

HOME LANGUAGE INTERNATIONAL (HLI) Terms and Conditions

GENERAL

HLI considers the choice of family to be more important than a specific town and reserves the right to place the student in another area if there is no compatible family in the area of first choice. However, if the family we select does not match the requirements as stated on the booking form, students are free to cancel and will receive a complete refund provided the refusal is received *no more than 48 hours* after the family profile was sent. Once a placement has been confirmed, requests from students for changes of area, dates or course are subject to an alteration charge of £100, €150 or US\$150. HLI must be notified of any problems or complaint *before the end of the stay* - no retrospective claims against HLI will be considered. Enrolments are accepted on condition that students have no illness or infirmities that they do not mention and explain in advance. HLI reserves the right to place a student with more than one host teacher on a given course and/or change the tutor before or during the stay. HLI also reserves the right to organise a homestay with one family and lessons with an outside teacher if a teacher family cannot be found.

PAYMENT

Full fees must be paid at least 4 weeks before arrival in the currency shown on our price-list. Payment may be made by:

1. Bank transfer

Home Language International Ltd.

Payments in Sterling IBAN: GB29LOYD30946102849803 BIC: LOYDJES1001 SWIFT: LOYDGB2L
Payments in Euros IBAN: GB70LOYD30166348756520 BIC: LOYDJEH1 SWIFT: LOYDGB2L
Payments in US Dollars IBAN: GB51LOYD30166348756571 BIC: LOYDJEH1 SWIFT: LOYDGB2L

Bank Address: LLOYDS TSB Offshore Ltd., Jersey Business Centre, P.O. Box 10, 9 Broad Street, St. Helier, Jersey, Channel Islands JE4 8NG

2. Credit card

Use our secure online booking form or download and print the enrolment form from our website (www.hli.co.uk) and post/fax/email it to our reservations office at:

Home Language International, Le Coronado, 20 Avenue de Fontvieille, MC98000, Monaco.
Tel: +377 97 70 74 72 Fax: +377 97 70 74 71.

Alternatively, you may phone us with your credit card details (providing written authorisation is also sent to us).

CHRISTMAS & NEW YEAR BOOKINGS

Any bookings which include December 24th, 25th or 26th (Christmas) or December 31st or January 1st (New Year) are subject to one supplement of £95, €145 or US\$145. Stays including both Christmas and New Year are only charged one supplement.

N.B. This is not applicable to the Christmas/New Year Special programmes as the supplement is already included.

TRANSFERS

If transfers are booked HLI must receive flight numbers and arrival times at least one week in advance otherwise the transfers are cancelled and non-refundable. If no transfers are booked the student should contact the family directly to let them have an approximate arrival time, if the family do not hear from the student, they will not expect them before 19.00h.

ACTIVITIES

When activities are booked in the Standard Programme a supplement must be added to cover all expenses such as transport, entrance fees etc. for the student and the accompanying teacher. You must book a minimum of 5h activities per week.

- £13, €15 or US\$18 per activity hour.

N.B. This is not applicable to the Language + Sports/Culture/Leisure, Christmas/New Year Special or Farmstay programmes as the expenses are already included in these programmes.

CANCELLATIONS & INSURANCE

If a cancellation is made well in advance (by post, fax or email) a credit note may be given for lessons and accommodation, valid for a year. No refunds will be given for cancellation, accident, illness, loss of property or for any other reason and students are strongly advised to take out their own insurance.

AGENTS ONLY: Cancellation fees for up to 14 days before arrival = £150, €200 or US\$250. 14 days to 24 hours before arrival = 50% of total fees. 24 hours or less before arrival = 100% of total fees.

When Language + Sport/Culture/Leisure/Christmas/New Year programmes are cancelled at any time, we may have to refund the payment for the activity side of the booking to the family in full because they may in turn have paid for the Sport/Culture/Leisure/Christmas/New Year activity several months in advance to be sure to secure places in busy periods. We then charge £150, €200, US\$200 cancellation fee for the activity side of the programme (the average cost). These amounts must be added to our normal cancellation fees in all cases except when 100% of the fees are due.

ALTERATION CHARGES

Alterations of area, date or course often mean cancelling one family and finding another, so we must charge £100, €150 or US\$150 in every case.

TIPS FOR A SUCCESSFUL STAY

- We recommend that students bring at least £50, €75 or US\$75 spending money per week. EU students travelling to an EU country are advised to get the European Health Insurance Card, as well as personal insurance to cover any cancellation, loss of property etc.
- Please contact the host family by phone or email at least one week before your stay. Our host families are keen to learn more about you, your food preferences, your level of the language and your expectations of the stay. This will help them better prepare for your stay.
- Transfers: If you have ordered transfers, please make sure we receive your travel details at least one week before your arrival so that we can organise the transfer for you. Please ask for our transfer guidelines should you have any questions or doubts about the transfer procedure. If you have not booked any transfers, please let your host family know your approximate time of arrival. If they have not received this information from you, they will expect you after 19.00h.
- Families in a foreign country may not have the same way of living you are used to at home. There may be different rules, the food will be different, as well as the living conditions. Please prepare yourself and be willing to accept cultural differences in order to get the most out of your stay.
- Smoking: Please be aware that smoking is forbidden in public areas (bars, restaurants etc.) in many countries. Very often, our host families do not allow smoking in the house. If there are smokers in the host family they will often smoke outside or only in a specific area in the house.