



Agreement for Agents/Agencies Working with Harmony Homestay

Harmony Homestay offers services for international students. By initiating and paying for any of our services, the agent/agency agrees to abide by the following terms of service and can expect Harmony Homestay to operate under the operational standards listed below.

Operational Standards for Harmony Homestay

Homestay Placements – Harmony Homestay uses a screening process to determine the suitability of host families for student placement. The safety and comfort of the students is the primary focus when selecting families. Harmony Homestay notifies all families of the hosting expectations in the form of a Host Family Agreement. Harmony Homestay works with the agents, students, and families to provide support before, during and after placement. Some issues may be referred to the custodian of the student in such cases where their authority is necessary for a student's needs (ie. School registration or meetings etc.).

Harmony Homestay upholds the multicultural diversity that is Canada and has a database that reflects this. Within one week of receiving payment and student information Harmony Homestay will provide one, if not more, options for homestay placement that as closely match the student's requests as possible. Harmony Homestay cannot guarantee the compatibility between a student and host family. Our policy for placements that are not is that if we are notified within one week of placement, then we will arrange another homestay placement at no charge. After that time the student must pay the placement fee for a new match.

Custodianship – Harmony Homestay offers custodianship services to students who do not have a custodian in Canada. This service includes regular contact with students, optional activities and student support. A full description of this service is available on a separate document "Custodian Services Description."

Airport Transport – Airport transport is only offered to students with our custodianship. Students without custodianship will have to arrange their own airport transportation upon arrival. A minimum of 48 hours prior notice must be given to book airport services.

Payment – All payments are non-refundable

Terms of Service for Agents/Agencies

1. Airport Transport Services must be booked a minimum of 48 hours in advance so we can make the appropriate arrangements. Full details of the student name, date, time, airline number and destination must be provided. Airport services are for custodianship students only.

2. Agents/Agencies must provide as much information as they have about the student they are asking us to match with a host family. This will ensure a better match with a higher success rate of placement. Failure to disclose information may result in the termination of placement with no refund or notice. This includes information regarding the student's history, health concerns of any kind, extra-curricular activities that are already planned or the student wishes to participate in.

3. All information given to the agent/agencies is private and confidential. This information may not be disclosed to anyone other than the student from the application and their family.

4. Host Family information remains the property of Harmony Homestay at all times. Agents may only communicate with a host family regarding the placement of the student they have named to Harmony Homestay. Agents/agencies are not to contact the family directly regarding the placement of any other student. The host family is not to be contacted for any other placements at any time without the prior knowledge and consent of Harmony Homestay.

5. Agents/agencies must also communicate their intention to place a student or not place a student directly with Harmony Homestay and NOT with the family directly. Harmony Homestay must complete follow up paperwork with the family before a student is placed with a host family which is why it is required that the agent notify Harmony Homestay of their decision to place a student. The student may not be placed until Harmony Homestay has satisfied all their required documents for placement and communicated this to the agency.

6. If a student wishes to terminate a placement for any reason other than a safety concern, they must give 30 days notice in writing to the family and/or Harmony Homestay.

Student Absences:

If a student will be away for one month (or longer) from the host family home but would like to keep their belongings in the room and return to the home after their absence, the student will pay $\frac{1}{2}$ the month's regular fee to the host family. If they will be away for two weeks they will pay $\frac{3}{4}$ of the fee. If they are away for less than two weeks the full monthly fee will apply. For absences longer than one month the student may pack their belongings and store them at the host family home (provided the host family has storage capacity) and pay \$50 per month for storage until their return. Two weeks' notice must be given for a student's absence or the full monthly rate will apply.