



SERVICES AND RATES 2018/2019

MLI Homestay offers Homestay services for International students attending Public and Private schools across Canada. Students participating in our Homestay program will have an excellent opportunity to practice and develop their English conversation skills and have a rich experience of Canadian culture and family life.



We offer custodianship, homestay placement, and airport transportation services to international secondary students to make their experience in Canada a rewarding one.

Why Choose MLI Homestay?

Homestay is an integral part of the student traveler's experience. At MLI Homestay we understand that a caring homestay is the cornerstone of ensuring a positive student experience in Canada.

- **SCREENING:** Our stringent screening process for family selection and monitoring ensures that the homes are safe and friendly and that the families are hosting students for the right reasons (e.g. they are excited to share their family with an international visitor and are looking to learn from that experience)
- **24 HOUR EMERGENCY SUPPORT:** We provide this support to our clients, students and hosts across Canada.
- **OUR FAMILIES:** We consider our families as our clients too. Our team takes care to interact with hosts regularly to support them as they support the students.

In short, MLI Homestay gives you the quality you need with the customer service you require. We are always available and understand that the hosting experience is 24 hours a day and 7 days a week until the student leaves the program. We are there to support the students and the families.

TESTIMONIAL FROM HOST FAMILY...

"It has been such a pleasure to host Isabel for the last 9 months and she will be greatly missed by my family; she has truly blessed us and we are grateful to you and your program for the opportunities that you allow these wonderful students and families like mine that host..."

Regards, Trish



High Standards & Screening Processes

MLI Homestay carefully screens its families in advance of placement. In order for a family to become part of our Homestay Program our Homestay Coordinator meets with the interested family to screen the family and the home to ensure it is suitable for hosting. At this home interview session our Homestay Coordinator completes and reviews the following:

- **Overview** of what to expect when hosting a student
- **Host Family Profile** outlining the family members, home, pets, and activities
- **Host Family Agreement** and Guidelines contained in this agreement
- **Criminal Record Checks** (this is part of our obligation to ensure the safety and care of our students). We explain this process to the family. A copy of the criminal record check for each family member 19 years or older is required before we are able to place a student in the home
- **Compensation** is meant to ensure a commitment by the host family to the expectations of the program
- **Homestay Safety and Inspection Form** which summarizes the key topics reviewed together at the home, along with the key safety features required in the home
- **Homestay Manual** is provided to the host family as their ongoing reference document

Our screening process not only ensures safe, friendly and clean homes, but it also extensively interviews the family to ensure that each family member is hosting for the right reasons. We expect all host members to have the personal wish to share their home and their lives with an international student visitor.

Once we have chosen a family to host a student we then send the family details on the student, a welcome letter, along with an information package about the student's country of origin. This package helps the family know more about the student's culture, food preferences, etc. in advance of meeting one another.

Homestay Placement and Accommodation

Based on each individual's pre-determined needs, host families are carefully interviewed and screened for suitability. We aim to find the best possible fit for each student's needs, as disclosed in a detailed application form.

Homestay accommodation includes three nutritious meals per day (breakfast, lunch and dinner); a private bedroom with closet and student desk; the use of telephone (long distance charges not included); and the use of in-house laundry facilities. Students may also have access to high speed internet via a hard-wired or wireless internet connection. Student must supply their own laptop, printer and other accessories.



The above includes:

- Placement with a suitable Host Family within 45 minutes of transit to the school
- 24 hour emergency support for families and students
- Regular monitoring of host family and student progress
- Conflict resolution including the submitting of Incident Reports as needed
- Organization of airport transfers as required

Monitored Custodial Services

MLI is pleased to offer a special Custodianship Service for international students. This program is only offered to students that are in the MLI Homestay program.

Unaccompanied minor-aged students studying in Canada must have a Custodian who resides within close proximity to the school and/or homestay residence. MLI arranges this service for our homestay students to ensure that all students have care and attention throughout the study program.

The custodianship includes the following:

- a. MLI Preparation of notarized Custodianship Documents to be used for Study Permit and Visa application
- b. Orientation with the student at the beginning of stay in Canada
- c. In person check in with student twice per semester for Student Monitoring Report
- d. Communication with agents regarding student progress on a monthly basis
- e. Support of student for academic, host family, cultural settlement issues, etc.
- f. 24-hour emergency contact

Please note that the custodian is **not** responsible for the following:

- Take students shopping or to open bank accounts
- Provide tour of the city or neighbourhood*
- Purchase cell phones phone cards, calling cards and setup home internet
- Teach students how to ride the city's public transit *
- Pick up and drop off student at the school or attend school orientations*
- Sign any contracts associated with rents, cell phones, banks, money loans, etc.
- Attend doctor visits with the student. MLI Homestay requires that both students and parents sign the Participation Agreement. This confirms agreement to MLI Homestay standards and conditions that if they are not met will void the custodianship.

(* we ask the host family to assist the student with these important orientation situations)

The final custodianship documents will not be forwarded until the signed agreement and payment has been received. The custodianship will be terminated if the student is no longer participating in our Homestay program.



WINDSOR AREA Service Rates 2018/19

FEE DESCRIPTION	AMOUNT
Placement Fee - Academic Year Program (Non-refundable) Individual students enrolled in Academic Year, semester or partial semester stay	\$375.00
Placement Fee – Academic Year Program Extensions (Non-refundable) Applies to extensions of programs or continuation of studies into next academic year	\$200.00
Change of Homestay Fee (Non-refundable) Requested by student for no fault of family	\$200.00
Monthly Homestay Fee – One Full Academic Year Includes 3 meals per day Includes monthly monitoring and host family payment. Partial stays are pro-rated at \$4375.00 per semester or \$875.00 per month Under age supplement (ages 13 and under) is \$100/month additional	\$8,750
Custodianship – One Full Academic Year (Non-refundable) Custodian registration and notarization School registration and orientation Includes in person student reporting 2X per semester Partial stays are pro-rated at \$638 per semester or \$150 per month	\$1,275.00
Airport Transfer 'Meet and greet' One-way transfer between airport and community by shuttle service or host family arranged by MLI	Windsor \$150 Detroit \$300

Important Details about Fees

- a. All fees are listed in Canadian Dollars and are inclusive of HST.
- b. Bank/wire fees are not included and are the responsibility of the sender.
- c. Fees will increase at a standard rate per year and fee schedules will be made available to School District before the close of the previous calendar year.
- d. Academic Year is 10 months from September 1 to June 30. Students are able to stay in homestays during the summer and will be charge the monthly rate. A separate invoice will be issued for summer stays.
- e. A deposit of \$625.00 is required at time of application to begin processing the custodian paperwork.



PAYMENTS AND REFUNDS POLICY

1. Processing of the file will begin once the deposit has been received.
2. Confirmation of the program and details of the host family, and other program details will be provided to the Visitor and Agent (when applicable), following receipt of payment as per the terms listed on the invoice.
3. Failure to make payment as per the terms of the invoice may result in disqualification from the program and termination of the application. Cancellation fees may apply.
4. All fees on the invoice are unconditional and non-refundable, except under the following terms:
 - a. A refund of a portion (\$250) of the non-refundable placement fees and a full refund of the homestay fees will be granted if Citizenship and Immigration Canada does not issue the Study Permit or Visitors Visa. To obtain a refund, please provide the letter of rejection from Citizenship and Immigration Canada along with a request for refund to the representative processing your application at MLI Homestay.
 - b. Cancellation up to 30 days prior to arrival will be granted a full refund, less the non-refundable Service Fees.
 - c. Cancellation less than 30 days prior to arrival will be granted a refund, subject to a penalty of non-refundable Service Fees and a \$200 cancellation fee.
 - d. Custodianship Fees will be granted a refund for unused period due to cancellation prior to arrival or under extenuating circumstances, less \$125 of the first month and any used portions of full or partial months. Cancellation of custodianship is only applicable when leaving Canada and the MLI Homestay program upon termination of studies with the "Visitor"
 - e. In the event of being required to leave the program because of failure to obey program rules, a breach of law, policy or regulation determined by MLI Homestay, the governing legal authorities, and the school/school board (if applicable) no refund is provided.
 - f. After arrival,
 - a. Long-term participants who have pre-booked and pre-paid a long-term stay (more than 8 weeks) and decide to cancel MLI Homestay services after arrival are required to give a 2 month notice period. The request must be made in writing. The refund will be calculated based on the remaining homestay fees, less non-refundable Service Fees, 2 months of homestay fees and \$200 cancellation fee.
 - b. Short-term participants (8 weeks or less) who decide to cancel MLI Homestay services after arrival are required to give a 2 week notice period. The request must be made in writing. The refund will be calculated based on the remaining homestay fees, less non-refundable Service Fees, 2 weeks of homestay fees and \$200 cancellation fee.
 - g. In the case of extenuating circumstances or medical issues that result in cancellation of all or part of the reserved MLI Homestay services, supporting documentation from a medical professional or other authoritative body will be requested at the time of refund request.
 - h. All refund requests will be reviewed. Refunds will be made on a case by case basis.
 - i. Relocation to a new host family will result in a relocation service fee charged to the participant.