



HOST FAMILY TERMS & CONDITIONS AND DECLARATION

Connecting Cultures. Creating Memories.

1. Introduction

Thank you for your interest in becoming a host family with A&O Homestays.

A&O Homestays arranges homestay accommodation for international students, teachers and visitors across Essex and Northamptonshire. Our aim is to provide a safe, welcoming and positive environment where guests can experience British family life, develop their English language skills where relevant, and enjoy meaningful cultural exchanges.

These Terms & Conditions set out the responsibilities and expectations of host families working with A&O Homestays.

By signing this agreement, you confirm that you have read, understood and agree to comply with these terms.

2. Host Family Application and Approval

2.1 All prospective host families must complete the A&O Homestays application process and provide accurate and up-to-date information.

2.2 Applications may be subject to suitability assessments, accommodation checks, references, identity verification and safeguarding checks appropriate to the placement and applicable requirements.

2.3 Hosts must disclose relevant information that may affect the safety, wellbeing or suitability of students and teachers staying in their home.

2.4 A&O Homestays reserves the right to approve, decline, suspend or withdraw a host family's participation where there are reasonable concerns about suitability, safety or compliance with these terms.

2.5 Approval as a host family does not guarantee any minimum number of placements, students, teachers or income.

3. Accommodation Standards

Host families agree to provide accommodation that is safe, clean, comfortable and suitable for the age and needs of students and teachers.

Hosts must ensure that:

- Students and teachers have a clean, properly furnished bedroom with an appropriate bed, mattress and bedding.
- Bedrooms have adequate heating, ventilation and lighting.
- Bathroom and toilet facilities are clean and accessible.
- Students and teachers have access to appropriate washing and personal hygiene facilities.
- The property is maintained in a safe condition, with working smoke alarms and other safety measures required by law.
- Electrical appliances and equipment provided for guest use are safe and in good working order.



- Students and teachers have reasonable access to shared household facilities.
- The home is free from avoidable hazards.
- Students and teachers have access to drinking water and appropriate meals.

Any proposed sharing of bedrooms must be agreed with A&O Homestays in advance and must comply with the requirements of the particular placement.

Hosts must not accommodate additional students or teachers beyond the number agreed with A&O Homestays.

4. Meals and Dietary Requirements

4.1 Host families must provide the meals specified in the placement confirmation.

4.2 Where a placement includes breakfast, packed lunch and an evening meal, hosts must provide these meals daily unless alternative arrangements have been agreed.

4.3 Packed lunches must meet A&O Homestays' communicated requirements, including the agreed five-item packed lunch standard where applicable.

4.4 Host families must take reasonable care to accommodate dietary requirements, allergies and relevant medical information communicated before the placement.

4.5 Hosts must immediately inform A&O Homestays if they cannot safely accommodate a student's or teacher's dietary or allergy requirements.

4.6 Students and teachers must not be expected to purchase meals already included in their placement.

5. Student and Teacher Welfare and Safeguarding

The safety and wellbeing of students and teachers are fundamental responsibilities of every host family.

Host families must:

- Treat students and teachers with dignity, kindness, fairness and respect.
- Provide a welcoming environment free from discrimination, bullying, intimidation, harassment or abuse.
- Respect students' and teachers' cultural, religious and personal backgrounds.
- Maintain appropriate boundaries with children, young people and teachers.
- Follow all safeguarding instructions and policies provided by A&O Homestays.
- Report any safeguarding concerns, allegations, unexplained absences or significant welfare concerns promptly to A&O Homestays.
- Contact emergency services immediately where a student or teacher is in immediate danger or requires urgent medical attention, and notify A&O Homestays as soon as reasonably possible.
- Never use corporal punishment, humiliating discipline or inappropriate physical restraint.
- Ensure students and teachers are not exposed to inappropriate, violent or sexually explicit material.
- Not leave students without appropriate supervision or arrangements, taking account of their age and placement requirements.

Hosts must not attempt to investigate safeguarding allegations themselves or promise absolute confidentiality to a child who discloses a safeguarding concern.

Where necessary, A&O Homestays may share relevant information with appropriate safeguarding agencies or authorities.



6. Household Members and Visitors

6.1 Host families must provide accurate details of household members and notify A&O Homestays of relevant changes.

6.2 Any change in household composition or circumstances that may affect student or teacher safety or placement suitability must be reported promptly.

6.3 Hosts must not transfer responsibility for hosting a student or teacher to another household or individual without prior agreement from A&O Homestays.

6.4 Visitors to the home must not compromise student or teacher safety, privacy or wellbeing.

6.5 Any checks or suitability requirements communicated by A&O Homestays must be completed before the relevant placement begins.

7. Host Family Responsibilities

Host families agree to:

- Welcome students and teachers warmly and help them settle into the household.
- Explain household routines, expectations and relevant safety information.
- Treat students and teachers as welcomed guests and encourage appropriate participation in family life.
- Provide reasonable opportunities for conversation and cultural exchange.
- Respect students' and teachers' privacy and personal belongings.
- Support students and teachers in understanding local arrangements and daily routines.
- Communicate concerns promptly to A&O Homestays.
- Follow the agreed placement arrangements and instructions.
- Maintain professional, respectful communication with students, teachers, parents, group leaders and A&O Homestays representatives.

Students and teachers must not be required to undertake domestic work beyond reasonable personal responsibilities, such as keeping their bedroom tidy and clearing their own dishes.

8. Student and Teacher Arrivals, Departures and Transport

8.1 Host families must comply with the arrival, departure and meeting-point arrangements confirmed for each placement.

8.2 Where hosts have agreed to collect or return students or teachers, they must arrive punctually at the specified location.

8.3 Hosts must notify A&O Homestays immediately if they are delayed, unable to attend or encounter a transport-related problem.

8.4 Students and teachers must not be transported by an unauthorised person without prior agreement.

8.5 Where a host provides transport, they are responsible for ensuring that the vehicle, driver, insurance and arrangements comply with applicable legal requirements.

8.6 Hosts must not independently change agreed collection or drop-off arrangements without authorisation.

9. Communication and Reporting Concerns

9.1 Host families must maintain reasonable communication with A&O Homestays during placements.



9.2 Any concerns relating to student or teacher behaviour, illness, homesickness, attendance, safety, damage or accommodation must be reported promptly.

9.3 Hosts must not make significant changes to placement arrangements directly with schools, agents, parents, teachers or students without informing A&O Homestays.

9.4 Where an issue arises, hosts agree to cooperate with A&O Homestays in identifying an appropriate solution.

10. Payments

10.1 Host families are paid directly by A&O Homestays for approved student and teacher placements.

10.2 The applicable payment rate will be confirmed before each placement is accepted.

10.3 Payment rates may vary depending on the placement, guest requirements, accommodation arrangements and agreed services.

10.4 Payment will be made on the evening before the students or teachers depart from the host family's accommodation.

10.5 Hosts must provide accurate payment details and notify A&O Homestays of any changes.

10.6 Hosts are responsible for managing their own tax affairs and any applicable self-employment obligations.

10.7 Unless otherwise agreed in writing, host families are responsible for ordinary household expenses associated with the agreed hosting arrangements, including utilities, meals and routine accommodation costs.

10.8 Any additional expense must be authorised by A&O Homestays in advance if reimbursement is requested.

11. Cancellations and Changes

11.1 Host families should only accept placements they are reasonably confident they can fulfil.

11.2 If a host becomes unable to accommodate an agreed placement, they must notify A&O Homestays immediately.

11.3 Hosts should provide as much notice as possible of any cancellation.

11.4 A&O Homestays may change or cancel placements because of circumstances including changes in student or teacher numbers, school or agent requirements, travel disruption, welfare concerns or other operational reasons.

11.5 Any payment due following a cancellation, shortened placement or early departure will be determined according to the cancellation and payment arrangements confirmed for that placement.

11.6 Hosts must not charge students, teachers, parents, schools or agents directly for cancellations or changes unless expressly authorised in writing.

12. Damage to Property

12.1 Hosts must report damage allegedly caused by a student or teacher to A&O Homestays as soon as reasonably practicable.

12.2 Where appropriate, the host should provide photographs, a description of the damage and relevant supporting evidence.



12.3 A damage report should be completed using A&O Homestays' agreed reporting procedure, including signatures where required.

12.4 Hosts must not independently demand payment from students or teachers or withhold their belongings because of alleged damage.

12.5 Any reimbursement will depend on the circumstances, available evidence, applicable insurance and the relevant booking arrangements. Reimbursement is not automatically guaranteed.

12.6 Normal wear and tear is not generally treated as chargeable damage.

13. Insurance and Legal Responsibilities

13.1 Host families are responsible for ensuring that their accommodation and hosting activities comply with applicable legal requirements.

13.2 Hosts should inform their home insurer that they intend to accommodate paying guests or students and teachers, and confirm that their insurance arrangements are appropriate.

13.3 Hosts are responsible for obtaining any permissions required under their tenancy, mortgage, lease or other property arrangements.

13.4 A&O Homestays may request evidence of relevant insurance or permissions where appropriate.

13.5 Nothing in this agreement removes any statutory responsibilities owed by A&O Homestays or the host family.

14. Confidentiality, Data Protection and Photographs

14.1 Host families may receive personal information about students and teachers, including contact details, dietary requirements, allergies or other information necessary for the placement.

14.2 Hosts must keep such information confidential and use it only for legitimate placement purposes.

14.3 Student and teacher information must not be shared with unauthorised individuals.

14.4 Hosts must take reasonable steps to keep documents, contact details and electronic information secure.

14.5 Hosts must not publish photographs, videos, names or identifying information about students or teachers on social media or other public platforms without appropriate authorisation and consent.

14.6 Hosts must follow A&O Homestays' instructions concerning the retention, return or secure deletion of guest information.

14.7 Personal information submitted by host applicants will be handled in accordance with the A&O Homestays Privacy Policy.

15. Professional Conduct

Host families must maintain appropriate professional standards throughout each placement.

Hosts must not:

- Discriminate against students or teachers.
- Engage in threatening, abusive, inappropriate or exploitative behaviour.
- Consume alcohol or substances in a manner that compromises student or teacher safety or supervision.
- Allow illegal drug use or unlawful activity in connection with the placement.



- Seek unauthorised additional payments from students or teachers.
- Make private placement arrangements with students, teachers, schools or agents introduced through A&O Homestays without first notifying A&O Homestays.
- Misrepresent their accommodation, household circumstances or services.

Any serious breach may result in immediate removal from the host network, subject to applicable legal and contractual rights.

16. Complaints and Disputes

16.1 Hosts should raise complaints or concerns directly with A&O Homestays.

16.2 A&O Homestays will aim to consider complaints fairly and communicate an appropriate response.

16.3 Host families agree to cooperate with reasonable requests for information during complaint or incident reviews.

16.4 Where concerns cannot be resolved informally, the parties may seek further advice or pursue available legal remedies.

17. Suspension and Termination

17.1 A&O Homestays may suspend new placements or terminate a host's participation immediately where reasonably necessary because of serious safeguarding concerns, material breaches of this agreement, dishonesty or significant risks to student or teacher welfare.

17.2 Where a placement must end early, the host family agrees to cooperate with reasonable arrangements for the student's or teacher's safe transfer to alternative accommodation.

17.3 Any outstanding payments or disputes will be dealt with in accordance with the relevant placement terms and applicable law.

18. Independent Host Family Status

18.1 Host families are engaged as independent accommodation providers and are not automatically employees of A&O Homestays.

18.2 This agreement does not, by itself, establish an employment relationship, partnership or agency relationship.

18.3 Hosts are responsible for their own tax arrangements, applicable insurance and legal obligations.

18.4 The actual legal status of the relationship will depend on how the arrangements operate in practice and applicable law.

18.5 Host families must not represent themselves as authorised to enter into contracts or make commitments on behalf of A&O Homestays unless expressly permitted.

19. Changes to These Terms

A&O Homestays may propose updates to these Terms & Conditions to reflect changes in legal requirements, safeguarding standards or operational arrangements.

Material changes will be communicated to host families. Any changes requiring agreement will be subject to the appropriate consent process.



HOST FAMILY DECLARATION AND AGREEMENT

By signing below, I/we confirm that:

- ☐ I/we have read and understood the A&O Homestays Host Family Terms & Conditions.
- ☐ The information provided in our host application is accurate and complete to the best of our knowledge.
- ☐ I/we agree to comply with the accommodation, welfare and safeguarding requirements communicated by A&O Homestays.
- ☐ I/we understand that approval as a host does not guarantee placements or a minimum income.
- ☐ I/we agree to report relevant changes to our household, accommodation or circumstances.
- ☐ I/we understand that payment will be made on the evening before the students or teachers depart.
- ☐ I/we have read the A&O Homestays Privacy Policy.
- ☐ I/we agree to maintain confidentiality and protect students' and teachers' personal information.

Primary host full name: _____

Secondary host full name (if applicable): _____

Host family address: _____

Email address: _____

Primary host signature: _____

Date: _____

Secondary host signature (if applicable): _____

Date: _____

For A&O Homestays Use

Application reference: _____

Application received: _____

Application status: _____

Approved by: _____

Approval date: _____