

Homestays and Private Homes

Homestay Accommodation

The hosts treat the student as a full member of the household, eating together and sharing the common living areas. No more than four students will be accommodated in homestay accommodation at any one time.

Private Home Accommodation

More than four adult students may be accommodated in the home. There may be less direct contact with the host(s) and students may be self-catering. Private home accommodation is not suitable for junior students.

Junior Students

Any student under the age of 18 will be classified as a junior. A supplement will apply for this age group, to cover the cost of higher rates paid to hosts (for the additional responsibility) and CRB checks, as appropriate. Juniors may only be accommodated in a homestay, on a half board (breakfast and dinner) basis and are not eligible for self-catering or bed and breakfast meal plans. Superior and Executive categories are not available for this age group. In addition to the above, students aged 16 or under will require a legal guardian based in the UK for the duration of their stay. Daily curfews will also apply. All bookings are subject to availability of appropriate hosts.

Minimum Stay

Minimum stay is 2 weeks. A one week supplement of £15 will apply to bookings of under 2 weeks if an exception is made.

Minimum Age

Minimum age for individual homestay bookings is 16 years

Booking Confirmation

Bookings can only be guaranteed after payment has reached our bank account. We reserve the right to cancel any booking for which we have not received payment by the due date.

Arrival Time

When booking accommodation, you must inform Britannia or your host of your estimated arrival time at least 3 days in advance of your arrival in UK. This is to ensure that someone is available when you arrive. Failure to do this may result in you having to wait to gain access to your accommodation. Britannia will not be held responsible for such delays, nor will we pay for any expenses incurred as a result.

Sharing a Twin Room

Twin rooms in homestay accommodation must be booked by two sharers traveling together.

Extensions of Stay

If you wish to extend your stay beyond the booked departure date, you should contact Britannia as soon as possible to request an extension. Extensions are subject to availability. If an extension is not possible, Britannia will endeavour to find a similar alternative.

Visa Students

If you are a student arriving from a country where you are required to obtain a visa before entering the United Kingdom, please request our special terms and conditions for visa students.

Curtailement

If you cut short your stay within the first 4 weeks, accommodation charges, once paid for are not refundable. In the case of your accommodation being unsuitable, Britannia will endeavor to supply you with a suitable alternative. After 4 weeks the booking may be cut short, provided that at least 1 week's notice is given.

Cancellation Policy for Homestay/ Private Home Bookings

Cancellations received less than one week prior to arrival will incur a cancellation charge of 1 week, plus booking fee.

Insurance

You are strongly advised to purchase suitable travel insurance which covers you for losses relating to unforeseen cancellation or curtailment of your course, accommodation or transportation.

Refunds and Bank Charges

Due to strict money laundering regulations in the UK, refunds are made through the same means by which they are received. Fees paid by bank transfer from overseas will be refunded by bank transfer to the bank account in the country from which they were received. Credit card payments will be refunded to the card from which payment was taken. Cash payments cannot be refunded in cash and can only be refunded to a bank account in the same name as the guest. Britannia will refund fees only and cannot refund bank charges or the 2% added to credit card payments. Any bank charges levied by the UK and/or foreign bank when refunding fees will be deducted from the refund by the banks in question and not paid for by Britannia.

Complaints

In the unlikely event that you are not happy with your accommodation, you should contact Britannia as soon as possible. If necessary we will move you to alternative accommodation. We will not be responsible for the payment of fees for hotel stays or accommodation not booked by us in the event that you choose not to stay in the booked accommodation, for any reason.

Office Opening Hours

The office is open from 09.30 – 18.00 (London time UTC +00:00) Monday through Friday. Saturdays, Sundays and national holidays (including the days between Christmas and New Year) are excluded. Bookings, changes and cancellations can only be processed during these hours. However, should you have an emergency out of hours, you may call our emergency number on: 020 7631 7995.

