



## London Family Stay: Terms and Conditions

### **Accommodation**

To book your host family accommodation, please complete the online [reservation form](#).

*London Family Stay* will reply to you confirming whether we can fulfil your requirements and send you details of proposed family host placements.

On your confirmation of accepting a placement, we require a non-refundable deposit of £30 to ensure your reservation. You can pay this by bank transfer or by credit card.

### **Payment**

As soon as we receive your [reservation form](#) together with your deposit, we will send you details of your family host placement together with an invoice for the TOTAL COST OF YOUR STAY, which must be paid in full, at least 14 days before your arrival. (The £30 pounds deposit will be deducted from the final invoice).

If paying by bank transfer, it is important you include your name in the transfer document. Also you must pay all bank charges.

### **Minimum Age**

*London Family Stay* is open to anyone aged 18 years old or more.

### **Minimum Stay**

The minimum stay is 2 weeks.

### **Arrival Time**

Please contact your host family at least a week prior departure with an estimated arrival time, to ensure someone is at home. You should also contact *London Family Stay* to confirm your time of arrival.

### **Cancellation Policy**

Cancellations must be made in writing to *London Family Stay*. If notice of cancellation is received more than 7 days before your arrival, one week fees will be forfeited. If notice of cancellation is received 7 days or less before your arrival 2 weeks fees will be forfeited.

If a client/student accepts and pays for an accommodation and then fails to arrive at the accommodation, the client/student will be liable for 2 weeks accommodation fees.

### **Extension of Stay**

If a client/student wishes to extend his or her stay, it must be arranged through *London Family Stay*.

### **Withdrawals**

*London Family Stay* reserves the right to remove any client/student from their host family accommodation if their behaviour is deemed unreasonable or in the case of a criminal offence. In the event of such expulsion no refund of fees will be made.

For longer term placements - If you wish to shorten your stay once you have arrived, you must notify *London Family Stay* in writing at least 4 weeks in advance. Refunds will be made only for those weeks in excess of the 4 weeks notice period.

### **Insurance**

Clients/students are strongly advised to insure themselves against eventualities such as theft, loss of property, illness and accidents.

### **Limited Liability**

It is a basic stipulation of the agreement between Host Families and *London Family Stay* that neither parties are liable to the client/student in cases where *London Family Stay* is unable to fulfil their services because of government law or other reasons which are beyond their control.

Once the field 'I have read and agree to the terms and conditions' on the [reservation form](#) has been ticked, *London Family Stay* considers that these terms and conditions have been read, understood and accepted by the client/student wishing to use the services provided by *London Family Stay*, and that the client/student cannot depart from these terms and conditions.

**website:** [www.londonfamilystay.com](http://www.londonfamilystay.com)

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