



Cancellation Policy

Cancellation of Services Before Arrival

If a student wishes to cancel their request for homestay and/or custodial guardianship services adequate notice is required. Refunds for any prepaid fees following notice of cancellation will be paid as follows:

- **Written cancellation received 30 days or more before expected arrival:**
A 50% refund of the prepaid homestay placement fee.

- **Written cancellation received within 4 days of expected arrival:**

A 25% refund of the prepaid homestay placement fee.

- **No written notification received:**

No refund of any prepaid homestay fees.

Cancellation of Services After Arrival

The following policies apply to any cancellation of service once a student has begun receiving our services:

- **Homestay Service Cancellation Policy**

No refund will be given for cancellation of homestay services or move within the first month. If a student wishes to cancel homestay services or move from their assigned homestay after the first month they are required to give two weeks notice.

Refund Procedure

If you have cancelled in accordance with the above-noted policies our accounting staff will forward a credit memo for the amount that is to be refunded to you. They will also include a refund options form that outlines the various options available to you in order to receive your refund. If you do not hear from our accounting staff within thirty (30) days of your cancellation please contact us by email at sarniahomestay18@gmail.com or by phone at +1-226-886-3007.