



HG

STUDENT INFO PACKAGE

Phone: +61 414 600 918

Email: info@homestaygroup.net

Website: www.homestaygroup.net

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Student Services



Homestay Service

Homestay Group allocates accommodation for overseas students with local hosts within close proximity to their educational institution.

Students are able to choose their room options and the number of meals.



Guardianship

Homestay Group allocates a legal guardian for overseas students who are under 18 for the duration of their stay.

This is required for students under 18 years of age.



Study Tours

Homestay Group allocates a group of overseas students with a number of local hosts within close proximity to their educational institution.

Study tours are to be booked through direct contact with Homestay Group.



VIP Service

Homestay Group allocates a custom program for international students.

This may include closer accommodation, lunch on weekdays, or school pickup/drop-off.

Fees

Under 18 (Including Guardianship)	Rates (\$AUD)
Homestay Placement Fee	\$530 per individual
Single Room including meals – Breakfast + Dinner + Weekend Lunch	\$390 per week

Over 18	Rates (\$AUD)
Homestay Placement Fee	\$330 per individual
Single Room including meals – Breakfast + Dinner + Weekend Lunch	\$330 per week

Other Fees	Rates (\$AUD)
Inspection Fee	\$200 per individual
Relocation Fee	\$200 per individual
Cancellation Fee	\$150 per individual
Airport Pickup	\$160 per individual

Policies

General Rules

The rules stated are guidelines on how students should act in the homestay environment and in public. All actions taken by the student are their own responsibility. A breach of these rules will result in verbal warnings and parents will be contacted if further non-compliance occurs. A serious breach of these rules may result in the termination of their stay.

Simple etiquette is important when greeting and talking to hosts. Use words such as 'please' and 'thank you'.

Our accommodation offers breakfast usually anytime from 6am onwards and dinner is provided from 6pm onwards. Three meals (breakfast/lunch/dinner) are provided on weekends. If you are skipping a meal or not at home during a meal, it is advised that you contact your hosts before the meal. If you want to cook yourself, please ask for permission with the host family.

As you are staying in a house with other people, please keep your room, bathroom and personal belongings tidy. Your bedroom is for sleeping and studying, so having a clean environment to do things is helpful. Smoking or consuming alcohol is not allowed in rooms or in the house. Food storage or eating is not permitted in bedrooms as this can attract unwanted pests.

Students should limit their time using bathrooms and showers, as saving water can maintain the health of the environment and keep water bills down. Laundry access is to be arranged with the host as they will demonstrate how the washing machine and dryer is operated.

To get around, it is advised that taking public transport is the best option, as all host family houses are within walking proximity to buses, trains and other forms of public transport. An Opal card is required to use public transport.

Students wishing to return home to their country must provide the hosts with flight tickets and are required to pay half of the usual weekly homestay fee to reserve their room. If a student wishes to terminate their homestay, i.e. move out or change addresses, then permission must be approved by Homestay Group and the host family must be notified at least 4 weeks prior to leaving.

If you are planning for family and friends to come over, permission to do so must be approved by the hosts, however, they are not allowed to request temporary accommodation or inspect the host household.

In case of sickness or injury, the host must be notified in case they have to arrange urgent medical treatments for students.

Having good communication skills with host families is important to having a good connection. Feel free to talk to them when you have any issues regarding your stay as they will always be willing to help in the best way possible.

Rights and Responsibilities

Remember your rights and responsibilities while being accommodated by Homestay Group. Here is a list of them:

- Treat everyone with equal respect and courtesy
- Keep belongings tidy
- Pay host promptly for rental fees and Wi-Fi
- Abide by the house rules the host family has set

Under Homestay Group's host obligations, a student has the right to:

- Supervised accommodation
- Reliable wireless internet connection
- Help with any matters that may concern them
- Hosts attending institution functions on behalf of the student's parents
- Hosts notifying the institution regarding absences
- Regular contact between the host and the student's parents
- Hosts monitoring their wellbeing

Rules Specific to Students Under 18

Students under 18 have specific rules that must be followed to ensure their safety:

- Students should be home before dinner on weekday nights and Sunday nights, however, if a student needs to return home late, the host must be advised beforehand

- The host must approve to a student leaving the house at any time or not attending school
- No smoking or drug use is allowed as it is against the law for an individual under 18 to purchase or consume cigarettes and alcoholic drinks
- Students are not able to drive motor vehicles as it is illegal in Australia to drive without a licence, however, a student over 16 is allowed to apply for an Australian Drivers Licence

Payment and Refund Policy

Students should pay hosts monthly after the payment has been invoiced and the student is notified. All hosts will provide receipts for payments that have been received.

Placement and processing fees are non-refundable.

Privacy Statement

Homestay Group must collect personal information about students, hosts and their families in order to allocate suitable accommodation. We will not disclose any information unless required by law or court order to do so.