

## Host Family and Parent Cancellation and Refund Policy

Once the host family and period has been agreed by the student or his/her parents, a booking will be made and a deposit (where necessary) will be paid to the host family to secure the place.

The full payment/balance will be paid to the host family no less than 5 working days prior to arrival.

If either party cancels due to testing positive with covid all monies must be refunded within 5 working days.

If the host family cancels for any reason, then all payments must be refunded within 5 working days.

If the stay is cancelled by the student or his/her parents then no refund is due for payments already made. In exceptional circumstances we will try to negotiate a mutually agreeable refund but cannot guarantee this.

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