



Provision of Services for 2010-11

The following points relate to the relationship between HOST UK and its subscribing institutions (SIs). It summarises the duties and responsibilities of each:

HOST visits:

- We undertake to provide for each authorised application, the offer of a weekend or day visit (available only in some areas) given reasonable flexibility of dates and travel costs.
- We undertake to “match” students with suitable hosts based on common interests or professions and taking into account religious or personal preferences on food, pets and arrangements for religious observances.
- Our hosts and the Regional Organisers who undertake the “matching”, are all volunteers. We have established that they are reputable people through the application process and, in as many cases as possible, through visiting the hosts.
- We cannot guarantee for any application that the student will be placed on the dates given, especially around Christmas and New Year when we have a limited number of places. We will in this case ask the student for more dates and offer reasonable alternatives.

Authorisation:

- We ask for authorisation for every application from the International Student Adviser (ISA) or other nominated contact. This is done by an e-mail sent to you automatically when the student applies. You will get a reminder after 5 days. Your authorisation says that the application is from a genuine student. It is up to you to make what checks you feel necessary to verify this fact.
- Where the student is known to you, we would also expect you to encourage the student to mention on the form details of any barriers, such as physical disability.

Student application charges:

- For 2010/11 the charges will be as follows:

Public (and existing Private)	£37 plus VAT
Private (subscribing after 01.10.07)	£50 plus VAT
Spouse/partner of the applicant (an addition of)	£20 plus VAT

- Charges will be invoiced quarterly in arrears shortly after 1st October, 1st January, 1st April and 1st July.
- If a student (and/or spouse/partner) cancels the visit, by action or inaction, the due amount is still payable as HOST will have incurred administrative costs. Where the student hasn't been placed because they haven't given us information we have asked for that we required in order to make the placement, we will consider that student to have, in effect, cancelled the application and will not refund this amount.
- If the host cancels the visit, we will re-assign the student to another host. Where HOST does not place a student, we will refund any amount paid where this has been solely due to HOST's lack of organisational capacity. We will provide you with a report which will come with your invoice on the students you have authorised during the preceding quarter and will refund (or provide you with a credit note) on any students (and spouse/partner) where this is the case.

Administration charges:

Where students from an SI make payment to HOST for their visit an additional £50 per annum administration charge will apply.

Subscription charges:

- HOST's subscription year runs from 1st October to 30th September
- We charge an annual subscription which covers publicity materials, support with marketing HOST within the institution, the ISAs newsletter and administrative charges.
- We will charge VAT at the prevailing rate on the 5% of the subscription to which VAT applies.
- In July, the subscription will be billed for the following year.

Subscription charges for 2010/11 are as follows:

For public institutions and existing private institutions:

Short courses and Summer schools (any size)	£ 51.50
Under 500 students per year	£ 51.50
501 - 1,000 students per year	£103.00
1,001 - 1,500	£154.50
1,501 - 2,000	£206.00
2,001 - 2,500	£257.50
2,501 - 3,000	£309.00
Over 3,000	£360.50

For public institutions (subscribing after 01.10.07)

Short courses and Summer schools (any size)	£150.00
Under 500 students per year	£150.00
501 - 1,000 students per year	£200.00
1,001 - 1,500	£250.00
1,501 - 2,000	£300.00
2,001 - 2,500	£350.00
2,501 - 3,000	£400.00
Over 3,000	£450.00

The number of students is based on HESA statistics

Publicising HOST:

- We will ask you before the start of each academic year, what publicity materials such as leaflets you require and will then send these.
- We encourage our subscribing institutions to have a link to the HOST website and some information about HOST in the relevant part of their website.
- We offer each institution a HOST "social" free of charge. This is an event such as a British afternoon tea, at which we tell students about HOST in an informal setting. We supply all publicity materials beforehand and, on the day, bring "nibbles" and a speaker as well as including local hosts and student contacts where possible. We ask you to organise a room and audio visual equipment and a kettle (or urn) and tea-cups. It is also useful to have access to computers, although we can bring laptops if you have WiFi access.
- We are always pleased to work with subscribing institutions on publicising HOST more effectively. We can, for instance, supply text for publications such as welcome packs or assist with other work. Please contact info@hostuk.org for details.

Withdrawal from the HOST scheme:

- Because the majority of the subscription relates to publicity materials and administration that occurs at the beginning of each period, withdrawal from the relationship during the year does not attract a refund of subscription fee.
- Withdrawals should be confirmed in writing to the Chief Executive of HOST UK at Unit 8, Water House, 8 Orsman Road, London, N1 5QJ or by email Susie.Rajagopal@hostuk.org