

WHAT IS EXPECTED OF YOU ON THE IHP PROGRAMME

The IHP Programme is a cultural immersion programme based on the daily lives of a local family and their community. Host families' homes should not be treated as hotels, and participants must be willing to interact and communicate with the host family in English.

Participants must be willing to obey regulations established by the host family in relation to household chores and daily living and must adapt to family arrangements regarding use of bathrooms, meal schedules, getting up in the morning and going to bed at night. Use of the telephone and internet is by agreement with the host family and at the expense of the participant.

Participants are responsible for their own entertainment and personal expenses and should come with personal spending money. Participants will be expected to reimburse the host family for any damage to their home or property caused by the participant.

Independent activities and travel outside the family should be agreed with the family beforehand and are at the expense of the participant.

Participants must not ask the host family to extend the homestay beyond the agreed dates.

APPLICATION AND FEE PAYMENT

Application for IHP must be received by EIL at least 60 days prior to the date of arrival.

An initial payment of 50% of the programme fee must be made before your application is considered, with the balance due within five business days of receiving your host family placement. If you are unable to pay your balance when you are placed, that could result in cancellation of your host family.

REFUND POLICY

- If EIL is unable to place you within 14-days of your programme start date, or the programme is cancelled prior to departure, all payments, less £50, will be refunded. You may request that EIL continue to look for a host family. Please note: If EIL are successful in placing you after the 14-day opt-out policy above, and you decline the placement, you do not qualify for any refund.
- If you cancel your programme after acceptance of application and prior to placement confirmation 25% of the programme fee will be forfeited.

Terms and Conditions Incoming Individual Homestay Placement



- If you cancel your programme after notification of placement 50% of the programme fee will be forfeit.
- If you cancel on the programme start date or after the programme start date and while you are on the programme you decide to leave early, there are no refunds to any portion of the fees you paid.
- All cancellations must be in writing. Email transmission is acceptable. EIL do not accept cancellations by telephone. If you choose to cancel your programme, your cancellation will become effective from the day EIL receives this notification.
- Applicants are strongly advised to purchase trip cancellation insurance.

YOUR RESPONSIBILITIES

- To determine your own suitability to undertake the IHP programme, after considering any medical or other safety risks.
- To obey all rules of the host family, and to respect all safety, health, legal, political, cultural and religious customs.
- To be completely responsible for your own safety and to exercise caution and common sense at all times and be aware of local safety or health risks.
- To be fully accurate and truthful in your application.

PROGRAMME EXTENSIONS AND CHANGES

- If you would like to change the dates or any details concerning the programme, you can do so at no extra charge by contacting us at least 30 days before your start date.
- If you change your programme location less than 30 days before your departure, you will be charged an additional £50 change fee. If you change your departure date less than 30 days before the original departure date, you will be charged an additional £50 change fee.

IMPORTANT MATTERS YOU MUST UNDERSTAND

- You may be dismissed from the programme at any time if EIL, the host family or governmental authorities determine that your continued participation would be detrimental.
- Living conditions may be very different from what you are used to, and may be far from transportation and other amenities.
- You are responsible for airfare or other charges resulting from cancellation or change in your programme, regardless of the cause.

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- Applicants must accept their family placement unless they have a valid reason to decline (such as health and allergy reasons), or issues with the adequacy of the accommodations (such as a shared bedroom), which must be communicated to us in writing within 24 hours after placement is received. EIL has the sole discretion to determine whether an applicant is entitled to decline a host family placement.
- If you choose to leave the programme early, you must notify the host family and EIL. Neither the host family nor EIL will be responsible for you or any additional costs you incur because of your choice to leave the programme early. Programme fees are not refundable in this case.
- The eating and living facilities with your host family will be of a local standard, and may differ from what you are accustomed to in your home country. You are expected to adapt to and show respect for local living conditions.
- Commutes between host families and a city-centre can vary and may be well over an hour in certain locations. This is part of daily life for your host family members.
- EIL are not liable for cancellation, alteration or delay caused by circumstances beyond our control, such as threat of war, sickness or quarantine, crime, terrorism, weather, acts of government, or acts of God.
- English law shall apply to any and all claims against EIL Limited and all proceedings shall be within the exclusive domain of the English courts.

Flight Information:

Full flight details must be provided to EIL at least 2 weeks prior to departure.

Insurance:

Adequate medical and travel insurance is compulsory for the duration of the visit, regardless of programme type and length. EIL will require a copy of this policy prior to travel.