

## TERMS AND CONDITIONS

Once a booking is made, you agree to abide by our terms and conditions. We reserve the right to make amendments to our services without notice.

### Bookings

The normal minimum booking periods are: 2 weeks for short stays and 3 weeks for longer stay (more than a month)

At the time of booking, all visitors must specify any special requests, dietary needs or allergies.

Please note that your booking cannot be confirmed until all payments have been received.

### Payments

The prices are per person, per week

Responsibility for the overseas charges, plus a supplement of \$10 for bank charges.

### Visitors

Visitors must follow the rules that Homes Away or the host family will provide with regards to security in and out of the home.

Homes Away is not in any way responsible for any loss or damage of property while residing in the home of the host family organised by Homes Away. You are advised to have insurance to cover for all your belongings against theft, loss or damage.

A visitor will make payment regardless of whether you will stay some days and/or nights away from the host family home. NO discounts/refunds will be given.

Visitors must call their host families a few days prior to arrival

Visitors who wish to extend their stay beyond the departure date stated initially will be able to do so. However, they must inform Homes Away a week prior to this decision. Payments are made on a weekly basis.

Visitors must always ask permission before using anything of the host families.

Visitors must make sure not to lose house keys or any other property offered by the host family to use while in their care.

Visitors must always ask for permission before allowing any friends into the host family's home.

Visitors must abide by the host family's curfew times, if any

Homes Away reserves the right to terminate any collaboration with the visitor if there are any inconsolable complaints received from the host family. In this case, NO refunds will be made.

Homes Away reserves the right to change homes in the interest of the visitor/host family

### Cancellations

In case a visitor decides to cancel their stay, Homes Away should be given a week prior notice or a week's worth payment for cancellation made in less than a week.

### Host Families

Under no circumstances should any member of the host family ask for money or any form of financial assistance from the visitor.

Homes Away reserves the right to terminate any collaboration with the host family if there are any complaints filed against, by the visitor. In this case, the host family must refund a week's worth fee for the period the visitor has left to stay. Any complaint regarding the host family must be reported immediately to Homes Away, after which a complaint form is filled. Complaints will be thoroughly probed and any necessary action will be taken. In the event of incompatibility between a visitor and a host family, Homes Away will find a substitute family.