



TERMS AND CONDITIONS

Once a booking is made, you agree to abide by our terms and conditions. We reserve the right to make amendments to our services without notice. **All information you send us is held in the strictest confidence.**

Bookings

Complete and accurately fill in the booking form.

The normal minimum booking periods are: 2 weeks for short stays and 3 weeks for longer stay (more than a month).

Confirmation of your booking is subject to us receiving a completed 'booking form' and proof of (full) payment.

At the time of booking, all Guests must specify any special requests, dietary needs or allergies.

Confirm your date of arrival two days prior; via telephone/email, lest your booking may be offered to someone else.

If you choose to pay by cash, you agree to make all your payments in full upon arrival.

Guests

Guests must follow the rules that Elacet Homestay or their Host family will provide with regards to security in and out of the home.

Elacet Homestay is not in any way responsible for any loss or damage of property while residing in the home of the Host Family organised by Elacet Homestay. You are advised to have insurance to cover for all your belongings against theft, loss or damage.

Every Guest is advised to have health insurance.

A Guest will make payment regardless of whether you will stay some days and/or nights away from the Host Family home. NO discounts/refunds will be given.

Guests must call their Host Families a few days prior to arrival.

Guests, who wish to extend their stay beyond the departure date stated initially, are able to do so. However, they must inform Elacet Homestay a week prior to this decision. Payments are made on a weekly basis.

Guests must always ask for permission before using anything of the Host Families'.

Guests must make sure not to lose house keys or any other property offered by the Host Family to use while in their care.

Guests must always ask for permission before allowing any friends into the Host Family's home.

Elacet Homestay reserves the right to terminate any collaboration with the Guest if there are any inconsolable complaints received from the Host Family. In this case, NO refunds will be made.

Elacet Homestay reserves the right to change homes in the interest of the Guest.

Cancellations

In case a Guest decides to cancel their stay, Elacet Homestay should be given a week prior notice or a week worth payment for cancellation made in less than a week.

Host Families

Under no circumstances should any member of the Host Family ask for money or any form of financial assistance from the visitor.

Elacet Homestay reserves the right to terminate any collaboration with the Host Family if there are any complaints filed against, by the Guest. In this case, the Host Family must refund a week's worth fee for the period the Guest has left to stay. Any complaint regarding the Host Family must be reported immediately to Elacet Homestay, after which a complaint form is filled. Complaints will be thoroughly probed and any necessary action will be taken. In the event of incompatibility between a Guest and a Host Family, Elacet Homestay will find a substitute family.

Elacet Homestay reserves the right to change homes in the interest of the Guest or the Host Family.