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**Auckland Homestay
Contract Obligations**

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Obligations of Kiwi English Academy Limited to the Homestay Family

This contract is to lay out the obligations of Kiwi English Academy Limited to the Homestay family.

- 1.0 Payment
 - 1.1 Payment is to be made fortnightly by direct credit to the Homestay family's designated bank account
 - 1.2 Changes in payment details can only be made with the written authority of the Homestay member who signed the contract with KEA
- 2.0 Delivery of Student
 - 2.1 KEA is responsible for picking up the student on arrival from the airport
 - 2.2 KEA is responsible for delivery of student to the Homestay
 - 2.3 Outside of KEA office hours (these are Monday to Friday 09:00 – 17:00, excluding public holidays and the Christmas/New Year break) the Homestay family must have a responsible adult at home to receive the student on delivery
 - 2.4 During KEA office hours the Homestay family is to endeavour to have a responsible adult at home to receive the student on delivery
 - 2.5 Where the Homestay family is not able to have a responsible adult at home during KEA office hours, the Homestay family is responsible for picking up their student from the Broadway campus by 17:00 on the day of arrival
- 3.0 Orientation
 - 3.1 KEA is responsible for orienting the student to the school, its systems and the Newmarket area
 - 3.2 KEA is responsible for orienting the student to expectations of behaviour in the home
 - 3.3 KEA is responsible for advising the student that they will be expected to pay for any damages they may cause to the Homestay home
 - 3.3.1 KEA accepts no responsibility for damages caused by the student to the Homestay home
- 4.0 Supervision
 - 4.1 KEA undertakes to maintain a Homestay Co-ordinator who is available to assist Homestay families
 - 4.2 KEA undertakes to have native language Counsellors/Interpreters available to assist Homestay families
 - 4.3 KEA undertakes to provide Homestay families with after hours contact numbers in the event of an emergency or major problem
 - 4.4 KEA undertakes to support the Homestay if problems arise that require the removal of the student from the Homestay
- 5.0 Change in circumstances
 - 5.1 KEA undertakes to inform the Homestay family if changes in location or systems are planned
 - 5.2 KEA undertakes to inform the Homestay if changes to the student's enrollment are planned
- 6.0 General school - student contact
 - 6.1 KEA undertakes to inform the student at orientation of his/her Counsellor and contact details so that he/she can contact the Counsellor in his//her native language if necessary
 - 6.2 KEA undertakes to instruct students to use phone cards or to make collect calls when phoning their native countries
 - 6.2.1 KEA accepts no responsibility for toll bills resulting from a Homestay student's use of the Homestay family phone
- 7.0 Reporting
 - 7.1 KEA undertakes to inform the Homestay family if changes in student behaviour and/or performance are noted at school
 - 7.2 KEA undertakes to inform the Homestay family if changes in the student's personal life are likely to have an effect on the Homestay environment
- 8.0 Termination
 - 8.1 KEA may terminate this agreement with one week's notice in writing
 - 8.2 KEA may terminate an individual student's placement with a Homestay family with one week's verbal notice confirmed in writing
 - 8.3 KEA may instantly terminate an individual student's placement with a Homestay family if the Homestay family has been found to have contravened the terms and conditions of the Obligations of the Homestay Family

Obligations of the Homestay Family

This contract is to lay out the requirements of the Homestay family with regards to students placed with them by Kiwi English Academy Limited or their agents.

- 1.0 Minimum Facilities to be provided
 - 1.1 A single room
 - 1.2 A desk
 - 1.3 A chair
 - 1.4 Wardrobe facilities
 - 1.5 A chest of drawers
 - 1.6 A lamp
 - 1.7 Adequate lighting & smoke alarm
 - 1.8 Adequate heating
 - 1.9 Adequate bathing and ablution facilities
 - 1.10 Adequate towels and bed linen
 - 1.11 Key(s) required for access to the house
 - 1.12 Any alarm passwords for the house
 - 1.13 Do all clothes washing for any student under the age of 18
 - 1.14 Access to a phone
 - 1.1.1 Homestay family should not permit students to make toll calls from the family phone
 - 1.1.2 KEA accepts no responsibility for toll bills incurred by the student
- 2.0 Meals
 - 2.1 Monday to Friday the Homestay family is to provide breakfast and dinner
 - 2.2 Weekends and Public Holidays the Homestay family is to provide breakfast, lunch and dinner
 - 2.3 Student is not to be left to cook for him/herself
 - 2.4 Student is expected to eat meals with the Homestay family
 - 2.5 The Homestay family is to make itself aware of any special dietary requirements of the student
- 3.0 Use of appliances
 - 3.1 The Homestay family will teach the student the safe and correct way to use all appliances to which they will have access in the home (e.g. jug, stove, washing machine, microwave, toaster, heaters etc.)
 - 3.2 The student will be specifically shown which appliances are not to be used
- 4.0 Orientation to local area
 - 4.1 The Homestay undertakes to ensure that a responsible family member is at home to receive the student at the scheduled delivery time
 - 4.1.1 Where this is not possible the Homestay undertakes to pick the student up from the KEA Broadway campus no later than 17:00 on the day of arrival
 - 4.2 The Homestay undertakes to give the student a general orientation to the local area and community facilities available (shopping centers, libraries etc.)
 - 4.3 The Homestay undertakes to accompany the student on or before his/her first day at school and familiarise the student with the public transport system and routes to and from the Homestay
- 5.0 Supervision
 - 5.1 The Homestay parent(s) are expected to maintain suitable supervision of the student(s) in their care, as if the student(s) were their own children
 - 5.2 Should the Homestay family be planning to be away overnight the Homestay family is to notify KEA so that suitable arrangements can be made for the student
- 6.0 Sickness
 - 6.1 The Homestay will ensure that the student gets prompt medical attention should sickness occur, as if the student(s) were their own children
- 7.0 Change in circumstances
 - 7.1 Should the Homestay family be considering home alterations that affect KEA students they are to notify KEA in advance
 - 7.2 Should the Homestay family be considering moving from and/or selling the Homestay accommodation they are to notify KEA in advance
 - 7.3 Should the Homestay family be considering taking in other boarders they are to notify KEA in advance
 - 7.4 Should the Homestay family change their family circumstances they are to notify KEA in advance
- 8.0 General student – Homestay family contact
 - 8.1 The Homestay family undertakes to treat the student as a member of their family, including the student in all aspects of family life
 - 8.2 The Homestay family undertakes to inform the student of their behavioral expectations.
 - 8.3 Interpreters can be provided by the school if necessary.
 - 8.4 The Homestay family undertakes to provide at least one opportunity a day for the student to communicate meaningfully with the family in English
 - 8.5 The Homestay family undertakes to communicate with the student in English only except for situations where communication in the student's native language is necessary for the student's safety or emotional well being
 - 8.6 The Homestay family undertakes to include the student in their weekend activities

- 8.6.1 The Homestay family is contracted to provide accommodation and meals seven nights a week.
- 8.6.2 Should the Homestay wish to spend a night away from home they are obliged to invite and pay for the student
- 8.6.3 Should the Homestay family choose to eat out or eat takeaways they are obliged to pay for the student
- 8.6.4 Should the Homestay family choose to attend an event or partake of some form of entertainment they should consider inviting the student but are not obliged to pay for the student. They should clearly advise the student of all costs prior to attending.
- 8.7 The Homestay family undertakes to assist the student with their homework
- 8.8 The Homestay family undertakes to provide a safe and secure environment for the student both within the Homestay family and between the student and any friends/family he/she may come into contact with through the Homestay family
- 8.9 The Homestay family acknowledges the student's need for a degree of privacy
 - 8.9.1 This in no way impinges on the right of the Homestay family to enter the student room for routine cleaning and/or maintenance
- 9.0 Reporting
 - 9.1 The Homestay undertakes to report immediately to the school any behaviour by the student that affects the smooth running of the household
 - 9.2 The Homestay family undertakes to report to the school any marked changes in behaviour by the student that may indicate that the student is having a problem.
 - 9.3 The Homestay family undertakes to attend an information session at KEA twice a year
- 10.0 Damages
 - 10.1 The Homestay family acknowledges that KEA can in no way be held responsible for damage to property caused by the student
 - 10.2 The Homestay family is aware that, if they wish to seek KEA assistance in obtaining compensation for damages caused by the student, they must approach KEA before the student leaves the Homestay
- 11.0 Relationship between the Homestay family, the Homestay student and KEA
 - 11.1 The contractual relationship is exclusively between the Homestay family and KEA
 - 11.2 The Homestay family is not to enter into private agreements with the student while the student is studying at KEA
- 12.0 Termination
 - 12.1 The Homestay family may terminate this agreement with one week's verbal notice to be confirmed in writing
 - 12.2 The Homestay family may terminate the offer of accommodation for a particular student with one week's verbal notice to be confirmed in writing
- 13.0 Police Vetting
 - 13.1 Any person(s) within the Homestay family over the age of 18 agree to be Police Vetted in compliance with the New Zealand Code of Practice for the Pastoral Care of International Students

Obligations of the Student to the Homestay Family

This contract is to lay out the obligations of the student to the Homestay family they have been placed with by Kiwi English Academy Limited or their agents.

- 1.0 Maintenance of Homestay Property
 - 1.1 The student is to maintain their personal room in a clean and tidy order at all times
 - 1.2 The student is to immediately report any damages to Homestay family property to the Homestay family
 - 1.2.1 The student is solely responsible for compensation regarding damages to Homestay family property
 - 1.3 The student is to keep keys and/or alarm passwords secure and not share these with anyone
 - 1.3.1 The student is to immediately report loss of keys to the Homestay family
 - 1.3.2 The student is responsible for paying for replacement keys
- 2.0 Use of Homestay Facilities
 - 2.1 The student is to not inconvenience the Homestay family by excessive use of the family phone
 - 2.1.1 Excessive use is defined as more than 10 minutes at a time
 - 2.1.2 The student is not to use the family phone for toll calls without the express permission of the family
 - 2.1.3 Where the student does place toll calls on the family phone the student is solely responsible for the resulting phone bill
 - 2.1.4 Where the student has their own phone line that phone line is the sole responsibility of the student
 - 2.2 The student is not to inconvenience the Homestay family by excessive use of the bathroom
 - 2.2.1 Excessive use is defined as more than 10 minutes at a time
 - 2.2.2 Most New Zealand bathrooms are not designed to be permanently wet. Please wipe up excess water on the floor and surfaces before leaving the bathroom
 - 2.3 The student is not to help themselves to personal consumable items of the Homestay family
 - 2.3.1 In New Zealand, certain items such as alcohol, cigarettes, and luxury items such as chocolates and cake are not considered to be for communal use
 - 2.3.2 Please ask permission before using any such items
- 3.0 Meals
 - 3.1 Monday to Friday the Homestay family will provide breakfast and dinner
 - 3.1.1 The Homestay family does not provide lunch on school days
 - 3.2 Weekends and Public Holidays the Homestay family is to provide breakfast, lunch and dinner
 - 3.3 The student is expected to eat meals with the Homestay family
 - 3.4 Please tell the Homestay family if you have any special dietary requirements
 - 3.4.1 While the Homestay family will try to satisfy your needs they are under no obligation to do so
- 4.0 Chores
 - 4.1 The Homestay family may request that you take part in household chores
 - 4.2 You are expected, as a minimum, to do the following:
 - 4.2.1 Clean your own room
 - 4.2.2 Do your own dishes
 - 4.2.3 Help with the family dishes after family meals
 - 4.2.4 Do your own washing (if 18 and over and requested to)
 - 4.2.5 Do your own ironing
 - 4.2.6 Assist with cleaning communal areas
 - 4.2.7 Keep the bathroom clean and tidy
- 5.0 General Behaviour
 - 5.1 The Homestay is NOT a hotel; you are living as a member of a family with all of the rights and obligations that this entails
 - 5.2 You should treat all Homestay family members with respect and civility
 - 5.3 You should follow the rules and guidelines set out by the Homestay family. These may include:
 - 5.3.1 Curfews
 - 5.3.2 Limits on noise
 - 5.3.3 Bedtimes
 - 5.3.4 Restrictions on use of alcohol and tobacco
 - 5.3.5 Restrictions on type and content of TV/videos
 - 5.4 Pornography of any kind is expressly forbidden

- 6.0 Having Visitors
 - 6.1 If you wish to have a visitor in the house you should always ask permission before inviting them
 - 6.2 If you wish to invite someone over for dinner you should always ask permission before inviting them
 - 6.3 Should you wish to have someone stay overnight you must ask permission first
 - 6.3.1 The Homestay family is under no obligation to accept having your friends stay overnight
- 7.0 Going Out or Away on Holiday
 - 7.1 You should always advise the Homestay family if you are going out
 - 7.2 You should always advise the Homestay if you are not going to be home for dinner
 - 7.3 You must tell the Homestay and Homestay Co-ordinator if you plan on going away for an overnight or longer holiday/trip
 - 7.3.1 Please tell them when you are going, when you will be back, where you are going, who you will be going with and any contact phone numbers
 - 7.3.2 If you wish to apply for holding fee payments (instead of full charge) while on holiday, you must do so at least one week before you start your holiday
- 8.0 Relationship between the Homestay family, the Homestay student and KEA
 - 8.1 The contractual relationship is exclusively between the Homestay family and KEA
 - 8.2 The student is not to enter into private agreements with the Homestay family for accommodation while the student is studying at KEA
 - 8.3 When you reserve a Homestay through KEA, KEA will guarantee the Homestay for the duration of your reservation. KEA cannot guarantee the same Homestay if you wish to extend your Homestay period
 - 8.3.1 Should you wish to extend your Homestay you are strongly advised to tell the Homestay Co-ordinator as soon as possible to prevent disappointment
- 9.0 Termination
 - 9.1 The student may terminate the Homestay agreement with one week's notice to the KEA Homestay Co-ordinator
 - 9.1.1 Should the student wish for KEA to arrange a change in accommodation, the student may receive one change free of charge. All further changes will incur the standard accommodation placement fee.
 - 9.2 The Homestay family may terminate the offer of accommodation for a particular student with one week's notice in writing