

Terms and Conditions

Introduction

1.1 This website is owned and operated by Lingo Inn Limited. We are a limited company registered in England and Wales under company number 11002273. Our registered office is at 5 Orchard Cottages, Kingston Upon Thames KT2 6BU. Our other contact details are specified on our website.

By using our services, you agree to be bound by these terms and conditions. Please read these terms and conditions carefully.

Lingo Inn's Rights and Responsibilities

2.1 The right to place learner in another area if there is no compatible host teacher in the area of first choice.

2.2 The right to place a learner with more than one host teacher or change the family during the stay if we feel it necessary.

2.3 The right to organise a homestay with one family and lessons with an outside teacher if a host teacher cannot be found.

2.4 The right to terminate a homestay without giving any refund if learner's behaviour is unreasonable and causes conflicts with host teacher and family.

2.5 The right to edit, publish or delete host teachers' profiles and accommodation photos as well as learners' reviews on our website and other digital platforms.

2.6 Responsible for placing learners with suitable host teachers according to learners' language ability and requests.

2.7 Responsible for selecting host teachers based on their qualifications, teaching experiences and home conditions.

2.8 Responsible for communicating new bookings, confirmation of bookings and cancellations with both learners and host teachers.

2.9 Responsible for processing payments promptly for both learners and host teachers.

2.10 Responsible for investigating complaints and finding solutions.

2.11 Responsible for processing refunds promptly according to the cancellations policy.

Learners' Responsibilities

3.1 Learners using our services must be aged 18 years or over.

3.2 Learners must possess a valid passport to apply for visas.

3.3 All homestay services including lessons, additional hobby activities and excursions must be booked and paid in advance. No refund is given during homestay should learners change mind or schedule and unable to carry out any paid services.

3.4 Learners must make full payment within 48 hours after receiving the confirmation email.

3.5 Learners must take out their own insurance against illnesses, accidents to themselves or third parties as well as loss of property.

3.6 Learners are responsible for applying visas, submitting the correct documents to the relevant visa authorities.

3.7 If transfers are booked, learners must provide Lingoinn with flight numbers and arrival times at least one week in advance, otherwise the transfers are cancelled and non-refundable.

3.8 If no transfers are booked, learners must contact the host teachers directly to let them have an approximate arrival time. A mobile phone number is required for all learners.

3.9 If a learner wishes to make a complaint, they must notify Lingoinn by the end of the homestay.

3.10 Learners are expected to behave in a courteous and respectful manner to host teacher and family members. Learners should refrain from using any offensive language.

Host teachers' Responsibilities

4.1 Host teachers are not employees of Lingoinn and are solely responsible for their own actions.

4.2 Host teachers are subject to satisfactory verification requirements to become a service provider.

4.3 Host teachers are responsible for providing accurate personal, professional and accommodation information and in no way misleading. Information must be updated to maintain its accuracy.

4.4 Host teachers must ensure professional standard is maintained and learners stay in a safe environment. Host teachers are responsible for their own insurance policies to cover the work they undertake.

4.5 Host teachers must promptly communicate and comply with any reasonable request or instruction by Lingoinn.

4.6 All homestay activities and excursions must be booked in advance through Lingoinn. Host teachers should make no attempts to solicit learners or disintermediate Lingoinn in any way, either during the homestay or at any point in future.

4.7 Host teachers are responsible for setting their own accommodation and services fee. The room charge must reflect the standard and location of the accommodation. Host teachers must not knowingly charge a service fee which is not in line with their level of expertise or experience.

4.8 Host teachers are responsible for the payment of any applicable tax according to the local income tax law. We do not offer tax-related advice.

4.9 In the event of sickness or family emergencies, host teachers must inform Lingoinn as soon as possible if a homestay is underway or booked.

4.10 Host teachers are expected to be hospitable and professional. If any conflict arises due to culture difference or miscommunication, host teachers should remain calm and patient and inform Lingoinn as soon as possible.

Payment Terms

5.1 The fee payable by a learner to Lingoinn for a homestay will be confirmed in the confirmation email.

5.2 Prices include any applicable VAT or other sales tax, unless otherwise stated.

5.3 Learners make full payment to Lingoinn within 48 hours after a homestay is confirmed.

5.4 Learners agree that Lingoinn will add 20% of service charge on top of the total amount charged by host teachers.

5.5 Learners will be advised of payment methods upon the confirmation of a homestay.

5.6 Host teachers agree that Lingoinn will deduct 20% of service charge from the total amount charged by host teachers.

5.7 Host teachers are normally paid within 3 days after a homestay starts.

Cancellations

6.1 If a learner cancels homestay up to 28 days before it starts, a cancellation fee of £200 will be charged. Cancellation 28 days to 48 hours before homestay starts, 50% of total fees will be charged. Cancellation 48 hours or less before homestay starts, 100% of total fees will be charged.

6.2 After the homestay start date, 100% of total fees will be charged.

6.3 If a host teacher cancels homestay one week or less before it starts due to sickness or family emergencies, a replacement host teacher will be arranged. In the event of no available host teacher, a full refund will be issued to the learner.

6.4 Cancellations must be made with Lingoinn directly. Cancellations made through direct contact between learners and host teachers will not be recognised by Lingoinn and will still be charged.

6.5 It is possible to alter area or duration of a homestay up to 28 days before it starts, a cancellation fee of £200 and re-booking fee of £100 will be applied. No alteration is allowed less than 28 days before the homestay starts.