery shopping and excursions for one week (7 days and 6nights), and per visitor.

Hosting Level	Details
Level 1	Bed and breakfast Recreation and transfers
Level 2	Breakfast and dinner Recreation and transfers
Level 3	Full board Recreation and transfers



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Payment will be made no later than 48hours after the guest arrives at the host family. Financial compensation will be given by way of bank transfer, Paypal or cheque, as Langesol International sees fit. **The host family is responsible for providing accurate and updated bank details for local and international bank transfers.** Remuneration is based off programme description and funding.

Direct payments and confidentiality

Under no circumstances should the Host Family: accept direct monetary payments or other incentives from the guest or discuss the rates of pay and arrangements with Langesol International. 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 guests, who enquire about price, to our Secretariat by e-mail.

Cancellations by the host family

When accepting a booking from us, please be aware that upon agreeing to take a guest, a chain of events is activated. While it is understood that occasionally hosts have to cancel due to family emergencies among other reasons, 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 and other parties involved. Worst of all a change of plan can be anxiety provoking for the guest 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 Langesol International first. Any fees which have been paid to the Host Family must be refunded. If you fail to meet the criteria and terms contained within this agreement, or are in breach of any of the terms, Langesol International reserves the right to cancel any placement and the agreement without any advance notice. Any fees paid by the guest shall be returned.

All charges related to bank transfers in returning deposits or full amounts shall be absorbed by the host family.

Cancellations by the visitor

If a visitor 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 demands and matching criteria).

Should the cancellation occur one week or less prior to the booked arrival date, and Langesol International is unable to supply a suitable replacement visitor, you may be entitled to receive financial compensation of an amount determined by our Secretariat. Compensation will also be paid if a guest fails to arrive without having given prior notice (no-show).



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If the student wishes to cut short their stay please contact Languesol International **immediately**. Our terms and conditions are designed to protect Host Families from the inconvenience of a student leaving at short notice.

Extensions of stay

If a visitor tells you that he/she wishes to extend their stay, please ask the visitor to arrange this with our office and/or advise Languesol International in order that we may collect additional payments from the visitor. We are under obligation to pay you **only** for the period of **stay** booked by us. Only extensions of stay **authorised by Languesol International** will be paid to Host Families. Languesol International will not be responsible for any additional payments for extended stays that have not been authorised by us.

Problems and in Case Of Emergency

In case of emergency (sickness, accident, etc) please call immediately Languesol International at +1876 330 5327. In case of any difficulty with a student, which you cannot resolve yourself, please call us 7 days a week between our business hours (8:00m to 7:30pm) at +1876 330 5327 or email us at languesolinternational@gmail.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 Languesol International representative at a time given by us.

Data Protection

We would like to inform you that we keep a record of the information supplied by you on the application form, on our local systems. Referees may 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. If hosting minors, host family information may be requested by the parents of visitors seeking host family arrangements for their child/children. Agreeing to these terms and conditions will confirm that you are happy for your details to be passed on to the guest. You can request a copy of this information and we will be happy to send it to you.