



July 1, 2020

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 info@fivestarthomestay.com. Please note, refunds may be subject to additional processing fees, including with respect to bank transfers. **Five Star Homestay is not responsible for covering the cost of any related processing fees for refund transfers.**

The following Five Star Homestay 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

THIS POLICY IS EFFECTIVE AS OF JULY 1, 2020 AND ONLY APPLIES TO REFUNDS RELATED TO CANCELLATIONS OR DEFERRALS ARISING FROM COVID-19 RELATED MATTERS.

Otherwise, please refer to Five Star’s standard refund policy, attached to each invoice and available on our website.

1. Cancellation Prior to Arrival

- i. If a Student chooses not to come to Canada, due to COVID-19 related concerns they will be granted a refund of all amounts paid except the Standard Service Fees as listed above and the Cancellation Fee (as defined below), if applicable.
- ii. If a Student is prevented from entering Canada due to official direction from government, school, and/or Five Star, such as a travel ban, Students will be granted a refund of all amounts paid, including the Standard Service Fees as listed above, less the Cancellation Fee, if applicable.
- iii. A \$20 cancellation fee will apply to all cancellations received after June 30, 2020, regardless of the reason (“Cancellation Fee”).

2. Deferral Prior to Arrival

If a Student chooses to defer the Homestay booking, the Student will be entitled to select between Option 1 and Option 2 below.

i. Option 1: Students will be given a refund of all amounts paid except the Standard Service Fees as listed above. The amount of the Standard Service Fees will be applied to a future booking, provided 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 amounts paid, 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.



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3. Early Departure/Cancellation After Arrival

Unless Section 4 applies, the following will be applicable for any Students seeking to withdraw from the Homestay program prior to their scheduled end date:

- i. The Standard Service Fees as listed above are non-refundable.
- ii. **High school students and minors** in other Homestay programs must give two FULL calendar months' notice in writing to withdraw from the Homestay program. Five Star will refund any prepaid amounts for the unused time in Homestay, less the amount of two months Homestay fees and any applicable Custodianship Fees. Refunds will not be given for partial months 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 withdraw from the Homestay program. Five Star will refund the unused time in Homestay less the amount of 30 nights of Homestay fees.
- iv. Students are welcome to stay with the Host Family throughout the notice periods indicated above or may leave prior to the expiration of the notice period.

4-Early Departure/ Cancellation After Arrival due to dismissal or official direction from government, School and/or Five Star Homestay

If a Student is dismissed from the Homestay program due to a COVID-19 related law, policy, or regulation as determined by the Government of Canada, the Public Health Agency of Canada, Five Star and/or the Student's School or School Board (and any other provincial or local government responsible for the School or School Board), then Five Star will refund the unused time in the Homestay booking, less the current payment cycle of Homestay fees (in lieu of notice) and any applicable Custodianship Fees. In addition, the refund will be reduced by Five Star'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, Five Star Homestay **CANNOT GUARANTEE** their existing Homestay placement and/or relocation to another Five Star's family when a Student returns.

If a Students decide to travel during their Homestay booking:

- They must register their trip details with Five Star team advisors, including destination and departure / return dates;
- They must be prepared to self-isolate outside of a Five Star 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.



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