NILE

PART OF THE **INTO** GROUP

TERMS AND CONDITIONS FOR HOSTS 2027

Thank you for offering accommodation for NILE's students and teachers; we hope that you will enjoy having them to stay. The following points outline NILE's requirements and also offer some information and advice.

Arrivals: Hosts are expected to be at home to welcome their guest on arrival. We understand that this may not always be possible but if this is the case then please make alternative arrangements with a family member/friend to stand in for you. If this is not possible then it is important that you contact us so that a solution can be found.

THE STUDENT'S ROOM: The study bedroom must contain a comfortable bed, a chair and ideally a desk or table for the student to work at, as well as adequate **heating** and **lighting** for working and reading, and somewhere to store their clothes. **The room should contain a minimum of host's personal belongings.** Their bedroom is their personal space during their stay so we would be grateful if you could knock before entering. Unless requested otherwise there must only be one student per bedroom.

LAUNDRY AND CLEANING: Please provide towels and bed linen for your guest and **change these once a week**; we expect you to do one load of personal washing a week in addition. Guests have been advised that they must not use your washing machine without your permission. If you do not want them to use the washing machine and they need to do extra washing, please direct them to the nearest launderette. We require you to clean your guest's bedroom once a week; they have been asked to keep the room tidy enough for you to do so. If there is a problem with tidiness it might be helpful to give some warning of when you will be cleaning it.

THE BATHROOM: Your guest should be able to bath or shower at least once a day. To prevent awkwardness or embarrassment it would be a good idea to discuss with your guest when it would be most convenient for them to use the bathroom.

THE HOUSE: The idea of homestay accommodation is for students to experience living in the UK. We would therefore expect that you will welcome your guest into the living area of your home and invite them to join in conversation with you, with English being the language of communication. Guests have been advised that there may be times when you need your privacy and ask them not to use the sitting room. **Please provide your guest with a key so that they can be independent** and remember to ask the student to return the key at the end of their stay as we cannot cover the cost of any replacements. We ask that NILE guests each have their own individual bedrooms. No more than four students can be placed in one home (this includes the number of guests/lodgers you may be hosting outside of NILE) and unless requested otherwise, NILE will not place students with the same first language together, so please do not accept guests from elsewhere with the same first language as your NILE guest. Please inform us of any guests who will be staying at the same time as a NILE guest.

Please inform us if you or a member of your household will be away for any nights when hosting a NILE guest so we can take this into consideration when placing participants.

MEALTIMES: It is expected that your guest will eat with you as this provides them with a valuable opportunity to practise their English and to get to know you. You should provide breakfast (e.g. toast, cereal, fresh fruit, tea or coffee) and a substantial 2 course evening meal for your guest every day**. At weekends, please provide a light lunch if they are at home or a packed lunch if they are going out**. Guests have been asked to discuss any particular dietary requirements with you. If, occasionally, you will not be at home for a meal please let your guest know and prepare a meal for them in advance. Guests have also

been asked to advise you as far in advance as possible if they do not require a meal or if they need a meal early/late due to social programme arrangements. Guests are told they are not allowed to use your kitchen without prior permission, except to make themselves a hot or cold drink.

INTERNET AND TELEPHONE: We would appreciate it if you would allow your guest access to your Wi-Fi. They might want to keep in touch with family members and friends or do project work, but they have been advised to use their own devices. We would advise you not to let them use your laptops, PCs or telephones.

VISITORS: Your guest may wish to invite friends round occasionally - to work together or just to be sociable. They have been advised to ask your permission each and every time **before** they invite anyone to visit.

TRANSPORT: NILE does not provide transport to take students to the course centre; they will therefore be expected to walk or to catch a bus. Please advise your guest where to catch the appropriate bus, or the best route to take if they choose to walk. NILE will arrange transport for some elements of the Social Programme. NILE do not ask hosts to drive NILE guests, please note if you choose to do so it is at your own risk.

ILLNESS: If your guest is ill and needs to see a doctor, please inform NILE. If you are concerned about your guest's health and need to discuss, please contact NILE for advice. If they are taken ill at NILE we will make the necessary arrangements, which may include sending them back to the house to rest, and we will keep you informed of any arrangements made. In case of an emergency please call 999 and then inform NILE. If your guest becomes ill with a cold, flu or other virus during their stay, we ask that hosts allow the guest to self-isolate in their room with minimal movement around the home until the risk of spreading the virus has subsided. If you are unable or unwilling to do this, please let the NILE Accommodation Team know so they can have a backup plan in place in the event of your guest contracting an infectious illness during their stay. If anyone in your household becomes unwell just before or during a student's stay, please inform us immediately.

DAMAGE/INSURANCE: Any loss or damage caused to your property by a NILE student cannot be reimbursed by NILE although we are willing to look at each case individually and perhaps act as an intermediary. NILE cannot take out insurance to cover your property and possessions. It is of paramount importance to **inform your insurers in writing that you take students**, as if you do not, any damage occurring, whether by students or yourselves, might not be covered.

SAFETY: NILE's policy is that all hosts must provide CP12 certification to prove all gas appliances have been checked and passed as safe annually by a member of the Gas Safe Register. The Gas Safety (Installation and Use) Regulations of 1998 apply to both educational establishments and residential property. Information on Certification can be obtained on the HSE Gas Safety Advice Line 0800 300 363. NILE will provide you with fire safety regulations during your first inspection visit, and you will be asked to complete the risk assessment. Please instruct any NILE guests on arrival what do in the event of a fire or if they hear a smoke alarm.

HOSTING UNDER 18s: If you agree to host someone under the age of 18, we will provide you with our safeguarding policies and require you and any members of the household over the age of 16 to have a fully enhanced DBS check. Please note during their stay you are not allowed any other guests over the age of 18. If you are not already on the DBS updating service, NILE will cover the cost of your initial DBS check and then asks that hosts join the updating service and pay the small annual fee to keep it active. For more information please visit: www.gov.uk/disclosure-barring-service-check. You will also be sent a Declaration Form regarding suitability to work with children for all members of the household over the age of 16 to sign, for the period a student under the age of 18 is staying with you. Hosts who have joined us since January 2016 are also required to provide details of two referees. NILE will check the DBS updating system to see your DBS is still current before any under 18 guest arrives in the home.

PAYMENT: Payment of £34.00 per night will be made by electronic banking.

2-week courses: 1 payment, to be paid into your bank on the first Friday of the course

3-week courses: 2 payments, to be paid into your bank on the first and last Friday of the course
4-week courses: 2 payments, to be paid into your bank on the first and third Fridays of the course
6-week courses: 3 payments, to be paid into your bank on each of the first, third and fifth Fridays of the course

To prevent late payment please ensure that you inform us ASAP if your bank details change.

CANCELLATION: In the event that a student cancels their visit or leaves early through no fault of your own, you will receive the equivalent of one week's pay (or for the remainder of their stay, whichever is less) and you are required to be available as a standby host for the duration that you have been paid. If you are unable to keep your room available for the original booking period, you should notify us at the time of the cancellation or student departure. We would ask you not to cancel your agreement (already confirmed by a letter) to have a student stay **less than two weeks before the start of the course**, other than in extreme circumstances - it is often very difficult for us to find alternative accommodation at such a late stage.

PROBLEMS: If you encounter a problem with your guest that cannot be resolved by discussion, please do not hesitate to contact us and we will do our best to help. Please do not continue with an unhappy situation - the time that your guest is with you should be a positive and happy experience for all concerned and we would hope that you enjoy and benefit from it as much as possible. If a student reports any concerns during or after their course, we will contact you to discuss things. Full feedback will be sent to you after your first guest and all subsequent feedback is available on request.

COMPLAINTS: If you wish to make a complaint, please contact the NILE Accommodation Team. If it is an urgent issue, please telephone the office or emergency phone out of office hours. If your complaint is about a member of the NILE Accommodation Team, please contact NILE's Deputy Director Lucy Higginbotham at lucy@nile-elt.com

EMERGENCIES: If you encounter a problem that needs to be dealt with urgently outside office hours, we provide a 24-hour emergency service. The emergency number is 07889 649768. For general enquiries and advice please contact us during office hours: Monday-Friday 9am-5pm on 01603 664473.

DATA PROTECTION: All information held by NILE about hosts is subject to the Data Protection Act 1998 & General Data Protection Regulations (GDPR) 2018. As a homestay host you are required to provide us with some of your personal information as detailed on our application form. This information is stored securely in line with current GDPR. Elements of your information will be adapted into a 'profile' which you will be asked to approve. This is then shared via email with any guests you accept and is occasionally done so via an agent, ministry or educational establishment. No data transmission over the internet can be guaranteed to be totally secure and as a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information that you send to us, and you do so at your own risk. NILE will take all reasonable precautions to protect against the loss, misuse and alteration of your data under our control. Only authorised employees and contracted parties will be given access to the information you provide to us. Your data will be retained until you inform us that you no longer wish to host, at which time both digital and paper records will be destroyed. We will retain a record of your name, contact information and details of guests you have hosted for as long as legally necessary or until it is no longer being processed for the purpose it was collected. Keeping your information secure is very important to us so if you have any concerns or questions, please do not hesitate to contact us.

INSPECTION VISITS: After your initial application a member of the NILE Accommodation Team will visit you to discuss your application and inspect all areas of your home that a guest would have access to. We will then request to visit you at least every two years. If any issues arise before your next inspection is due, we may request an earlier visit and reserve the right to spot check during a guest's stay. If you have any issues and would like us to visit at any point, please just contact the NILE Accommodation Team: accommodation@nile-elt.com. We are accredited by British Council and Eaquals who may also request an inspection visit with some NILE hosts.

HOUSEHOLD CHANGES: Please inform us immediately of any changes to your household by completing a new Accommodation Questionnaire. NILE is committed to safeguarding and promoting the welfare of all its students and recognises its responsibility in particular for safeguarding children, young people or vulnerable adults.

By returning this signed document you are agreeing to:

- NILE/UEA ISC's Terms & Conditions 2027
- Providing NILE with an annual CP12 gas safety certificate
- Having an up-to-date fire risk assessment for the property
- Having your DBS checked on the updating system by a NILE member of staff before any under 18 guest arrives in the home

Name: **Signature:** **Date:**