

## Cancellation Policy - Homestay Plus

### Please note

- The placement will be finalised and the family profile sent out only after the invoice is paid and the proof of payment and flight details are sent over.
- Working days are Monday to Friday – 9:00 am - 5:00 pm, AET.
- Payments received less than two weeks prior to arrival are considered late and special requests may not be considered as the placement has to be finalised within a short time.
- The student and the family are to conduct themselves in good faith, with integrity, respect and kindness. Any matters that arise should be reported by email, and a two- week notice period applies.
- Please note that all charges are applied in Australian dollars

### Contacts cancellations and placements

<b>Centralized department at Head Office</b>	<b>Email</b>
Bookings	support@homestayplus.com.au

### Emergency numbers- Airport Transfer

<b>City</b>	<b>Emergency Number</b>
Sydney	+61 401 337 723 / +61 414 324 744
Melbourne	+61 466 095 584 / +61 406 040 646
Brisbane	+61 433 715 211 / +61 434 642 900
Perth	+61 433 715 211
Gold Coast	+61 433 715 211/ +61 434 642 900



## **1. BOOKING CANCELLATION - VISA REFUSAL**

- 1.1. For bookings cancelled before two working days previous the arrival date, the placement fee will still be charged.
- 1.2. If the booking is cancelled with or within two working days prior to arrival, the placement fee plus one week's accommodation will be charged.

The visa refusal documentation from the immigration department **must** be shown to avoid being charged the placement fee plus two weeks' accommodation.

## **2. BOOKING CANCELLATION - GENERAL**

- 2.1. No charges will be applied if the booking is cancelled before two weeks prior to arrival.
- 2.2. A placement fee plus one week's accommodation will be charged if the booking is cancelled within two weeks and three working days prior to arrival.
- 2.3. If the booking is cancelled within the two working days prior to arrival, the placement fee plus two weeks' accommodation will be charged.

## **3. BOOKING CANCELLATION – ON OR AFTER ARRIVAL**

- 3.1. If the booking is cancelled on or after arrival, before the prearranged departure date, an email giving two weeks' notice must be sent to support@homestayplus.com.au. The following charges will apply: placement fee, homestay accommodation weekly fee for two weeks after the receipt of the two weeks' notice email and airport transfer, if applicable.

## **4. CHANGE OF DATES DUE TO VISA PROCESS**

Notifications sent two weeks before arrival, do not incur in any charge.

Notification sent between two weeks and three working days before the arrival date, the following two options apply\*:

- 4.1. Change the arrival date **once** for another in the future. The placement fee plus one week's accommodation will be charged\*\*.

*\*\*Note: Homestay Plus will wait for your confirmation of the new arrival date, and the original family may no longer be available. Then, the second best option will be provided according to availability.*

- 4.2. Keeping the initial arrival date. The booking will be held as previously with the same family, location, and arrival date.

*\*Note: These options must be requested. If the information regarding how would you like to proceed is not provided on time, Homestay Plus will assume a **BOOKING CANCELLATION – GENERAL** and the fees as outlined above will apply.*



## 5. CHANGE OF FAMILY

- 5.1. Within the first 48 hours after arrival: An email must be sent, expressing all the reasons why there is a need to be placed elsewhere. After an inspection of the family by Homestay Plus to gather all the facts, a decision will be made, and the guest will be informed shortly after.
- 5.2. More than 48 hours after arrival, regardless of the reason, an email must be sent and two weeks notice will apply for any relocation or refund. Homestay Plus will always assess the case with the information gathered.

Please note that two weeks' notice is compulsory at any time.

## 5. AIRPORT TRANSFER

- 5.3. No charges are applied for changes or cancellations made at least two working days before the prearranged arrival time/date. Please send notification by email.
- 5.4. For changes within less than 48 hours **must** call the emergency numbers and leave a voice message. If this is not done, 2Stay will not be responsible for the transfer, and no refund will be made.
- 5.5. Cancellations within less than 48 hours prior to arrival for airport transfers that are not made to the emergency number will not be refunded.
- 5.6. If the guest cannot locate the driver and makes their own way to the host, no refund will be given. The guest must call our emergency numbers NOT the host and follow the given directions (Airport Transfer Procedures).

