



Canada Homestay International

Protocol: Refunds

To obtain a refund for students leaving the Homestay program, applicants (agents or natural parents) must complete a “**Request for Refund**” available on our website; under Agents please click “Forms and Notices” or follow this link:

<http://www.canadahomestaynetwork.ca/agents/forms.shtml>.

This request form should be faxed to our head office, 1 866 844 9062 or emailed to accounts@canadahomestayinternational.com.

Applicants may choose one of two methods of payment for the refund:

1. **Refund by cheque** issued to the student at:
 - a. The homestay address before departure; or
 - b. The new address of the student if he/she has left the homestay program but is remaining in Canada.
2. **Refund by wire transfer** to the applicant (agent or natural parent) who paid the fees originally.

The amount of the refund will be calculated when the application is received. Canada Homestay International may deduct the following from the deposit:

- Unpaid extra nights in homestay;
- Unpaid bills or costs of damages to the host family home or property;
- Any applicable wire transfer fees.

Refunds will be issued only after receipt of a completed “Request for Refund”.

Thank you in advance for your understanding and cooperation.