



The Canada Homestay Network

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 accounts@canadahomestaynetwork.ca. Please note, refunds may be subject to additional processing Fees. **CHN is not responsible for covering the cost of any related processing Fees for refund transfers.**

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

If these Fees are not clearly itemized on the invoice, CHN will apply a Standard Fee \$500 for Homestay Registration, \$250 for Custodianship Registration and \$75 for Bank, Wire Transfer, and Administration Fees.

THIS POLICY IS EFFECTIVE AS OF JULY 1, 2020 AND ONLY APPLIES TO COVID-19 RELATED REFUNDS.

Otherwise, please refer to CHN's standard refund policy, attached to each invoice and available on our website.

1. Deferral or Cancellation Prior to Arrival

- i. If the student chooses not to come to Canada due to COVID-19 related concerns, students will be given a full refund of all Fees including the Standard Service Fees as listed above, less the cancellation fee in 1 (ii) below.
- ii. A \$500 cancellation fee will apply to all cancellations received after June 30, 2020, regardless of the reason.
- iii. Students who choose to defer prior to arrival will be given a full credit of all Fees, 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. Any increases in fees are the responsibility of the student and will be invoiced at the time the new booking is confirmed.*
- iv. **CHN would appreciate as much notice as possible. Students who wish to defer or cancel are requested to notify CHN no later than July 31, 2020.**

2. Early Departure After July 1, 2020

- i. **All students must give one FULL calendar month notice to leave the Homestay program.**
- ii. For any student who withdraws after arrival due to COVID-19 related concerns after July 1, 2020, CHN will refund the unused time in Homestay, less one (1) full month of homestay fees (in lieu of notice) and any applicable Custodianship Fees. In addition, the refund will be reduced by CHN's Fixed Program Costs for the remainder of the student's expected stay in Canada. For example: if notice is given on October 20, the refund period would begin November 20.
- iii. CHN's Fixed Program Costs are \$200 per month.

3. Students Already in Canada before July 1, 2020

- i. **CHN ADVISES STUDENTS ALREADY IN CANADA TO AVOID NON-ESSENTIAL TRAVEL**
- ii. Students are advised that if they travel outside of their community to any domestic or international destination during a school break or any other time while the Canada Public Health Agency is monitoring the 2019 Novel Coronavirus, CHN **CANNOT GUARANTEE** their existing homestay placement and/or relocation to another CHN family when they return due to border closures, issues getting study permits renewed, and the ability to satisfy CHN's "Safe Arrival" Protocol requirements (Download and read CHN's "Safe Arrival" Protocol, here: https://canadahomestaynetwork.ca/wp-content/uploads/2020/06/chn_safe_arrival_protocol.pdf)
- iii. For these reasons, CHN recommends that students continue to stay in Canada in anticipation of the fall semester. Students considering staying in Canada this summer who are uncertain about fall study plans can book and pay for July and August only.
- iv. As always, if students need to change their plans, we encourage them to consider deferrals instead of cancellations.
- v. If students decide to travel:
 - They must register their trip details with their local CHN relationship manager, including destination and departure / return dates;
 - 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; and
 - They must apply for homestay and abide by CHN's "Safe Arrival Protocol", referenced above.