



The Canada Homestay Network

Special Refund Policy: COVID-19

Please note that this Special Refund Policy is subject to change without notice. All refund requests must be made using the Refund Request Form and sent to our accounting office at accounts@canadahomestaynetwork.ca. Please note, refunds may be subject to additional processing Fees. **CHN is not responsible for covering the cost of any related processing Fees for refund transfers.**

The following CHN Fees are prepaid, and non-refundable (“Standard Service Fees”):

- a. Homestay Registration, Placement and Orientation Fee
- b. Custodianship Registration Fee
- c. Bank, Wire Transfer, and Administration Fees

If these Fees are not clearly itemized on the invoice, CHN will apply a Standard Fee of \$1,000 per month for Homestay Allowance, \$500 for Homestay Registration, \$250 for Custodianship Registration and \$75 for Bank, Wire Transfer, and Administration Fees.

1. Cancellation Prior to Arrival

- i. If the student chooses not to come to Canada, he/she will be given a full refund of all Fees except the Standard Service Fees as listed above.
- ii. If the student is prevented from entering Canada due to policy decisions that are beyond their control, such as a travel ban, students will be given a full refund of all Fees including the Standard Service Fees as listed above.
- iii. A \$250 cancellation fee will apply to **all** cancellations received after June 30, 2020, regardless of the reason.

2. Deferral Prior to Arrival

- i. Option 1: Students will be given a full refund of all Fees except the Standard Service Fees as listed above, which will be applied to a future booking. The new homestay booking must be confirmed in 2020 and the student must arrive within 12 months of their original arrival date. Any changes in foreign currency exchange rates, additional international bank transfer charges, and increases in fees are the responsibility of the student. **OR**
- ii. Option 2: Students can opt for a full credit of all Fees, which will be applied to a future booking. The new homestay booking must be confirmed in 2020 and the student must arrive by February 1, 2022. This option eliminates the risk of changes in foreign currency exchange rates and additional international bank transfer charges. Any increases in fees are the responsibility of the student and will be invoiced at the time the new booking is confirmed.

3. Early Departure/Cancellation After Arrival

- i. Students who withdraw after arrival will not receive a refund for the Standard Service Fees as listed above. Students are welcome to stay with the host throughout the notice periods indicated below.
- ii. **High school students and minors in other programs must give two FULL calendar months notice to leave the Homestay program. Refunds will not be given for partial months.** CHN will refund the unused time in Homestay, less two months Homestay Fees (in lieu of notice) and any applicable Custodianship Fees. For example: if notice is given on March 20, the two full months notice would be April and May, and the refund period would begin June 1.
- iii. **College, university, and language school adult students must give at least 30 nights notice to leave the Homestay program once payment has been received.** If anything less than 30 nights notice is given, CHN will refund the unused time in Homestay less 30 nights Homestay Fees.

4. Early Departure/ Cancellation After Arrival due to dismissal or official direction from government, school, and/or CHN

- i. If a student is dismissed from the program due to a COVID-19 law, policy, or regulation as determined by the Government of Canada, the Public Health Agency of Canada, Canada Homestay Network, and/or the student's School or School Board (and any other provincial or local government responsible for the School or School Board), then CHN will refund the unused time in Homestay, less the current payment cycle Homestay Fees (in lieu of notice) and any applicable Custodianship Fees. In addition, the refund will be reduced by CHN's monthly monitoring fees. For example: if notice is given on March 20 and the current payment cycle runs March 1 to 31, the current payment cycle notice period would be March 21-31, and the refund period would begin April 1.

NOTE: ADVISING STUDENTS ALREADY IN CANADA THAT THEY AVOID NON-ESSENTIAL TRAVEL

Students have been advised that if they travel outside of their community to any domestic or international destination for March Break or any other time while the Canada Public Health Agency is monitoring the 2019 Novel Coronavirus,



The Canada Homestay Network

Special Refund Policy: COVID-19

CHN **CANNOT GUARANTEE** their existing homestay placement and/or relocation to another CHN family when they return.

If students decide to travel:

- They must register their trip details with their local CHN relationship manager, including destination and departure / return dates;
- They must be prepared to self-isolate outside of a CHN homestay upon their return; and
- They must take **ALL THEIR BELONGINGS WITH THEM OR STORE THEM IN ANOTHER LOCATION** prior to departure, at their expense and at their own risk.