



# Canada Homestay Network

## Payment Policy and Procedures

*This document is to be read in conjunction with the CHN Student Homestay Application; CHN Student Participation Agreement; and the CHN Invoice applicable.*

1. To be considered for admission to The Canada Homestay Network (CHN) International Student Homestay Program (ISHP), each Student is required to submit payment in full of the CHN Invoice applicable.
  - a. CHN will confirm placement in the CHN ISHP upon receipt of a \$500 non-refundable deposit. If applicable, CHN will issue the CHN Declaration of Custodianship following receipt of the \$500 non-refundable deposit.
  - b. The balance of the invoice is due no later than ten (10) weeks prior to arrival. If the Student applies less than ten (10) weeks prior to arrival, payment of the entire invoice is due upon receipt. Confirmation of the Homestay Host will be provided to Student and the Student's Agent (if applicable), following receipt by CHN of full payment of the CHN Invoice.
  - c. Notwithstanding clause 1(a), if full payment is not received ten (10) weeks prior to arrival, the Student's placement in the CHN ISHP may be forfeited.
2. Students must also submit the following duly completed CHN documents:
  - a. Student Homestay Application (SHA) and Student Participation Agreement (SPA);
  - b. Minor students (under the age of 18, or 19 in BC and NB) who have requested Custodianship Services from CHN must also submit the IRCC IMM 5646 and CHN Supplementary Form, *duly notarized*.
3. CHN accepts payments as follows:
  - a. Payments from outside of Canada, pay through "Flywire": <https://www.canadahomestaynetwork.flywire.com>. Make a payment from any country and any bank, typically in your home country currency. Flywire offers credit card and other payment methods in addition to bank wire transfer for most countries.
  - b. By wire transfer directly to The Canada Homestay Network Society c/o the TD Canada Trust, 107 North Kinton Ave, Huntsville, Ontario, Canada P1H 0A9; Branch transit # 26662, Institution # 004, Account #5020138, Swift # TDOMCATTTOR. Please note the student's name on wire transfer documentation;
  - c. Online, from a Canadian bank account (TD, CIBC, Scotiabank, Bank of Montreal, Tangerine) using bill payee "Canada Homestay Network." The account number is the CHN Student Number, which is on the invoice;
  - d. By cheque mailed to The Canada Homestay Network Society, 1031 St David Street, Victoria BC, V8S 4Y7.
4. CHN is not liable for any damage or costs incurred by the Student for failing to make payment strictly in accordance with these Payment Policy and Procedures. In addition, such failure to make payment will disqualify a student from the CHN ISHP.
5. Requests for changes to student-host matches prior to arrival will be considered on a case-by-case basis. Any such changes may result in additional charges including but not limited to (a) Registration Fee and (b) one week's Homestay Host Allowance. In accordance with the SPA, CHN will not consider changes to hosts on the basis of race; national or ethnic origin; colour; religion; gender; age; mental disability; physical disability; and/or sexual orientation, all in accordance with applicable human rights legislation.
6. The CHN Invoice applicable may include amounts for the following services:
  - a. Registration, Placement, and Orientation fees which include periodic monitoring services, for each period the Student is in the ISHP; Airport transfers; and Re-registration and Relocation fees, *if applicable*.
  - b. Standard Homestay Host Allowance, including periodic Host Hospitality Allowance; extra nights before the beginning of the first regular period that the Student is in the ISHP; and underage premium, *if applicable*.
  - c. Probation Letter and/or Relocation, which CHN reserves the right to determine, in its absolute discretion and without recourse.
  - d. Other (Optional) CHN Services which include CHN Custodianship Services, if applicable, special diet fees, private bathroom if available for adults only, and so on.
  - e. Refundable Security Deposit of \$500.
  - f. Administrative charges, which include bank charges and deferred payment charges, if applicable.
  - g. **Undisclosed medication and health issues (physical and mental) are subject to a \$500 penalty.**
7. **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
  - d. Medical Insurance
  - e. Late Payment Fees



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8. **Cancellation prior to Arrival**
  - a. Individual students who cancel 30 days or more prior to arrival will be refunded all Fees except the Standard Service Fees.
  - b. Individual students who cancel 29 days or less before prior to arrival will be refunded all Fees except the Standard Service Fees and one (1) month's Homestay host allowance. A cancellation Fee of \$250 will also be charged.
  - c. **Groups** (as defined by CHN) who cancel 61 days or more prior to arrival will be refunded all Fees. **Groups** who cancel 30-60 days prior to arrival will be refunded all Fees, less a cancellation fee of \$300 per student. **Groups** who cancel 1-29 days prior to arrival) will be refunded all Fees, less a cancellation fee of \$350 per student.
  - d. Notwithstanding the 30-day period, if Immigration, Refugees and Citizenship Canada (IRCC) does not approve the student's Visa or Study Permit, students will be given a full refund of all Fees except the Standard Service Fees as listed above. The \$250 cancellation Fee will **not** be charged. To obtain the refund, a copy of the letter of refusal from IRCC is required along with the Refund Request Form.
9. **Cancellation After Arrival**
  - a. 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.
  - b. **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. A cancellation Fee of \$250 will also be charged. For example: if notice is given on January 20, two full months' notice would be February and March; the refund period would begin April 1.
  - c. **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 less than 30 nights' notice is given, CHN will refund the unused time in Homestay less 30 nights' Homestay Fees. Regardless of notice, a cancellation Fee of \$250 will also be charged.
  - d. **Groups** (as defined by CHN) who withdraw after arrival will receive a refund of unused nights in homestay, less two weeks' Homestay Fees (in lieu of notice). A cancellation fee of \$250 will be charged.
  - e. If a student has applied and paid through a University, College, School or School Board, the School or Institution's cancellation policy will apply.
10. **Extensions**

**College, University, and language school adult students who pay by the session (only available for selected programs) must pay 3 weeks in advance of the next session to stay in the Homestay program.** If the student does not pay for the next session 3 weeks in advance, CHN will notify the host of the student's expected departure. Payments received less than 3 weeks before the beginning of the next session will be charged a \$150 Late Payment Fee **plus** a re-Registration Fee if the original host is no longer available.
11. **Dismissal from the Program**

NO REFUND will be granted to a student who is dismissed from the program due to faulty documents, a breach of law, policy, or regulation as determined by the Government of Canada, the Police, Canada Homestay Network, and/or the student's School or School Board.
12. CHN reserves the right to relocate the Student to another CHN Homestay Host at the Student's expense, or to expel any Student from the CHN ISHP, according to the terms of the SPA.
13. All CHN fees are for the introduction of the Student to selected independent service providers, including but not limited to accommodation services provided in homestay(s) by homestay host(s) (hereinafter called "service provider(s).") CHN makes no claims or warranties concerning such service providers and assumes no liability for any losses, injuries or damages however caused. All parties to the Student Homestay Application and the Student Participation Agreement (including but not limited to the Student, the Student's family and Agent, if any) accept the introduction by CHN to such service providers at their own risk and hereby undertake to hold harmless CHN, its Officers and Directors and Agents and such independent service providers, from any and all claims and, without limiting the generality of the foregoing, to arrange at their expense sufficient personal injury, liability and health insurance.
14. All CHN fees are subject to change at least annually, at CHN's discretion. Timing varies by program.