

HOST FAMILY GUIDELINES

1. HOMESTAY SERVICES

1.1 I agree that the Homestay Services I will provide will include the following:

- A I will provide the student with a friendly, family-like environment which is safe, secure and supervised. The student will be regarded as part of the family and be offered the opportunity to be included in family activities and social events
- B I will allow a representative of the Host Families NZ Limited reasonable access, by prior arrangement, to the homestay accommodation and facilities.
- C I will provide the student with a key to allow access to my house.
- D I will provide a room which is furnished with a bed, desk and suitable clothing storage. The room will be warm, have adequate ventilation and good lighting.
- E I will provide breakfast and evening meals Monday to Friday and breakfast, lunch and evening meals at weekends, Public Holidays and school holidays.
- F The meals will cater to any specific dietary need the student might have. (The homestay coordinator will bring this to my attention when seeking to place the student.)
- G Fresh towels and fresh bed linen will be provided on a weekly basis. Extra bed covers will be readily available to ensure student comfort.
- H Laundry facilities for the student will be available.
- I I will ensure the student is familiar with the bus stop or train station to and from the College as well as having the applicable timetable(s).
- J I will notify the Host Families NZ Limited by email (as soon as possible), if I think that the student is responsible for any damage to my residence or my property during his/her stay.

- In the first instance, I will make a claim on any damage to my insurance company; and
 - My insurance company and the Student's insurance company will action the relevant repairs / payments.
- K I will respect the religious observances of the student.
- L I will notify the Host Families NZ Limited if my/our circumstances change. i.e. change in marriage/living in arrangements, change of address or new flat mates, boarders or family members move in.
- M I will notify the Host Families NZ Limited office or College should the student become ill, or any other reason, and unable to attend class.
- N I agree to notify the Host Families NZ Limited or College if the Student is going to be absent from class for any reason.
- Host Families NZ - Telephone 09-358-1531
Mobile 021-02691882
- O I understand the importance of flexibility regarding homesickness and cultural adaptation. I will assist the Student to the best of my ability with problems of illness, loneliness etc, and notify the relevant to Host Families NZ Limited of any problems.
- P I will refund, within 14 days, any over payment in Homestay fees made in error.

2. TELEPHONE USAGE

- 2.1 I will make arrangements with the student regarding the use of the telephone and toll calls. I accept that Host Families NZ Limited is responsible only for the homestay fees and no other expenses that may be incurred.
- 2.2 I acknowledge that I have been advised:
- A that the student will have an International Calling Card which will not incur charges on my telephone account, when used correctly.
 - B to have an International toll bar placed on my phone through my provider
 - C that I will provide the Student with Wi-Fi internet access for reasonable usage.

- D that I agreed that if I do not provide the Student with reasonable WI-FI internet access or if Host Families NZ Limited becomes aware that you are charging additional fees for WI-FI internet access which was already included on the weekly rate, Host Families NZ Limited will reduce the fortnightly fee by \$20.00.
- E that if the student wants a separate telephone or internet connection that they contact a telephone provider and arrange for this service.
- F that students arrange for telephone provider account fees to be direct debited to their bank account or credit card.
- G that the homestay hosts should not provide a financial guarantee for a student should they open up an account with a telecommunications service provider or any other supplier.

3. STUDENTS UNDER 18

- 3.1 If you are hosting young students you are expected to be in residence, or to have made suitable arrangements to received students when they return home at the end of their day. For many, this will be their first away from home as well as their first experience of foreign country. Many things will be very different and rather unsettling. It is particularly important to remember this when you are hosting students and make a special effort to include them and make them feel welcome in your family. Students under the age 18 are not allowed to go away without permission from College / Student's Caregiver. If a student informs you that they would like to go away, please let the caregiver know so that proper arrangements can be made.

There are recommended homecoming times for all students under 18 and they are as follows:

Under 15 years old	-	Sunday to Thursday – 6:00pm Friday and Saturday under supervision
15 to 16 years old	-	Sunday to Thursday – 6:00pm Friday and Saturday – 10:30pm
17 years old	-	Sunday to Thursday – 6:00pm Friday and Saturday – 11:00pm

Times may vary when students are attending an activity at the school. If your student does not come home overnight you MUST inform the caregiver that night and the next morning the College and the homestay agent.

Child Protection, Statutory and Taxation Office Requirements

All homestays are expected to comply with statutory requirements regarding hosting of students. You should be aware that a Criminal Records/ Working with Children check will be required by all members of the household who are aged 18 or over.

4. SUMMARY OF TERMINATION

- 4.1 The Host Families NZ Limited may at its discretion remove the student from the homestay accommodation without notice and terminate this agreement immediately without incurring any liability to me if, in the Host Families NZ Limited reasonable opinion the safety or the well being of the student is in doubt or the homestay accommodation is affecting the students behaviour or academic performance.
- 4.2 I acknowledge that I am not entitled to any compensation under Termination of Contract if Host Families NZ Limited terminates this agreement as a result of (in HFNZ's reasonable opinion) the Host has failed to comply with the terms of this agreement; or the Host has required the student to leave.
- 4.3 The student will leave the homestay on the date listed on the Student Homestay Information form or by giving 2 weeks written notice to the Homestay Co-ordinator and a copy to the homestay provider.
- 4.4 If I request the student to move out, the same procedure of 2 weeks' notice will be followed.

5. ACKNOWLEDGEMENTS

I acknowledge that:

- A In the event of any dispute between myself and the student, or any exceptional problem arising, I will notify the Homestay Co-ordinator as soon as possible.
- B Students of the same nationality, language background and students of opposite sex will not be housed together.
- C All payments for the provision of homestay will be made from the Host Families NZ office and not from the student directly.
- D There will be a maximum of 4 students per homestay family.
- E The student will be required to comply with the Host Families NZ Code of Conduct and Homestay Terms and Conditions, as signed.

- F When the student finishes the course at the College he/she is expected to find other accommodation, if he/she is not leaving the country, and the Homestay under this agreement will cease at that time.
- G The Student will be required to provide 2 weeks written notice of his or her intention to leave on the form to be provided by Host Families NZ Limited, if the Student is a standard homestay student; and
- H The visiting of students under the age of 18 are mandatory as per the Code of Practice for the Recruitment and Retention of International Students. For these students a home visit check will be undertaken once per school term.
- I Before any student commences living at my house under the agreement, the NZ Police Vetting Service will conduct a Police check on all people who reside, at any time, in my house who are over the age of 18 and that the Police Vetting Service will provide this information to the Host families NZ. This information will be reviewed and the success, or otherwise, of my application advised. The material supplied by the NZ Police Vetting Service will be destroyed, not discarded, within 14 days.
- J Host Families NZ Ltd may request my household to be re-vetted by the NZ Police Vetting Service at any time.
- K Failure to comply with any of the terms of this agreement may result in summary termination of contract and/ or no further student placements.
- L I am able to withdraw from the Host Families NZ Homestay Programme at any time by notifying the Homestay Co-ordinator.

NOTE: Homestay contract or agreement will be given and discuss during homestay inspection and will be posted if you live outside Auckland. ☺