



TERMS, TARIFFS AND CONDITIONS – UNSW UNDERAGE 2012

AUZZIE FAMILIES TAKES PRIDE IN SUCCESSFUL HOMESTAY ARRANGEMENTS.

PLACEMENT FEE AND ADMINISTRATION 17-	\$275.00 (Australian Citizens \$255)
AIRPORT PICKUP/TRANSFER	\$150.00
AIRPORT TRANSFER/ROUND TRIP	\$220.00
RELOCATION FEE	\$170.00
SERVICE FEE	\$120.00
HOMESTAY FEE weekly	\$280.00
HOMESTAY SHARE weekly	\$240.00*
HOMESTAY NOMINATION (parent requested host)	\$250.00**
HOMESTAY NOMINATION (registered host)	\$200.00**
* with friend or family + parental approval	**Foundation students only

Special Notes:

- **Internet Options** students may have to purchase a **wireless modem**, around \$150.00 or hosts may charge \$10.00 per week for **broadband use**. **Downloading** of movies, music, news, games or You-tube etc **strictly prohibited**.
- **Executive Homestay** includes, quality decor, own room, private bathroom, Internet access for students travelling with a laptop, high standard meals.
- **Relocation Fee** applies when the current host is not available beyond the initial four week booking period or if a student requests a new host after profile sent. Request for a new host less than 2 weeks before arrival incurs 1 week homestay plus relocation fee. **Service fee** applies to all changes e.g. refunds, cancellation after receiving host profile, flight changes etc.
- **Late Payments:** When payment is received less than 2 weeks prior to arrival no special requests will be considered.
- All hosts are **located** around 30 to 50 minutes travelling time to the student's learning institution
- In order to **commence work** on your placement students must complete the application form and pay the full invoice amount a minimum of 2 weeks prior to arrival.
- **Placement / Administration** is non refundable
- In order to **commence work on your placement** students must complete the application form and pay their invoice or supply proof of payment two weeks prior to course commencement
- **Bank Draft, Telegraphic Transfer** (add \$15 bank charge), **Visa, MasterCard, Bankcard** (add 4.5%)
- **Meals** included except lunches Monday to Friday.
- **Fees are** GST inclusive per person and are subject to change without notice
- **Telephone / Mobile Phones** hosts will not sign telephone or Internet contracts for 17- students
- Any **unsolicited photos** received by this office of a host family member or Homestay premises taken without the host's permission will be immediately destroyed by our staff.
- All **complaints** must be addressed by referring to our **conflict resolution policy** available on request.

POLICIES & CANCELLATION

- No airport transfer **REFUND** applies if a student cannot locate the driver and makes their own way to the host. The student must call our emergency numbers NOT the host & follow our instructions. We will contact the driver and make sure that student and driver link up.
- Notice to change hosts will only apply after the initial 2 weeks settling in period & will incur a relocation fee. Change of host after the initial 4 week booking period will be treated as relocation.
- Students who pay their hosts directly after the initial 4 weeks are required to pay fortnightly in advance. Hosts will provide receipts for all direct payments received.
- Pursuant contract between the host and the student (also referred to as the *two week notice contract*), either the host or the student must give at least two weeks notice on their intention to terminate the contract prior to the contract being terminated. This notice must be given in writing, and the terminating party must be able to confirm the notice has been received and acknowledged. Auzzie Families will not be held liable for a breach of *the two week notice contract* by either the host or the student. The host and the student are to conduct themselves in good faith and with integrity with respect to all matters referred to and incidental to the *two week notice contract*.
- **Cancellation two weeks or less prior to arrival** will incur charges of one week host funds + Service fee + Placement Fee + Guardianship Set Up Fee.
- **Cancellation more than two weeks prior to arrival** will incur a charge for Placement fee + Service fee + Guardianship Set Up Fee
- **Cancellation due to visa refusal** will incur a service fee of \$120. Evidence required.
- All claims for refunds or compensation will only be considered if received in writing in the first 4 weeks.