

2024 STUDENT ACCOMMODATION AGREEMENT



Students for whom Hawaii Palms English School (HPES) will help find local accommodation should read and understand the following:

GENERAL RULES

- Please understand that living conditions in Hawaii may differ from those in your home country. Students should use reasonable judgment when inspecting their living conditions.
- In the event students are not happy with the conditions of their accommodation, students must allow HPES the opportunity to resolve the problem.
- Only the person(s) listed on the Registration Form may stay in the accommodation. Assigned accommodation is non-transferable. Students must inform and get approval from HPES in writing if they wish to have guests stay with them.
- Students are responsible for leaving their assigned accommodation in the same general condition in which it was presented when they first moved in.
- Students under the age of 18 registered in HPES' Homestay Program **must** provide the school and the Host Family with a **Notarized Power of Attorney**.

PAYMENT

- There is a \$250 Accommodation Placement Fee charged at the time of registration.
- The Accommodation Placement Fee for students who return to HPES, and who have previously paid the Accommodation Placement Fee, is \$175.
- If two or more students are staying in the same condominium room or homestay, the Accommodation Placement Fee is \$125 per student over the age of 18.
- Accommodations can only be reserved once HPES has received payment. Full payment is due 3 weeks prior to the student's check-in date.
- Students who register more than 3 weeks prior to their check-in date have the option to pay a deposit on their accommodation. The deposit must be 50% of the total + Accommodation Placement Fee. The balance must then be paid in full 3 weeks prior to the check-in date; otherwise, HPES reserves the right to cancel the student's accommodation placement; all deposits paid will be non-refundable.
- Hawaii State Tax (4.712%) and Hawaii Transient Accommodations Tax (9.25%) may be applicable. Accommodation fees and prices are subject to change.

REFUND & CANCELLATION

- There is no refund on the Accommodation Placement Fee or Guardian Fee.
- There are no partial-week cancellations.
- In case HPES arranges student accommodation through an independent agent, the student agrees to follow the agent's cancellation policy.
- All refunds will be issued within 30 days from the student's checkout date, and in the same way in which the payment was originally received.
- Any bank transaction fee will be deducted from the refund.
- Cancellation requests must be submitted on a business day. HPES will calculate the amount to be refunded from the day it receives the request.
- Accommodation Package refunds will be calculated by itemizing each of the components: Registration Fee, Materials Fee, Tuition (with 10% or 15% discounts on tuition), Placement Fee, Homestay Fee, and Airport Transportation.
- Any refund on Homestay Accommodation includes Extra Daily Meal Fee and Additional Fee charged to Teens Semi-intensive students.

CANCELLATIONS BEFORE CHECK-IN

- 30 days or more prior to the check-in date: full refund.
- Between 14 and 29 days prior to the check-in date: 50% refund of the first 4 weeks and 100% refund of any remaining time.
- 13 or fewer days prior to the check-in date: no refund for the first 4-week period and 100% refund of any remaining time.

CANCELLATIONS AFTER CHECK-IN

- Students who wish to cancel after moving in must give HPES 14 days notice. Students will receive a refund of 90% of the remaining contract period.
- Students who cancel their English course will also have their accommodation cancelled.

- Students who break the Homestay Student Agreement, condominium, or host family rules may be subject to removal from their accommodation and be solely responsible for their own housing. In such cases, students may be charged up to a 4-week penalty + 10% of any remaining fee.
- If a Homestay family or condominium agent violates their part of the agreement, HPES will issue the student a full refund for their remaining time and help the student find adequate accommodation.

EXTENSIONS

- Students who wish to extend their stay must submit a Request Form 2 weeks in advance and make all payments directly to HPES. Depending on availability at the time of extending, students may be placed in a different condominium or with a different host family.
- Students shall not make arrangements for extensions or future accommodation placements directly with their host family or condominium owner. All extensions and/or future accommodation placements must be made through HPES.

HOMESTAY STUDENT AGREEMENT

- Students are expected to help with certain household chores, keep their room clean and neat, and abide by the host family's general house rules.
- Students must follow the family's rules with regards to the use of electronics or appliances.
- Students must respect the privacy and belongings of the host family, and behave respectfully towards family members and their guests.
- Students are financially responsible for any damages to the host family's home and/or belongings.
- Students must first get permission from their host family if they wish to invite guests.
- Students may do laundry twice a week and must follow the host family's laundry rules.
- Students will receive a key from the host family upon arrival. Students must inform the host family and HPES if the key is lost or stolen – in such cases students may be responsible for the cost of replacing the key and/or lock. Students must not make a copy of the key or give the key to any other person.
- Students will not use drugs or do any other illegal activity at the host family's home.
- Students must inform their host families before 5:00pm if they will be late for dinner or plan not to come home for the night.
- Students must inform HPES of any and all health problems, allergies, and other conditions prior to arrival.
- Students must have medical insurance for the duration of their homestay period.

CONDOMINIUM STUDENT AGREEMENT

- Students must follow the conditions specified in their Rental Agreement.
- Students who cancel before checking in will receive a full refund on the Cleaning Fee unless otherwise specified in the Rental Agreement.

Student Name	Student/Parent/Guardian Signature	Date
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