



MS HOMESTAYS POLICIES

Thank you for choosing MS Homestays. Our goal is to provide an enriching and comfortable experience for international students seeking to live in Canada. We offer accommodations with carefully selected host families in various cities across the country. These policies are designed to ensure a positive experience for both students and host families.

1. Online Application

The online application is a critical step in the homestay process. The information provided is used to match the student with a suitable host family and to maintain clear communication through the email and phone number supplied. Therefore, accuracy and honesty in the application are essential.

1.1 Accuracy of Information: If false, misleading, or omitted information is provided in the application, MS Homestays is not responsible for any issues that arise, and no changes will be accommodated.

1.2 Health and Special Needs: Students must disclose any physical disabilities, mental health issues, learning disabilities, medical disorders, or conditions in their application. Failure to declare such information will result in the forfeiture of any refund or claim.

1.3 Allergies and Dietary Restrictions: All allergies and special dietary requirements must be clearly specified in the application to ensure proper accommodations. For students with lactose intolerance, meal planning can be adjusted; however, they will be responsible for providing their own milk alternatives if needed. Any specialty items or specific meal preferences beyond the standard options will also be the student's responsibility to purchase.

Please note that certain special diets may incur additional costs. For further details, consult the current pricing information

2. Initial Payment Policies

The initial payment is required to secure the accommodation and includes the following components:

2.1 Registration Fee

- A one-time, non-refundable fee applicable regardless of the stay's duration.
- The homestay duration must be continuous; otherwise, a new registration fee will apply.
- The minimum stay is **4 weeks**.

2.2 First 4 Weeks of Stay

- Covers the first 4 weeks of accommodation, including the selected meal plan.
- Host families are secured based on the initial request.
 - Extensions are subject to the availability of the host family.
 - If the current host family is unavailable, a new registration fee will apply to secure a different family.





2.3 Any Additional Services

Special services requested during the application process, such as airport pickup or specialized meal plans, are included in the initial payment.

2.4 Deposit

- The deposit is mandatory to cover potential damages during the stay.
- It is refundable in full minus a \$30 processing fee.
- Refunds will be processed within 7 business days after departure.
- If the deposit is used during the stay, it must be replenished to maintain a \$500 balance.
- **Usage:** The deposit may be used to cover costs associated with cleaning, damage to appliances or furniture, unpaid nights, or applicable penalty fees.

Conditions for Refund (Deposit):

- The room must be left tidy and free of garbage.
- The key of the house/room lend to the student must be returned to the host family.
- A final room inspection must be completed with the host on the day or night before departure.

Refund Methods:

- **Interac Transfer:** For students with Canadian accounts a proof of your new address (e.g., bank statement) may be required.
- **Original Payment Method:** Refunds will be sent to the original account used for payment.

3. Homestay Program Overview

Canada is a multicultural and inclusive country, where diversity is celebrated as a strength. Hosts reflect this diversity, including individuals, single-parent families, couples, and retirees from various cultural and ethnic backgrounds. MS Homestays matches students with hosts based on availability and service requirements. Requests for specific host characteristics related to personal or cultural preferences cannot be accommodated to ensure fairness and inclusivity.

- Students will be provided with a private, furnished bedroom, unless otherwise requested, and access to the home's amenities, such as bathroom(s), laundry facilities, and the requested meal plan.
- The room includes essentials such as sheets and a comforter. However, we recommend that students bring their own towels for personal use.
- Common areas of the home, including the bathroom, kitchen, and living room, are shared with the host family. In most cases, the bathroom is shared with the host family and/or other students.
- Students are considered part of the family and are expected to adhere to the host family's house rules and code of conduct.
- Students are responsible for maintaining their personal space and cleanliness. Host families do not provide cleaning supplies, personal hygiene products (such as shampoo, soap, or towels), or maid services.
- Internet access is provided for general browsing and communication purposes only.
- In Canada, it is common for basements to be used as living spaces; therefore, student bedrooms may be located in the basement.





- Accommodation options can include condos, apartments, townhomes, semi-detached, or detached houses.
- The stay includes essential services such as internet and Wi-Fi access, electricity, and hot water, ensuring a comfortable stay.
- Being away from the homestay for vacations, personal reasons, or any other purpose during the contracted accommodation period does not entitle the student to any discounts or refunds for the days not spent at the homestay.

4. Homestay Rules

As a homestay student, the student is considered a new member of the host family and is expected to contribute to the household as they would in their own home. Each host family has its own specific rules, which must be respected and discussed directly with them. However, the homestay program follows these general rules:

- **Language:** English or French should be the primary language spoken at home.
- **Belongings:** Students are not allowed to use or borrow other students' belongings, food, or those of the host family without explicit permission.
- **Violence and Harassment:** Any form of violence, bullying, aggression, harassment, or discrimination is strictly prohibited, whether directed at or coming from the student or host family.
- **Appropriate Clothing:** Proper clothing, suitable for the weather, must be worn at all times in all areas of the home. Students must remain appropriately covered and should avoid wearing undergarments or overly revealing clothing in shared spaces.
- **Guests:** Students must check with their host family before inviting guests. Overnight guests are generally not permitted. The student must never bring anyone home without prior discussion and approval from the host family.
- **Parties:** Parties are not allowed in the homestay home.
- **Quiet Hours:** Respect quiet hours, typically as follows:
 - **Sunday to Thursday:** 10:00 PM to 8:00 AM
 - **Friday and Saturday:** 11:00 PM to 9:00 AMQuiet hours may vary depending on the host family. During these times, students must avoid using the kitchen, making video or phone calls, or making loud noises. It is important to respect the family's routine, as they may have work or school commitments the next day.
- **Food and Beverages:** Food is not allowed in bedrooms. The only beverages permitted are water, juice, coffee, or tea. Students must place cups in the dishwasher after use and ensure they are not left in the bedroom. Cooking utensils or food storage in the bedroom is strictly prohibited.
- **Showers:** Students have the right to one shower per day, with a recommended maximum duration of 10 minutes.
- **Smoking:** Smoking (tobacco, cannabis, or vaping) inside the house is strictly prohibited. If the student smokes, they must ask the host family for a designated smoking area. Violating this rule may result in penalty fees and immediate removal from the home without a program refund.
- **Drugs and Illegal Substances:** The use or possession of illegal drugs or substances is strictly prohibited on the property. Violation of this policy will result in immediate expulsion from the program without a refund.
- **Cannabis:** The consumption or possession of cannabis is not allowed on the host family's property, including balconies, garages, gardens, or any room inside the house.





5. Meal Plans

5.1 Full Board: 3 Meals Plan: Includes breakfast, a packed lunch, and dinner.

5.2 Half Board: 2 Meals Plan: Includes breakfast and dinner. Students are responsible for purchasing their own lunch outside the home.

- Breakfast and, in some cases, lunch (depending on the meal plan) are typically self-managed by the student using the food provided by the host. Dinner is usually prepared by the host.
- Snacks are not included and must be purchased by the student.
- Students are not permitted to cook.
- Missed meals, whether for an extended period or a single occasion, will not be compensated.
- The meal plan is a core part of the program, as cooking is not allowed, and only limited storage is available for snacks.

6. Location

- Students may be accommodated in homes located approximately 40 to 60 minutes from their school. The exact address will be shared once the booking confirmation is sent to the student along with the host family profile.
- During high-demand periods or for last-minute bookings (within two weeks of arrival), MS Homestays cannot guarantee the specified travel distance.

7. Check-In

We prioritize flexibility, allowing students to arrive on any day and at any time. However, it is essential for the student to coordinate directly with the host family to confirm arrival arrangements. In some cases, the host may be at work, but a solution will always be found to accommodate the student's needs.

It is the student's responsibility to notify both MS Homestays and the host family immediately if their flight is delayed, canceled, or missed, so appropriate adjustments can be made to the arrival plan.

8. Check-Out

On the departure day, check-out must be completed by 10:00 AM. Failure to do so will result in an additional day's fee, which may be deducted from the deposit. If the student's flight departs later that day, they may request to store their luggage with the host family; however, this is subject to the host family's approval.

Before checking out, it is important for the student to leave the room tidy, clean, and free of garbage or personal belongings.

9. Extension Policy

- **Notice Period:** Students must request an extension at least two weeks before the end of their initial stay.
- **Late Extension Requests:** Requests made with less than 14 days' notice will incur a \$50 CAD administrative fee due to the additional effort required for last-minute changes.
- **Host Family Availability:** Host families are booked based on the initial contract period, and a new registration fee will apply if a new family assignment is required. Extensions requested with less

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than two weeks' notice that require a new host family will incur both the registration fee and the \$100 CAD rush fee.

- **Invoice and Payment:** Once the extension invoice is issued, it is treated as a new contract, and cancellation or change policies will apply accordingly. Payment must be completed as follows:
 - For extensions requested at least two weeks in advance: Payment is due within 48 hours of confirmation.
 - For extensions requested with less than two weeks' notice: Payment is due within 24 hours of confirmation.
- **Extension Requests Through MS Homestays:** All extension requests must be submitted through MS Homestays. Extensions arranged directly with the host family, without MS Homestays' approval, are strictly prohibited. If the student arranges an extension directly with the host family, their deposit will be withheld.

10. Relocation Policy

- **Relocation by MS Homestays:** MS Homestays may require students to move to a different host family due to practical reasons such as maintenance, logistics, availability, or conflict. In such cases, MS Homestays will provide prior notice and make every effort to ensure the student's comfort and security during the transition.
- **Student-Initiated Relocation:** Students may request to change their host family. MS Homestays will carefully evaluate each request to determine if the reasons provided are valid and justified. If the request is approved as reasonable, the relocation will be arranged at no additional cost, aside from any applicable transfer expenses.
- **Justified vs. Unjustified Relocation Requests:**
 - **Justified Requests:** Requests based on legitimate concerns (e.g., health, safety, or unresolved issues despite good-faith reconciliation efforts) will be accommodated at no additional cost. Relocations due to emergencies, such as health and safety issues, will be addressed within 24 hours. Non-emergency justified relocations may take up to two weeks.
 - **Unjustified Requests:** Requests for reasons that are not considered reasonable (e.g., refusal to resolve minor issues or unwillingness to communicate with the host family) will require the student to pay another registration fee.
- **Reconciliation Process:** Before approving a relocation request, MS Homestays expects the student and host family to make reasonable efforts to address and resolve any issues through open communication.
- **Timeframe for Relocation:**
 - Non-urgent relocations: Up to two weeks to find a new homestay.
 - Emergency relocations (e.g., health and safety): Up to 24 hours.

11. Security

- Host families do not provide safes for storing valuables.
- Students are responsible for securing their valuable personal belongings.
- Bedroom doors do not have locks.
- The main entrance to the home must be kept locked at all times to maintain household security.

12. Cleaning

Students are responsible for keeping their bedrooms clean and tidy. They must clear their plates and utensils after meals and clean up after themselves in shared areas, including the bathroom.

Students are not required to perform household chores such as babysitting, gardening, or general cleaning. Hosts will maintain their homes as they usually do.





13. Laundry

Hosts will either grant the students reasonable access to laundry facilities (usually once per week) or provide laundry service once a week. Students are responsible for supplying their own laundry detergent and fabric softener.

14. Damage

Students must treat all appliances and furniture with care and keep them in their original condition. They are not allowed to remove, repair, paint, or make any alterations to the home.

If a student causes damage to the property, furniture, or appliances, they will be charged for the repair or replacement costs. This includes the cost of replacing lost keys and changing locks if necessary.

15. Medical Insurance

Students must have comprehensive medical insurance covering routine care, emergencies, and unexpected incidents during their stay in Canada. MS Homestays is not responsible for any medical expenses, including injuries or emergencies, incurred during the program. Students should confirm their policy provides adequate coverage before arrival.

16. Minor Students

Special documents may be required to process an application for a minor student. These may include, but are not limited to, a copy of the designated custodian or guardian's information for the duration of their stay in Canada.

If MS Homestays staff or host families act as the student's custodian and the student wishes to change accommodations, written notice and proof of a new custodian must be provided.

Minor students are required to adhere to a curfew, which will be determined by their host family and their family back home.

Specific conditions and additional requirements may apply to underage students. Please request the detailed document for more information.





Acknowledgment of Policies

I, _____ (name of the student), acknowledge that I have read, understood, and agree to comply with the policies set forth by MS Homestays. I understand that these policies are designed to ensure a positive and respectful experience for both students and host families.

By signing below, I confirm my acceptance of these terms and agree to abide by all guidelines during my stay.

Signature:

Date:

If the student is under 18 years of age:

Parent/Guardian Name:

Parent/Guardian Signature:

Date:

Data Protection, Privacy, and Media Consent Agreement

I, _____ (name of the student or legal guardian), acknowledge that MS Homestays complies with applicable data protection and privacy laws, including the **General Data Protection Regulation (GDPR)** in Europe and the **Personal Information Protection and Electronic Documents Act (PIPEDA)** in Canada.

By signing this document, I consent to the collection, use, and sharing of my personal information strictly for purposes related to the homestay program. This includes sharing relevant information with host families, schools, and authorized personnel as outlined in this agreement.

Additionally, I authorize MS Homestays to use photographs taken during my participation in the homestay program, including but not limited to activities such as dining with the host family, outings, and other program-related events. These photographs may be used exclusively for promotional purposes, such as on the MS Homestays website, social media platforms, or marketing materials. I understand that these images will be used responsibly and without compromising my privacy or safety.

I understand that MS Homestays will safeguard all collected information and media in accordance with applicable laws and ensure it is not disclosed to unauthorized parties. I also acknowledge my rights to access, correct, or request the deletion of my personal data, as well as the right to withdraw consent for the use of photographs at any time, subject to legal and contractual obligations.

Student's Signature:

Date:

If the student is under 18 years of age:

Parent/Guardian Name:

Parent/Guardian Signature:

Date:

