

## TERMS & CONDITIONS FOR HOSTS 2020

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

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**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.**

**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 British family life. We would therefore expect that you will welcome your guest into the living area of your house and invite them to join in conversation with you. 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!

**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 (eg. 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 on a trip.** 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 much in advance as possible if they do not require a meal or if they need a meal early/late due to social programme arrangements.

**USE OF YOUR TELEPHONE:** Guests should not have the need to use your landline but have been advised that they should seek permission if they do require it. If you prefer guests to use the phone for in-coming calls only that is perfectly acceptable. Phone cards that can be used from your phone are a possible alternative; these can be purchased locally.

**INTERNET:** We would appreciate it if you would allow your guest to use your Wi-Fi if it is available. 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 or PCs.

**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:** Although some hosts do collect their guests from the airport, coach or train station (which is very much appreciated) it is not an expectation. INTO does not provide transport to take students to the course centre therefore they will 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. INTO will arrange transport for elements of the Social Programme.

**ILLNESS:** If your guest is ill and needs to see a doctor, please direct them to the NHS Walk In Centre in Rouen House which is open 7am – 9pm seven days a week; we would appreciate it if you would inform INTO. If you are concerned about your guest's health and need to discuss please contact INTO for advice. If they are taken ill at INTO we will make the necessary arrangements and keep you informed. In case of emergency please call 999 and then inform INTO.

**DAMAGE/INSURANCE:** Any loss or damage caused to your property by an INTO student cannot be reimbursed by INTO although we are willing to look at each case individually and perhaps act as an intermediary. INTO 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:** INTO's policy is that all hosts must provide certification to prove all gas appliances have been checked and passed as safe by a member of the Gas Safe Register annually. The Gas Safety (Installation and Use) Regulations of 1998 apply to both educational establishments as well as residential property.

Information on Certification can be obtained on the HSE Gas Safety Advice Line 0800 300 363.

**PAYMENT:** Payment will be made fortnightly by electronic banking. The first payment will start on or around the first Friday of the course start date. You will be paid at a rate of £24.00 per night. You will be paid at a rate of £25.00 per night for special diets (Halal, Vegan, Gluten free, Lactose free).

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

**CANCELLATION:** Students are expected to give at least one week's notice or pay one week in lieu if they intend to cancel or if they need to leave their accommodation early. 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. In the first instance you should contact the INTO reception where Kelly will be able to offer assistance (Tel: 592977). 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.

**DATA PROTECTION:** All information held by INTO about hosts is subject to the Data Protection Act 1998 & General Data Protection Regulations (GDPR) 2018. Once you agree to host an INTO student, NILE will share your profile and bank details with us. This information is stored securely in line with current GDPR. Your profile 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. INTO will take all reasonable precautions to protect against the loss, misuse, and alteration of your data under our control. Only authorized employees and contracted parties will be given access to the information you provide to us. We will retain your data 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.

Happy Hosting!

**Accommodation Team  
NILE & INTO**

***Please note – All INTO homestay accommodation is arranged through the NILE accommodation office, NILE is part of the INTO Group.***