

These terms and conditions govern a student's participation in the Homestay arrangement with UTS Insearch. It is important that UTS Insearch students and their parents/legal guardians understand and agree to the following terms and conditions. The UTS Insearch Student Accommodation Team reserves the right to amend these terms and conditions at any time.

Section 1: Homestay Arrangements

- 1.1 The Homestay arrangement will include two meals a day (breakfast and dinner) on weekdays and three meals (breakfast, lunch and dinner) on Saturdays and Sundays.
- 1.2 Students have access to 24-hour emergency contact with the UTS Insearch Accommodation Team (+61 419 224 861).
- 1.3 Students' average travel time from UTS Insearch to Homestay is 45-60 minutes on public transport. The Homestay Host will show students how to commute to UTS Insearch.
- 1.4 A student's allocated room should have a bed, desk, lamp, wardrobe and chair.
- 1.5 The UTS Insearch Accommodation Team reserves the right to change a student's Homestay placement prior to arrival or after the commencement of their Homestay should unforeseen circumstances arise. We will do this in consultation with the student and the student's parent/legal guardian, if the student is under 18.
- 1.6 The UTS Insearch Accommodation Team arranges UTS Insearch approved accommodation for students with the assistance of the external providers. The minimum period of Homestay available is five weeks for all students.
- 1.7 For under 18 students, the accommodation is booked from the day of arrival until the student turns 18 years old.
- 1.8 Students over 18 are required to contact the Homestay provider or UTS Insearch Accommodation Team to request an extension to the existing accommodation booking.
- 1.9 If a student is under 18, any changes to accommodation arrangements must be requested in writing to the Homestay provider or the UTS Insearch Accommodation Team. The student must remain in UTS Insearch approved accommodation until alternate arrangements are approved.
- 1.10 Any specific food preferences should be communicated to the Homestay Host and UTS Insearch in advance, if possible.
- 1.11 Students must respect the property and privacy of the Homestay family's personal belongings and affairs. The student acknowledges they will be liable for all costs incurred during the Homestay period which are not included in the Homestay fee. This includes any loss or damage caused deliberately or accidentally to the home and contents.
- 1.12 As a courtesy, all students must inform the Homestay Host of their whereabouts and plans each day. They will be punctual for meals and be home by the agreed time. They will contact the Homestay Host if they expect to be late. Students will seek permission in advance from their Homestay Host if they want to invite friends into the home.
- 1.13 Students under 18 must abide by the 10pm curfew at all times.
- 1.14 Requests to arrive home after 10pm must be approved by UTS Insearch and requested a minimum of 24 hours in advance.
- 1.15 UTS Insearch approved accommodations are smoke-free.
- 1.16 Students under the age of 18 are not permitted to purchase or consume alcohol or cigarettes.
- 1.17 Students who repeatedly fail to comply with these terms and conditions and/or any house rules may be removed from the Homestay and this may have a negative impact upon their enrolment at UTS Insearch and potentially their visa.
- 1.18 If students would like to spend time away from their Homestay and live with their parents in Australia, a Shortstay Application Form must be submitted and approved by the UTS Insearch Accommodation Team.
Note: Under 18 students are not permitted to travel in Australia without parents/legal guardian
- 1.19 All holiday plans must be communicated to the UTS Insearch Accommodation Team for approval.
Note: Under 18 students are not permitted to leave the country without this approval.
- 1.20 The Homestay arrangement is only for the student's accommodation. Family member or friends are not permitted to stay with the student.

Email your completed form with all supporting documents to: accommodation@insearch.edu.au

Section 2: Policies and Procedures

- 2.1 The student must comply at all times with all policies and procedures published by UTS Insearch on insearch.edu.au/about/policies-and-procedures, including without limitation the following:
 - (1) [Non-Academic Misconduct Policy](#)
 - (2) [Homestay Policy and Procedure](#)
 - (3) [Under 18 Policy](#)
 - (4) [Student Charter](#)
- 2.2 The student must comply at all times with all local laws, regulations and codes.
- 2.3 Failure to comply with any policies and procedures and/or any local laws, regulations and codes may result in the student being removed from the Homestay and this may have a negative impact upon their enrolment at UTS Insearch, their visa and/or may result in non-academic misconduct.
- 2.4 UTS Insearch reserves the right to involve local authorities in the event of any non-compliance with all local laws, regulations and codes.
- 2.5 In the event that UTS Insearch is notified of a student's failure to comply with any policies and procedures and/or any local laws, regulations and codes by another student, a Homestay Host, or otherwise, UTS Insearch reserves the right to contact that student's Homestay Host, their emergency contact and/or their parent/guardian about such failure.

Section 3: Safety and Welfare

- 3.1 Students must notify UTS Insearch if they become aware of another Homestay student's safety or welfare being compromised, including without limitation that student's location and safety status.
- 3.2 In the event that UTS Insearch is notified of a student's compromised safety by another student, a Homestay Host, or otherwise, UTS Insearch reserves the right to contact that student's Homestay Host, their emergency contact and/or their parent/guardian.
- 3.3 Generally, UTS Insearch reserves the right to disclose the student's location and/or safety and welfare status to the student's Homestay Host, emergency contact and/or parents/guardians from time to time during the student's Homestay.

Section 4: Financial Terms and Conditions

- 4.1 The first five weeks of accommodation including transportation and special meals surcharge, must be paid to UTS Insearch prior to moving to the Homestay.
- 4.2 Internet access is paid directly to the Homestay Host (approximately \$10/week).
- 4.3 Payment after the first five weeks must be made to the Homestay provider as per the invoice. Students cannot enter into a private arrangement with the host family.
- 4.4 Students must give their current Homestay provider and the Student Accommodation Team two weeks' written notice of their intention to depart the Homestay to avoid any financial penalty.
- 4.5 Students must be financially independent, which includes paying all Homestay fees on time.
- 4.6 Failure to pay the agreed fees on time may result in the student being removed from the Homestay.

Email your completed form with all supporting documents to: accommodation@insearch.edu.au

Section 5: Refunds

5.1 Full refund

Full Homestay fees (including booking fee) will be refunded in the following circumstances:

- (1) If the host family has violated the terms and conditions of their Homestay provision agreement and a suitable replacement Homestay cannot be found
- (2) If the student lodges a serious grievance about their Homestay family and it is found to have merit
- (3) In instances where accommodation arrangements have not yet been provided by UTS Insearch
- (4) If a request to cancel the Homestay is received more than 28 days prior to commencement.

5.2 Partial refund

Homestay fees (excluding booking fee) will be refunded in the following circumstances:

- (1) A request to cancel Homestay is received within 28 days before the service is to be offered
- (2) If the student pays for more than the initial five-week Homestay fee and gives two weeks' written notice of departure prior to completing that initial five-week Homestay. Any fees in excess of the initial five weeks will be refunded in full.

5.3 Airport welcome service

Airport welcome service fees will be refunded in the following circumstances:

- (1) UTS Insearch cancels the course
- (2) The student provides written evidence that an application for a student visa has been rejected by the Australian government (this does not include where a student visa renewal is rejected, or a student visa has been cancelled because of a breach of visa conditions)
- (3) UTS Insearch is unable to provide Homestay accommodation and/or airport welcome service
- (4) A written request to cancel airport welcome is received 24 hours or more before the service is offered

Section 6: UTS Insearch Approved Transport Service

- 6.1 UTS Insearch approved transport service is compulsory to and from the airport for all UTS Insearch students under 18 years of age. Alternate transportation arrangements may be made only with UTS Insearch approval.
- 6.2 It is the student's responsibility to notify the UTS Insearch Accommodation and Welfare Team of all arrival and departure details to and from their home country; or to and from short stays and/or other holidays approved by UTS Insearch.

Email your completed form with all supporting documents to: accommodation@insearch.edu.au

Section 7: Personal Information

- 7.1 The student acknowledges and agrees that UTS Insearch will handle the student's personal information (and all third party personal information provided by the student) in accordance with the Privacy Act 1988 (Cth) and UTS Insearch's Privacy Policy located at insearch.edu.au/privacy, including that:
- (1) UTS Insearch will collect personal information in the course of the Homestay application process and in the course of the Homestay (such as the student's name, gender, nationality, contact details, educational institution in Australia, course name and duration and contact details of the student's emergency contacts);
 - (2) UTS Insearch will use and disclose personal information for the purposes of the Homestay (including a student's compliance with these terms and conditions), student welfare and emergency and incident management, for related secondary purposes and as otherwise permitted or required by law; and
 - (3) UTS Insearch may disclose personal information to its related entities, to the student's Homestay hosts and other hosts participating in the Homestay program, to the student's emergency contacts, and to UTS Insearch's partners, agents, contractors and other third parties who provide services to UTS Insearch (including without limitation Urbanest Pty Ltd and the International Student Alliance guardian and welfare provider).
- 7.2 If the student gives UTS Insearch personal information about a third party, the student warrants that it has the consent of that third party to provide their information to UTS Insearch, and for UTS Insearch to handle their personal information in accordance with these terms and conditions and the Privacy Policy.
- 7.3 The student may seek access or correction to the personal information UTS Insearch holds or make a complaint to UTS Insearch if the student believes that UTS Insearch has breached its obligations under the Privacy Act. The Privacy Policy sets out further information on seeking access or correction to personal information and about the complaints process.
- 7.4 The student consents to UTS Insearch disclosing their personal information outside of Australia to UTS Insearch's related entities and any third-party service providers, to the student's nominated emergency contacts and/or the student's parent or guardian and as otherwise required or permitted by law.

Email your completed form with all supporting documents to: accommodation@insearch.edu.au

Student Declaration

I, _____ understand the following:

- I have read and agree to all the terms and conditions above.
- I acknowledge and agree that the UTS Insearch Accommodation and Welfare Team may, when they deem it necessary, contact my Homestay provider, emergency contact, parent/legal guardian named below, and/or UTS International to discuss matters pertaining to my welfare and accommodation arrangements.
- If I am not abiding by, or behaving in a manner consistent with these Homestay terms and conditions and/or the UTS Insearch Policies and Procedures referred to in section 2.1, I grant UTS Insearch permission to discuss this behaviour and failure to meet these terms and conditions and/or the UTS Insearch Policies and Procedures with my parent/legal guardian named below.

Student's signature
(as per passport)

Signed date

Parent or Legal Guardian Declaration

I understand and agree to all the conditions above and I will ensure that my child adheres to them. I have assessed the proposed accommodation arrangements for my child and have approved them as being satisfactory to my child's needs.

Parent/legal
guardian's name

Parent/legal
guardian's signature
(as per passport)

Signed date

Email your completed form with all supporting documents to: accommodation@insearch.edu.au