



Homestay Contract

The homestay hosts contract with the student who is represented by Rotorua English Language Academy Ltd to provide care and accommodation in return for the payment of a weekly fee.

***The Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021
(The Code)***

The Code is very strict about the care of students and especially those who are under 18. Many of our RELA rules and guidelines result from Code requirements. For more information on the code see <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

I/We the homestay host/s agree to the following.

- 1. First day welcome** - We will ensure that a member of the family over 18 is home to greet our new students on arrival. We understand that the first few hours in our home are critical for a new student, and we will do all we can to make our student feel welcome, comfortable and valued.
- 2. Room** - We will provide each student with a separate bedroom which has a comfortable bed, study table or desk, chair, ample drawer space, good lighting and a heater for winter. We will provide clean towels and bed linen on a regular basis. We will provide extra bed covers if required.
- 3. Meals** - We will provide breakfast and dinner from Monday to Friday and provide breakfast, lunch and dinner at weekends and Public Holidays unless otherwise arranged with the school and student. We will ensure that there is sufficient food and provide suitable food if a student has special dietary needs.
- 4. Key** - We will give older, independent students a key to the home and show the student how to get in and out and to secure the home.
- 5. Transport** - We will ensure the student is familiar with the route to and from school, if necessary travelling with the student on the first day.

6. **Sickness and accidents** - We will notify the school immediately in the event of any accident involving the student. We will ensure the school is advised before 8.30am if the student is ill and needs to be absent from school.

We will ensure that there is a suitable space for the student to isolate if necessary, and provide any essential/extra care in such situations.

7. **Family involvement** - We will invite the student to join in with family activities and outings. We will encourage the student to interact with the family.

8. **Problems** - We will assist the student with any personal problems like homesickness, culture shock, illness, loneliness, to the best of our ability. We will notify RELA staff if any problem is serious.

9. **English** - We will spend time every day communicating and encouraging the student to speak English. If needed we will help them with their homework.

10. **Liabilities** - We as Homestay hosts may not hold the student responsible for any accidental breakages or damage to our residence or property. We understand that we need to have insurance to protect our property.

11. **Insurance** - We understand that we are not responsible for the insurance of the student's belongings during the stay.

12. **Holidays and weekends away** - The school must be notified in plenty of time if we are intending to be away, so that the student can be relocated if necessary.

13. **Supervision** - We will never leave the student alone overnight in the home if the family are away unless special arrangements have been made with the school. We will not leave a female in the house overnight if the host mother is away, and we will ensure that young female students have female company at all times.

14. **Social events** - We will attend social occasions which are arranged for students and hosts if we can.

15. **Change of circumstances** – we will notify RELA if the situation of the family or the conditions of the home change from the time of the inspection. This may include the following –

- house for sale
- change of address
- disruptive alterations to the home
- absence of an integral member, eg, holiday or separation
- change of people in the home – long stay friends, new baby
- family crisis which may impact on the student
- intention to accept other homestays or boarders
- new pet which may alter the environment

Please note: RELA must be informed of any person over the age of 18 who comes to reside in the house for 5 days or more. This is a Code Requirement, and this person will need to be vetted by the school.

16. **Tour groups** - There are different expectations for these students. The school sends detailed information about the programme 5-7 days before the tour arrives. The students need to be met at the school and transported to and from school each day.

17. **Termination** - The student's homestay arrangements may be terminated by either party. It is desirable that one week's notice be given, but when this is not possible, the student may move at short notice. The school will pay the homestay for actual nights stayed in the home.

18. **Disputes** - In the event of any disputes between the family and the student, or any exceptional problems, the family will notify RELA.

19. **Care and supervision** - We agree to exercise the same care and supervision of any student under 18 as we would with our own children

20. **Homestay Handbook** - We agree to read and accept the obligations contained in the RELA Homestay Handbook <https://rela.co.nz/accommodation/homestay-rela/>

21. **Contractual Arrangements** - We will not make contractual arrangements directly with the student or his/her family. All arrangements involving money are to be made through RELA.

22. **Student representation** - We acknowledge that RELA represents the student only for the purpose of arranging this contract and will not be legally responsible for the defaults or actions of the student.

23. **Student holidays** - A holding fee of \$30 per week is paid if a student is away on holiday and wishes to retain his/her room. Please advise RELA if your student has made holiday arrangements with you that the school may not know about.

24. **Money** - For the protection of the homestay hosts and the student, no member of a homestay family should lend money to a student, act as guarantor on a loan, or allow the student to use the telephone without arranging for immediate payment for each call. RELA will not accept responsibility for phone bills discovered after the student has left.

25. **Other students** - We understand and accept RELA's policy that two students from any school(s) who speak the same language should not be placed in the same home unless specifically requested by both students.

26. **Supervision** - It is a requirement of the Code that RELA staff know where our under-18 students are at all times. If a student aged under 18 is going out, please make sure they tell you who they are going with, where they are going, when and how they will return. These arrangements must be acceptable to you, or the student should not be allowed out.

27. **Communication** - The student must always carry their RELA ID card, showing their name, homestay address and telephone number. They should also take their mobile phone, switched on at all times. It should have key contact numbers saved in the memory.

28. **Payments** - RELA will pay the Homestay fee two weeks in advance. If a student leaves the homestay early, we accept that we will need to refund the corresponding amount of homestay fees. We accept that RELA only pays for actual nights spent in the homestay.

Please note that RELA retains a \$10 per week homestay supervision fee from the weekly homestay fee paid by the student.

29. **Referees** - It is a requirement of the Code that families supply the school with the names and phone numbers of two referees. It is also a requirement that each adult over 18 living in the house completes a police check.

Referee 1

Name _____

Phone _____ **Email** _____

Referee 2

Name _____

Phone _____ **Email** _____

30. **Releasing details** - We give permission for our contact details to be given to students' families and agents. We also give permission for our contact details to be published for tour groups, to enable car pooling and contact between families hosting students in the same group.

We, the homestay hosts, agree to the above conditions for all homestays which RELA may arrange with us. These conditions shall apply until new conditions are agreed to by us.

Print Name _____

Signature _____ Date: _____

Print Name _____

Signature _____ Date: _____

Chris Leckie
Principal