



# AUZZIE FAMILIES Homestay Care

## TERMS, TARIFFS AND CONDITIONS – AUZZIE FAMILIES 2010 (& private high schools)

### AUZZIE FAMILIES TAKES PRIDE IN SUCCESSFUL HOMESTAY ARRANGEMENTS.

PLACEMENT FEE AND ADMINISTRATION 18+ & 17-	\$250.00
AIRPORT PICKUP/TRANSFER	\$140.00
AIRPORT TRANSFER/ROUND TRIP	\$220.00
RELOCATION FEE	\$170.00
SERVICE FEE	\$110.00
HOMESTAY FEE	\$250.00 (18 yr+) weekly
HOMESTAY FEE	\$265.00 (17 yr-) weekly
HOMESTAY SHARE (must book with friend or family)	\$210.00 18 yr+) weekly
HOMESTAY SHARE (with friend or family + parental approval)	\$230.00 (17 yr-) weekly
HOMESTAY single / no food (food re - heating only)	\$215.00 weekly
HOMESTAY single / no food (food re - heating only)	\$235.00 (17 yr-) weekly
HOMESTAY Share / no food (food re - heating only)	\$185.00 weekly (must book with friend or family)
GUARDIAN FEE Auzzie Families	\$66.00
GUARDIAN FEE Host family	\$35.00 (17 yr- weekly)
GUARDIANSHIP SET UP FEE	\$170.00
HOMESTAY NOMINATION (parent requested host)	\$345.00
HOMESTAY NOMINATION (registered host)	\$200.00
EXECUTIVE HOMESTAY	\$420.00 (18 yr+) weekly 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 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 & Guardianship Set Up Fee** are 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 a 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.
- The contract between host and student is two weeks notice. (This applies when the student wants to leave the host or the host requires the student to leave.) Auzzie Families is not liable for a breach of this contract and expects hosts and students to act with integrity in this matter.
- **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 \$110. Evidence required.
- All claims for refunds or compensation will only be considered if received in writing in the first 4 weeks.