

The following terms and conditions and refund policy are intended to make your homestay a rewarding one for you and your host family. Please show them the courtesy and respect they will show you.

## HOMESTAY STUDENT TERMS AND CONDITIONS AGREEMENT

1. The student will need to be familiar with his/her meal plan.
  - **Full Board** is 3 meals/day: breakfast, lunch and dinner. Breakfast and lunch are self-served, meaning students will prepare their own meals. The family will provide and explain what food they can use. Dinner is a meal prepared by the family.
  - **Half Board** is 2 meals/day: breakfast and dinner. Breakfast is self-served, meaning students will prepare their own meal. The family will provide and explain what food they can use. Dinner is a meal prepared by the family.
  - **Roomstay / Self-Catering** is no meals but students will have access to the kitchen/refrigerator to prepare their own meals.
2. The student is encouraged to take part in the Host Family's daily activities when available and expected to participate in all family chores shared by the general family. These expectations will be communicated by the host family. (Example: tidy up after yourself; clean up after meals, etc.)
3. The student is responsible for informing his or her family when making plans to go out on a free day, afternoon, or evening.
4. It is not guaranteed that the student will be matched with a host family having the exact criteria as the student's requests. In every case, Global Village Hawaii makes every effort to provide the best for the student.
5. The student should inform the Accommodations Department **four weeks in advance** before leaving the Host Family's home if he/she decides to change or terminate the agreed homestay period. If the host family has failed to meet homestay conditions [as outlined in the Homestay Family Terms and Conditions Agreement], then the Accommodations Department must be notified and given a chance to mediate and/or correct the problems. Only after the Accommodations Department's intervention, and if the problems persist, will the student be moved to a new host family and there will be no refund given for the period of homestay already used. Only if no homestay family can be found will a refund be issued.
6. The student should inform the Host Family and the Accommodations Department **four weeks** before the end of the homestay period if he/she decides to extend the agreed homestay period. Homestay extensions are on a space available basis. You may be required to change families or find another type of accommodation and additional placement fee may be charged.
7. The student should inform the Accommodations Department at least **two weeks** before the date of the transfer if he/she decides to request an airport transfer.
8. The student is responsible for his or her own meal arrangements on those days when an all day excursion or afternoon activities are planned.
9. The student shall show consideration and tolerance for the Host Family members.
10. The student must promptly reimburse the Host Family if he/she is responsible for causing damage to the home.
11. The student can only invite guests to the home with the knowledge and permission of the Host Family.
12. The student must keep his/her room clean (i.e. vacuum his/her room and empty the garbage can at least once a week).
13. If the student is doing his/her laundry, it must be agreed upon with the Host Family.
14. The student shall respect the privacy and belongings of the Host Family.
15. The student shall respect and follow the Host Family's rules in their home. The student is to notify the Host Family and/or the Accommodations Department should they find the rules unreasonable.

16. The student will be considerate of the fact that in Hawaii, host families do not have large water tanks. Students will keep their showers to a reasonable length. Hawaii is an island and water conservation is very important. Families may ask that students take showers for no longer than 10 minutes.
17. The student shall ask permission to the Host Family if he/she wishes to use any household appliances.
18. The student shall ask permission to use the telephone, will keep calls to a reasonable length of time and shall restrict late night calls. Any long distance calls should be made "collect" or using "calling cards." Students will be asked to pay all outstanding long distance calls made by them.
19. The student shall help him/herself to food only with the knowledge and permission of the Host Family.
20. If difficulties arise between the student and the Host Family, the Accommodations Department must be notified immediately. Every effort to discuss and rectify the situation will be demonstrated.
21. It is understood and agreed by that you will not smoke in the Host Family's home if they are not smokers. The student will be asked to smoke outside and will be expected to do so. If the student is a smoker, then he/she should ask the family for a suitable place to smoke.
22. If the student does not comply with all the policies in the Agreement, he/she may be asked to leave the Host Family's home.
23. If the Accommodations Department determines a student to be unsuitable as a homestay participant, they will not be allowed to stay in the homestay program. Being in a homestay is a privilege, not a right.

### HOMESTAY REFUND POLICY

1. If written cancellation notice is given 31 days or more before the beginning of homestay check-in, all money will be refunded except for the non-refundable Homestay Placement Fee and an Additional Placement Fee may be charged, if applicable. If written cancellation notice is given less than 31 days before the beginning of homestay check-in, Global Village Hawaii may retain 2 weeks of homestay fee, the Homestay Placement Fee, and an Additional Placement Fee may be charged, if applicable.
2. The student should inform the Global Village Hawaii Accommodations Office at least four weeks in advance after beginning homestay. For cancellations made less than four weeks in advance, Global Village Hawaii may retain up to four weeks of the homestay fee.
3. If the host family has failed to meet homestay conditions, then the Accommodations Office must be notified and given a chance to mediate and/or correct the problem(s). Only after the school's intervention, and if the problem(s) persist(s), the student will be moved to another homestay and there will be no refund given for the period of homestay already used. Only if no replacement homestay can be found will an accommodation refund be issued.
4. If written cancellation/change notice is given 2 weeks or more before the date of the arrival or departure transfer, the transfer fee will be refunded.
5. If written cancellation/change notice is given less than 2 weeks before the date of the arrival or departure transfer, there will be no refund given for the transfer fee.
6. Where a person has contracted for a period of homestay and is away for the weekend or misses a meal because of prior plans, there will be no refund for the homestay fee.
7. There are no partial week refunds.
8. It is understood that students who register through travel agents have signed contracts with these agents that may include cancellation penalties, no-refund policies, or home-country-refunds-only conditions. In all cases regarding agent-sent students, GV Hawaii will confirm the conditions of agent-student contracts with travel agents before issuing any refunds.

I have read the above-stated terms and conditions and the refund policy and agree to abide by them as a condition of my participation in the homestay program.

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Date
Student Name
Student Signature