



GLOBAL
experience

CANCELLATION POLICY

- Students must book their accommodation for the first 4 weeks or the length of stay if shorter.
- Student should commit to stay in their accommodation for the first 4 weeks at least, unless extreme circumstances where Global Experience will act immediately to find another family.
- Accommodation Placement Fee and Airport pick up are not refundable.
- Home Stay fees are only refundable if done within 48 hours of receiving details prior to your arrival.
- After that, a 2 week cancellation fee applies.
- If you want to leave or change the Home Stay you must tell the family 14 days before you go. (This is called 14 days notice)
- If a Home Stay is terminated and Home Stay family has been paid for more than the 14 days notice, then the money will be repaid to you by the Home Stay.
- The Home Stay family is paid for the 14 days notice period, whether you live with them or not during that period.
- If a Home Stay is terminated because the Home Stay family did not do what they were supposed to do under the Home Stay agreement, all money that you paid in advance will be repaid to you, or repaid to "Global Experience" to pay you. (In this case, 14 days notice is not required).

All refunds incur a 10% administration fee which is deducted from the total amount to be refunded to you.