



Thank you for choosing the Australian Homestay Network (AHN). AHN can provide partners with a customised landing page that includes key information and an application link for students upon request. Students can then apply to AHN directly or via their agent or education provider who enters the application through the AHN portal on the student's behalf.

## 1 WITHIN 24 HOURS (MON – FRI) OF RECEIVING A GUEST APPLICATION AHN WILL:

- Review the application.
- Create and issue the initial invoice for the Matching Fee, 4 weeks of homestay, and airport pick up if requested (compulsory for some education providers).
- Send a welcome email with instructions and information about the process.

## 2 INFORMATION REQUIRED AT LEAST 14 DAYS PRIOR TO ARRIVAL IN ORDER TO MAKE A PLACEMENT:

- A fully completed online guest application.
- Payment of the initial invoice. Please remember that Telegraphic Transfers can take up to 10 days to be received and AHN cannot confirm a placement until the funds have reached our account.
- Arrival information including confirmed flight details with flight number and arrival time.

**Note:** Applying early is recommended.

## 3 GUEST APPLICATIONS WILL BE RECEIVED TO AHN LOCAL OFFICE WHO WILL ENDEAVOUR TO PLACE GUESTS:

- With an appropriately screened host that matches the preferences on the guest profile. If a preference cannot be met AHN will advise the agent in writing before confirming a placement (note that this may not be possible at short notice in peak season).
- Within 60 minutes' travel by public transport to the guest's education provider.
- In a household with a maximum of 3 homestay guests.

**Note:** Special requests will be considered but cannot be guaranteed.

We aim to place students as close as possible to their education provider, but 60 minutes travel is likely during peak periods.

## 4 PROVIDED THAT THE CRITERIA AT #1 IS RECEIVED WITHIN THE REQUIRED TIMEFRAME, AHN WILL:

- Book the airport pick up service if requested.
- Confirm the placement with the host and send a detailed guest profile.
- Confirm the arrival details in the system and with the host to ensure they will be home to greet the guest upon arrival at their home.
- Release the placement report containing a detailed host profile to the agent 7-10 days prior to arrival.

## 5 URGENT PLACEMENTS WHERE APPLICATION AND/OR PAYMENT IS RECEIVED WITHIN 5 DAYS OF ARRIVAL:

- AHN will endeavour to find an appropriate homestay host before arrival but without the required notice this may not always be possible.
- Priority will be given to guests who are under the age of 18.
- If the guest is over 18 the agent or guest should be prepared with alternative accommodation for the first few days after arrival to allow AHN some flexibility with host availability.

## 6 REQUESTS TO CHANGE HOMESTAY HOSTS

- Once a placement has been confirmed with the host in accordance with the timeframes at #3 a change of host will not be permitted unless it is deemed that the placement does not meet the criteria set out at #2.

**EXPERIENCE THE AHN DIFFERENCE**