

ELA Student Homestay Terms and Conditions 2025

1. Authority to Act

- 1.1 The Student authorises English Language Academy, a division of Auckland UniServices Limited, a New Zealand Company (ELA), to act as their agent to arrange and administer their homestay accommodation (including with other homestay providers) with effect from the date the Accommodation Application is signed by the student.
- 1.2 ELA arranges homestay accommodation for students enrolled or enrolling in ELA, and the Student agrees that once their enrolment at ELA ends, they must make arrangements with ELA to move out of their homestay accommodation. The Student agrees not to negotiate privately with their homestay family to extend their homestay after their enrolment at ELA ends.
- 1.3 The Student acknowledges that homestay accommodation is subject to availability and the Student's compliance with these ELA Student Homestay Terms and Conditions.
- 1.4 ELA has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students (Code) published by the Ministry of Education. Copies of the Code are available on request from ELA or from the New Zealand Ministry of Education website at <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

2. Provisions

- 2.1 The homestay accommodation will include:
 - (a) A private bedroom.
 - (b) A comfortable bed, with extra bedding if required.
 - (c) A desk, chair, and adequate lighting for study.
 - (d) A chest of drawers or wardrobe for storing clothing and personal items.
 - (e) A key to the house.
 - (f) Meals: Monday to Friday: two (2) meals per day (breakfast and dinner); Saturday, Sunday: three (3) meals per day (breakfast, lunch, and dinner).
 - (g) Reasonable internet usage, electricity, reasonable water usage, and facilities for washing and drying clothes.
- 2.2 The homestay accommodation does not include any personal expenses incurred by the Student during their stay with the homestay family, including (but not limited to) international/mobile calls, internet usage (in excess of the homestay family guidelines), loss of house key, or damage to homestay family property for which the Student is directly responsible to the homestay family. The student will not provide accommodation to the students' family members, relative or friends.

3. Payments

- 3.1 The homestay accommodation fee is as stated on the Dates and Fees available on ELA website Part weeks are counted as full weeks.
- 3.2 ELA will issue the Student with an invoice for the accommodation placement fee, accommodation

fees, and airport transfers (if selected by the Student) once ELA has received and processed the Accommodation Application. The Student must pay the invoice directly to ELA at least four (4) weeks prior to their arrival date (as specified in the Accommodation Application) (Arrival Date) in accordance with clause 3.5.

3.3 The Homestay Accommodation Fee covers the provisions listed in clause 2.1 only. The Homestay family will not charge the Student extra money for the use of these items.

3.4 If the Student arranges with ELA to extend their stay with their current homestay family, the Student must pay ELA the full amount due for the additional period two (2) weeks in advance, plus a Homestay Extension Fee for each extension.

3.5 Any change made after the homestay confirmation letter is issued that results in a change of host family will incur a new Homestay Placement Fee.

3.6 The Student can pay ELA by EFTPOS, Credit Card at ELA's enrolment and homestay office, or by electronic bank transfer/deposit as set out in the invoice issued to the Student pursuant to clause 3.2.

3.7 The Student shall not make any direct payments to their homestay family or negotiate the homestay accommodation fee with their homestay family.

4. Settlement Period

4.1 The Student can request to move to a new homestay family immediately (without adhering to the minimum two [2] week notice period) if serious issues are identified with the homestay within the first seven (7) calendar days.

4.2 Serious issues include (without limitation) issues of health and well-being arising from a student's accommodation, but do not include the homestay distance from ELA, issues that can be resolved through discussion, or requests based on wanting a change of environment.

Changing Homestays

4.3 The Student can make a request to ELA to move to a new homestay family by providing a minimum of two (2) weeks' notice in advance. ELA will endeavor to find a new homestay, subject to availability and the student paying ELA a new Placement Fee as stated on the Dates and Fees on ELA website.

5. Cancellations and refunds

(Before arrival)

5.1 If the Student cancels their Homestay more than ten (10) calendar days before their stated arrival time in the Accommodation Application (Arrival Time), the Student will receive a refund of all Homestay Fees (and Airport Transfer fees if applicable) paid to ELA less:

- i. The non-refundable Placement Fee, and
- ii. an international bank transfer fee (if applicable).

5.2 If the Student cancels their Homestay ten (10) or fewer calendar days before their stated arrival time in the Accommodation Application (Arrival Time), the Student will receive a refund of all Homestay Fees and Airport Transfer fees if applicable) paid to ELA, less:

- i. The non-refundable Placement Fee, and
- ii. 1 weeks' Homestay Fee,
- iii. An international bank transfer fee (if applicable).

(After arrival)

5.3 If the student wants to move out of ELA-organised homestay, they must inform both ELA and the Homestay Family at least two weeks prior to the date they wish to move out. The student will receive a refund of all Homestay Fees (and unused Airport Transfer fees if applicable) paid to ELA less:

- i. The non-refundable Placement Fee, and
- ii. 4 weeks Homestay Fee, ¹
- iii. An international bank transfer fee (if applicable).

6. Extensions to stay at Homestay

Students may apply to ELA to extend their Homestay for a minimum period of four (4) weeks. If ELA is able to arrange an extension with the Student's Homestay family the Student will pay ELA the full amount due for the extra period two (2) weeks before the additional period begins. Student must pay ELA in accordance with clause 3.5. If a student originally books and pays for homestay for only 4 weeks and then requests an extension to the booking, an additional Homestay Extension Fee will be charged for each extension.

7. Expectations

7.1 While the Student is living with their homestay family the Student will (in addition to their other obligations): adhere to all guidelines in The ELA Homestay Guidelines for Students on the ELA Website. These guidelines are also available from ELA on request.

8. Behaviour and compliance with laws

- 8.1 The Student must abide by these ELA Student Homestay Terms and Conditions, ELA policies, ELA's Code of Conduct, guidelines provided for homestay students, and other advice given by ELA's Accommodation Coordinator from time to time.
- 8.2 The Student must take responsibility for being aware of and obeying New Zealand laws of New Zealand. The Student agrees that they will not abuse alcohol, be in the possession of or use illegal drugs, or commit a criminal offence.
- 8.3 The student acknowledges that failure to meet appropriate behavioural standards and expectations while living with their homestay family may result in the homestay family advising ELA that they are no longer willing to host the Student.

9. Issues with Homestays

9.1 The Student agrees to advise ELA's Accommodation Coordinator immediately if they have any issues or concerns for their health or welfare in the homestay home.

¹ If fewer than four weeks remain of the student's homestay placement, the balance of fees will not be refunded.

- 9.2 The Student must immediately notify ELA's Accommodation Coordinator if the Student needs to change their homestay for any reason. The Student understands that at least two (2) weeks' notice should be given to ELA and the Homestay family, unless there are Serious Issues (see clause 4.2).
- 9.3 ELA's Accommodation Coordinator, Student Support Coordinator or Student Experience and Campus Manager are able to be the mediator in any disagreement between the Student and the homestay family, where required by the Student or homestay family.

10. Airport Transfers

- 10.1 On request and payment, ELA will organise a transfer from Auckland airport to their ELA-organised accommodation on arrival and departure. Airport transfers are subject to availability.
- 10.2 In the case of a student cancelling their transfer from Auckland Airport to their ELA-organised accommodation on arrival, and/or from their ELA-organised accommodation to Auckland Airport on departure:
- i. If the student provides ELA with notice of the cancellation at least 2 working days prior to their flight arrival/departure, they will receive a 100% refund of the transfer fee.
 - ii. If the student provides ELA with less than 2 working days notice of the cancellation prior to their flight arrival/departure, or if the student did not arrive on the scheduled flight, they will not receive a refund on the transfer fee. If a further airport transfer is required, this will be charged at the standard transfer rate.

11. Personal Information of Students

- 11.1 The Student agrees that in the interests of their personal welfare, the homestay family may communicate their Personal Information (as defined in the Privacy Act 2020), relating to their health, safety, and wellbeing to ELA.
- 11.2 The Student agrees that their Personal Information on the Accommodation Application and collected by ELA from time to time may be provided by ELA staff to homestay families in order to arrange suitable homestay accommodation and may be used by any staff of ELA for purposes of monitoring the Student's health, safety and wellbeing, providing the Student support and welfare services and for support and welfare of Students in urgent situations. The Student has the right to request to access and/or correct their Personal Information held by ELA.
- 11.3 The Student consents to the disclosure of any Personal Information held by ELA to the student's agent, homestay family, homestay agency, parents or legal guardians and emergency contacts, and relevant authorities for the purposes set out in clauses 10.1 and 10.2.

12. Insurance

- 12.1 The Student must have medical and travel insurance that is either approved or arranged by ELA.
- 12.2 The Student agrees that ELA and/or the homestay family cannot be held legally responsible for any sickness, injury, damage or loss to the Student or the Student's personal belongings while the Student is in New Zealand.
- ELA is not responsible for any personal expenses incurred during the Homestay, including international/mobile calls, internet usage, loss of house key, or damage to Homestay family property.
- 12.3 The Student agrees to pay any damage caused by them to the homestay home or their homestay

family's property.

13. Limitation of Liability

13.1 ELA shall not be liable to the Student in any circumstances for any consequential loss, indirect loss, loss of income, profits, or loss or damage to persons or property relating to homestay accommodation organised through ELA. In the event the liability cannot be excluded, the maximum liability of ELA to the Student shall be limited to the return of the fees paid to ELA for that accommodation.

13.2 To the extent permitted by law, the liability to the Student of ELA whether under contract, tort (including negligence), breach of statutory duty or other actionable wrong of any kind relating to homestay accommodation organised through ELA shall be limited to return of the fees paid to ELA for that accommodation.

13.3 To the extent permitted by law, the University of Auckland shall not be liable to the Student for any loss or damage whatsoever and howsoever caused arising directly or indirectly out of homestay accommodation organised through ELA. This exclusion of liability applies to liability in contract, negligence (or any other tort), statute or any other source or principle of legal liability. This clause is enforceable by the University of Auckland in terms of the Contracts (Privacy) Act 1982.

14. Governing Law and Jurisdiction

14.1 These ELA Student Homestay Terms and Conditions are governed by the laws of New Zealand and the Student and ELA agree to submit to the exclusive jurisdiction of the New Zealand courts in respect of all matters relating to these Student Homestay Terms and Conditions.

15. Language

15.1 These Student Homestay Terms and Conditions are intended to be read in the English language. Where these ELA Student Homestay Terms and Conditions have been translated into another language this is for information purposes only and the English language version will prevail in the event of any inconsistency.