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# INFLUENT TERMS AND CONDITIONS

By enrolling you confirm you accept and you are aware of the following:

## What happens when I enrol?

On receipt of your enrolment, we will select the host family which is the most suitable for your profile. You are free to refuse the proposal if you feel the family does not correspond to your requirements and we will propose another host family. We would like you to consider that the host family is more important than the area so ask you if and when possible to give us several choices of areas in the chosen destination.

## What does Influent guarantee ?

We guarantee you will be the only language student in the home. One teacher – one student (unless you have chosen a shared programme). The host family can have guests or friends at the same time as you providing these are not of the same nationality or mother tongue as you and do not interfere with the lessons and your stay.

## What does Influent not guarantee ?

- To the best of our knowledge the host family details are correct at the time we gave them and we cannot be responsible for subsequent changes to these.
- We cannot guarantee that all the host family members will be present during the stay as our contract is with the teacher not with any other family member.

## How do I pay ?

- Bank transfer: payment should be made to the account provided on the invoice 2 weeks before arrival.
- Credit card: complete the enrolment form and send to [be@influentme.com](mailto:be@influentme.com) and we will send you a credit card form to fill in.

## Is Insurance included?

No it is not included, you must take out your own insurance against illnesses, accidents, loss of property or cancellations.

## Is travel included ?

No, travel is not included, you must make your own travel arrangements. We can however organise transfers to and from the airport, port or train station. Either a member of your host family or a driver will take care of these. Transfers are an optional extra and we need to receive travel details well in advance in order to organise them. If no transfers are booked you need to contact your host family to let them know when you will arrive.

## What happens if I cancel ?

- **If your cancellation is non covid related:**
  - 28 days or more before arrival: £200, €250, USD250
  - 2 weeks before arrival: 50% of the fees
  - 1 week or less before arrival date: 100% of the fees
- **If your cancellation is covid related:**
  - If the course cannot take place following covid related issues (border closures, illnesses, etc.) a credit note or full refund will be offered.
- **In all cases (covid related/non covid related):**
  - When Sports and/or Excursions Options are cancelled these may be added to the cancellation charged and/or deducted from the credit note offered as they are usually booked by the hosts well in advance and non refundable.

## What happens if the host family cancels ?

In case of unforeseen circumstances should the family cancel before arrival a replacement host family will be provided.

## Transfers

- Influent must receive flight details one week in advance at the very latest in order to organise the transfers, if not we reserve the right to cancel them.
- If no transfers are booked the student should contact the family directly to give them an approximate arrival time. If the family does not hear from the student they will expect them after 19h00.
- A mobile number is required for all students who book transfers.
- Transfers are usually individual but may be shared with students arriving/departing in a similar location and time.
- A supplement may be charged for early arrival (before 8h00) or late departure (after 22h00)

## What are Influent's covid safety guidelines?

- Postpone your stay if you have any symptoms, any doubts concerning your health or if you feel you may have been in contact with someone infected.
- Travel safely: wear a mask from entering the airport to flying and leaving the airport at your destination, wash or sanitise your hands frequently, avoid touching surfaces and practice social distancing. Please wash or sanitise your hands frequently, particularly when coming into the house, this is particularly important after taking public transport or being in a public space. Your teacher will ensure there are soap and hand sanitisers at home.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Help keep the home safe. Your teacher will clean and disinfect the home regularly and will pay special attention to surfaces that are often touched, the home will also be frequently ventilated.
- Make sure you are aware of the covid related regulations of the country you are travelling to, wear a mask where appropriate and practice social distancing.
- Stay indoors and self isolate in your bedroom and contact your health provider to discuss what you should do if you have any symptoms during your stay.

## What happens if I have an issue during my stay?

Regional Managers in your host's country are always available to help with any issues you may have, big or small, these can usually be solved very quickly as they are usually to do with language misunderstandings or cultural differences. Problems which cannot be fixed are rare but if you feel that you and your host are not suited or you are not happy in your homestay please let your regional manager know or contact us and we will organise for a change of host family. Claims after the stay will only be considered if issues have been notified during the stay, in the case of minors this is the parent's or guardian's responsibility.