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**HOST FAMILY AGREEMENT 2022-2023**

**This is an agreement between the host family detailed below and EazyCity Ltd.**

**Host Family Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EazyCity Branch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Terms & Conditions**

**EazyCity Ltd agrees:**

1. To act dutifully, honestly, legally and in good faith in its dealings with the host family
2. To confirm all bookings by e-mail / phone and ensure all clients details such as name / nationality / arrival date and details / length of stay are clearly communicated
3. To contact you in relation to bookings with at least 2 weeks advance notice. (please note there may be some lastminute bookings due to the nature of our business so flexibility is required)
4. To provide clear and accurate information in all dealings with our company
5. To ensure all clients sign a contract of stay in advance of arrival to the host family and pay a security deposit.
6. To pay host family via bank transfer on a weekly basis. Please note payments are processed every Friday before 4pm.
7. To provide support during the entire stay of our students. We provide a 24/7 emergency no.

**The Host Family agrees:**

1. To perform its activities under this Agreement carefully and to act honestly, lawfully and in good faith.
2. To review in detail the contents of this agreement.
3. To sign this agreement within 2 weeks on receipt of same.
4. To provide clear and accurate information to EazyCity team on the property details.
5. To ensure Garda vetting has been completed specifically in the provision of host family services for EazyCity Ltd.
6. To inform EazyCity in advance of signing this agreement of any specific rules which apply to your home eg house key not passed to clients, evening meal at 7pm. On this point we ask all families to allow flexibility with our clients
7. To inform EazyCity if specific dietary requirements (eg vegetarian / vegan etc) can / cannot be catered for in your home
8. If a client complaint arises due to inaccurate information provided by the Host Family, EazyCity Ltd will not be held liable
9. EazyCity requests a security deposit of €300 to all students to cover any small damage (ie. Bed, mattress, wardrobe, desk, chair, etc). EazyCity is not responsible for any damage caused to property during clients stay.
10. To organise airport or city centre pick up for clients as requested on confirmation of booking.
11. To allow some flexibility owing to last minute changes or issues with delayed flights.

**Payment Terms & Cancellation Policy**

1. EazyCity pays host family via bank transfer in advance on a weekly basis. Please note payments are processed every Friday before 4pm.
2. In the case of a booking cancellation due to unforeseen circumstances by the **Host Family (eg accident / family emergency)** please contact EazyCity immediately.
3. In the case of a booking cancellation by **EazyCity** we will contact the host family immediately and will always provide as much advance notice of the cancellation as is possible.
4. **EazyCity** where possible will also endeavor to have a replacement booking to offset this cancellation.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** (***Host Family***)

**Date:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** (***EazyCity***)

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**EazyCity Contact Details**

EazyCity

112 Oliver Plunkett Street, Cork, Ireland

PH: 021-4222243

Please ask for Elena or Troy who can assist you with your query.

**Mob. Whatsapp** 083-8254746 **Email:** elena@eazycity.com

For emergencies outside of office hours please call our 24 hour number on 087-9258106