

HLI Terms & Conditions

By enrolling you accept the following:

General

Home Language International (HLI) considers the choice of family to be more important than a specific town and reserves the right to place the student in another area if there is no compatible family in the area of first choice or if the original family selected cancels through illness or personal problems. However, if the family we select does not match the requirements as stated on the booking form, students are free to cancel and will receive a complete refund provided the refusal is received no more than 48 hours after the family profile was sent. Once a placement has been confirmed, requests from students for changes of area, dates or programme are subject to an alteration charge of £100, €150 or US\$150. HLI must be notified of any problems or complaint before the end of the stay - no retrospective claims against HLI will be considered. Enrolments are accepted on condition that students have no illness or infirmities that they do not mention and explain in advance, HLI reserves the right to send home students who have not disclosed such information. HLI reserves the right to place a student with more than one host teacher on a given programme and/or change the tutor before or during the stay. HLI also reserves the right to organise a homestay with one family and lessons with an outside teacher if a teacher family cannot be found.

No guest of the same nationality or mother tongue will stay in the family at the same time as an HLI student. Host families are however allowed to have guests of any nationality they like providing that they do not interfere with the HLI student's lessons or share the same language as them.

Transfers

If transfers are booked HLI must receive flight numbers and arrival times at least one week in advance otherwise the transfers are cancelled and non-refundable. If no transfers are booked the student should contact the family directly to let them have an approximate arrival time. If the family do not hear from the student, they will not expect them before 19h00. A mobile phone number is required for all students.

Cancellations & Insurance

If a cancellation is made well in advance (by post, fax or email) a credit note may sometimes be given for lessons and accommodation, valid for a year. No refunds will be given for cancellation, accident, illness, loss of property or for any other reason. Students MUST take out their own insurance against illnesses, accidents to themselves or third parties and cancellations.

Alteration charges

Alterations of area, date or programme often mean cancelling one family and finding another, so we must charge £100, €150 or US\$150 in every case.

Cancellation charges for agents only

The cancellation fees are as follows:

- up to 14 days before arrival = £100, €150 or US\$150.
- 14 days to 48 hours before arrival = 50% of total fees.
- 48 hours or less before arrival = 100% of total fees.

When any of the Programmes with Activities are cancelled or altered at any time, we may have to refund the payment for the activity side of the booking to the family in full because they may in turn have paid for the activity several months in advance to secure places in busy periods. We then charge £150, €200, US\$200 cancellation fee for the activity part of the programme (the average cost). These amounts must be added to our normal cancellation fees in all cases except when 100% of the fees are due.

Payment

Full fees must be paid at least 4 weeks before arrival in the currency shown in our pricelist. Payment may be made by:

1. Bank transfer

Home Language International Ltd.

Payments in Sterling:

Bank: Lloyds Bank International Limited, 25 New Street, St Helier, Jersey, Channel Islands JE4 8RG, UK
IBAN: GB29LOYD30946102849803
BIC: LOYDJE1001
SWIFT: LOYDGB2L

Payments in Euros:

Bank: Lloyds Bank International Limited, Po Box 10, 9 Broad St, St Helier, Jersey, JE4 8RS, UK
IBAN: GB70LOYD30166348756520
BIC: LOYDJEH1XXX
SWIFT: LOYDGB2L

Payments in US Dollars:

Bank: Lloyds Bank International Limited, Po Box 10, 9 Broad St, St Helier, Jersey, JE4 8RS, UK
IBAN: GB51LOYD30166348756571
BIC: LOYDJEH1XXX
SWIFT: LOYDGB2L

Save 5% if you book and pay for a programme by bank transfer 4 months before arrival date.

2. Credit card

Use our secure online booking form or complete our enrolment form on page 35 (also available from our website www.hli.co.uk) and post/fax/email it to our reservations office at:

Home Language International
Le Coronado, 20 Avenue de Fontvieille,
MC98000, Monaco.
Tel: +377 97 70 74 72
Fax: +377 97 70 74 71
Email: hli@monaco.mc

Alternatively, you may phone us with your credit card details, providing written authorisation is also sent to us.

Advice for a successful stay

- We recommend you bring at least £60, €85 or US\$85 spending money per week. EU students travelling to an EU country are advised to get the European Health Insurance Card. All students are advised to have personal insurance to cover any cancellation, loss of property etc.

- Activities: We strongly recommend all students, especially the younger ones to book activities, as these allow them to practice what has been studied during the lessons and work on conversational skills whilst enjoying themselves. Keeping the younger students occupied contributes to making the stay successful. School holidays may not be on the same dates as in your home country so the children in the host family may be at school during your stay.

- You should contact the host family by phone or email at least one week before your stay. Our host families would like to learn more about you, your food preferences, language level and what you are expecting from your course. This will help them prepare better for your stay.

- Families in a foreign country may not have the same way of living as you. There may be different rules, food and living conditions. You should be ready to accept cultural differences in order to get the most out of your stay.

- Smoking: In many countries you cannot smoke in public areas (bars, restaurants etc.). Very often, our host families do not allow smoking in the house. If there are smokers in the host family they will often smoke outside or only in a specific area in the house. When you book your programme you can tell us if you prefer a non-smoking family.

- Parents: We advise parents to ask their children to limit the use of smartphones, laptops or tablets since frequent communication with friends and family in their mother tongue will affect their full-immersion experience.