

Path through CASA Shared Accommodation

Step	Time Frame	Actions
1		Complete Registration Package <ol style="list-style-type: none"> I. Complete and sign application II. Read and sign the Policies and Guidelines for Homestay III. Submit completed Registration Package via email to CASA registration@casacanada.com
2	Within 2 business days after receipt of complete Registration Package	CASA will: <ol style="list-style-type: none"> I. Confirm the Availability II. Send an invoice to guest for accommodation payment. <p>Please note: once invoice is sent, accommodation is reserved and all cancellation, extension and change of date penalties will apply.</p>
3	4 weeks prior to arrival	Payment Due. Guest to ensure CASA has received payment. Guest must send CASA proof of payment so CASA can assign payment.
4	2 weeks prior to arrival	<ul style="list-style-type: none"> • Guest to send CASA flight information • Last chance to change arrival date if needed, without additional fees (if first request)
5	10 business days prior to your arrival. (Only once payment and flight information have been received)	CASA will send guest their Welcome Package: <ol style="list-style-type: none"> I. Welcome Letter II. Accommodation Confirmation Details including Host Profile III. Airport Drop Off/Pick Up Confirmation Letter (if requested) IV. Frequently Asked Questions
6	Arrival date	Check-In between 2 pm – 10 pm
7	First Monday after arrival	Attend Orientation
8	Within 5 days after arrival	Last chance to change homestay host without extra cost
9	Within 2 weeks after arrival	Last chance for guest to extend stay with low to no additional fees
10	Date of departure	Check-Out by 11 am
11	After Check-Out	<ul style="list-style-type: none"> • CASA will send a brief end of stay feedback survey to guest to complete

Contacting CASA

Department	Contact
Registration	registration@casacanada.com
Finance	info@casacanada.com
Homestay Coordinator	+1 (647) 973-9721 or homestay@casacanada.com
Homestay Support	+1 (416) 546-1556 or support@casacanada.com
Main Office	+1 (416) 546-1556 Monday to Friday 9:30-5:00 EDT/EST
Homestay After-Hours EMERGENCY LINE (calls only)	+1 (416) 219-9658

CASA Contacting Guest

CASA will communicate with guest using the email address and mobile phone number on file. Please provide CASA current correct email and phone number. If contact information is updated, guest to advise CASA. Guest to email CASA Homestay Support prior to arrival to initiate contact.

Application Form

Guest must complete ALL sections of the Application Form as it will assist CASA in choosing the best Host/ Guest match for homestay. Without fully completing the application, guest needs and preferences may not be met. This includes preferences, special diets, allergies, and personal needs.

Application of Rates

- Weekly prices are charged Saturday-to-Saturday.
- Extra night prices will apply for any arrival/departure during the week.
- If the number of extra nights is higher than 3, then the entire week will be charged but the booking will be done just with the requested dates.

Payments

- Once invoice is sent, accommodation is reserved and all cancellation, extension and change of date penalties will apply.
- All invoices must be paid in full and 4 weeks prior to check-in date.
- For guests staying longer than 8 weeks, minimum payment of 8 weeks is required.
- If the stay is longer than 8 weeks and guest wants to split invoices into 8-week intervals, they must contact CASA Finance to make the request. If guest decides to split payment they must provide either post-dated cheques or credit card authorization correspondent to each payment for the entire duration of stay. Guest will have the option of paying in cash or debit as long as they contact CASA and pay before the invoice's due date.
- All payments are due 4 weeks in advance, otherwise your reservation is not confirmed.
- Payments may be made through credit card or wire transfer. Please add 4% for payments with credit card and \$25.00 for wire transfers. If in Canada or Toronto, guest will be able to direct deposit into CASA account or utilize e-transfers.
- It is the guest's responsibility to ensure the payment is received on time. CASA is not responsible for credit cards or wire transfers processing delays. If payment not received by CASA by due date, expect delays in processing, and accommodation cannot be guaranteed.
- If guest has split payments, payment is due 4 weeks before end of subsequent period.
- **All homestay payments must be arranged through CASA or Agency and not with the Host.**

Homestay Placement Fee

One-time fee applies regardless of duration. Homestay duration must be continuous, otherwise a replacement fee applies.

Underage Guests

In Ontario the age of majority is 18 years old. Bookings for underage guests will be only accepted if booked and paid for the entire length of their studies. There are extra charges underage guests; underage fee and custodianship letter. It is the guest's responsibility to inform CASA if the custodianship letter will be needed. If leaving the homestay program, written notice, and proof of new custodian must be provided. Certain conditions apply for underage students (Must be in the homestay every day from 11pm to 6am, so 11pm curfew and no trips or overnights anywhere other than with host. Canadian laws must be followed.)

Airport Pick-up/Drop-off

Airport pick-up and drop-off is available for extra cost. If pick-up and drop-off is purchased together it is offered at a combined reduced price. If purchased separately, the discount does not apply. If two or more guests are travelling together, individual rates still apply.

Personal Needs Accommodation

In order to ensure proper accommodation and best serve the guest, guests are to advise CASA of any personal need accommodations wanted in advance on the application form. Please advise of personal need accommodations required due to any physical disability, mental impairment, learning disability, mental disorder or medical issue. Due to the nature of profile matching for host and guest, and the demand for rooms, failure to make request in advance may result in a move or can even put at risk availability, causing the cancellation of the homestay program.

Food Allergies and Special Diets

Guests must identify any food allergies and special diet needs in advance on the application in order to be accommodated. Guests can identify food allergies (shellfish, dairy, nuts, wheat, soy etc.) and other special diet requests (lacto-ovo vegetarian, lacto-vegetarian, ovo-vegetarian, partial vegetarian, vegan, gluten-free, lactose free, lactose intolerant, Halal, Kosher). For all special diets, other than partial vegetarian and lactose intolerance, additional rates will apply. For lactose intolerant preference, meal planning will respect the preference, however guest must purchase own milk alternative if desired. For all special diets, simple meals will be provided based on the special diet requested. Any items that are more complicated or specialty items will need to be purchased by guest. Due to the nature of profile matching for host and guest, and the demand for rooms, failure to make request in advance may result in a move to a different home, or even put at risk availability causing the cancellation of homestay program.

Medical Insurance

Guests are strongly advised to obtain medical insurance that covers any medical expenses that may occur during their stay in Canada. CASA is NOT responsible for guest medical or emergency medical expenses. CASA does not assume any responsibility for any injuries you suffer, or death. Guests are to consider getting insurance that covers both health care and emergency medical.

Change of Date

If the guest requires a change of date **prior to arrival**, the guest needs to advise CASA in writing as soon as possible. The timing of when CASA receives the written notice determines if/what penalties occur.

Formal Written Request Received	Penalty Charge
More than 2 weeks in advance of check-in date and first request**/**	No charge
More than 2 weeks in advance of check-in date and not first request*	\$50' administration fee/change
Less than 2 weeks in advance of check-in date*	Charged for stay from original expected date of arrival, up to 2 weeks

* If **new date is longer than 6 months apart from your existing date**, it will be considered a cancellation, not a change of arrival date, and any rate increases would apply.

** If formal written request is received **4 weeks or more in advance**, the **new date can be up to one year apart from your existing date**. Any rate increases will apply. Anything longer than a year, will be considered a cancellation, not a change of arrival date.

Cancellation

If guest needs to cancel stay **BEFORE check-in date**, the guest needs to advise CASA in writing as soon as possible. The timing of when CASA receives the written notice determines if/what penalties occur.

Formal Written Request Received	Penalty Charge
4 weeks or more in advance of check-in date	Registration Fee
Less than 4 weeks - 2 weeks in advance of check-in date	2 weeks accommodation and registration fee
Less than 2 weeks in advance of check-in date	4 weeks accommodation and registration fee
Visa denied	Registration Fee

In the event a custodianship letter was complete at time of cancellation, the fee is still charged.

Welcome Package

CASA will send guest their Welcome Package approximately 10 business days prior to check-in date, provided payment and flight details have been received. The Welcome Package will include:

- Welcome Letter
- Accommodation Confirmation Details
- Airport Drop Off/Pick Up Confirmation Letter (if requested)
- Frequently Asked Questions

The Welcome Package is sent so close to arrival for security and to minimize changes. Guests are to ensure they have the Accommodation and Airport Pick-Up/Drop-Off confirmation letters available when arriving as crucial information is included.

Checking In

Check-In time is between 2 pm and 10 pm. Guest is not to arrive at the home outside those hours unless arranged ahead of time with CASA. Guest is responsible to make arrangements with CASA Homestay Department if their flight arrival time will affect their ability to check-in between 2 pm and 10 pm. The guest may be able to access the common areas of the home, but not their bedroom, between the hours of 8 am and 2 pm, **IF** arranged ahead of time, and depending on availability. The earliest time permitted is 8 am.

Early check-in may result in an extra night charge. Guest with flights arriving late in the evening may need to plan to stay in a hotel, and check-in the following day to their homestay.

Guests are responsible for advising of cancelled or late flights. If airport pick up arranged, guest to contact CASA and driver. If no pick up arranged, guest to advise Host directly. If guest is staying in hotel or with friends prior to check-in and there is a change in check-in time, guests are to contact Host directly.

Orientation Session

An orientation session for all guests is held on the first Monday after arrival. If the Monday is a public holiday, the orientation is held on the Tuesday. It is designed provide useful information and tips about staying in homestay, an opportunity to meet other guests, and the CASA Homestay Support, and to have any questions answered.

Extensions After Arrival

CASA strongly advises guests to book their stay for the entire length of their trip to avoid disappointment regarding lack of availability, and **to avoid additional charges.**

If, however, after arrival, the guest decides they would like to stay longer than booked, the guest must email the CASA Homestay Support as soon as possible to advise of the exact new dates. CASA will check availability. If there is availability, CASA will send guest an invoice. **Once invoice issued, all cancellation charge policies are applicable. Confirmation of extension is only once payment received and processed. Extension only guaranteed when CASA sends confirmation notice.** If extension is requested more than 4 weeks in advance of extension, payment must be received 4 weeks in advance of extension. If extension is requested less than 4 weeks in advance of extension, payment must be received within 24 hours from date of invoice. If payment is not received by date on invoice, or processing not successful, availability can no longer be guaranteed. The guest may be asked to move to a different home to accommodate request. All policies and guidelines remain in effect.

A late extension fee will be charged for every extension requested after two weeks of arrival or starting period of accommodation. To avoid this charge, confirm extension within 14 days of start date. A replacement fee is charged if there is no availability at current home and a new host is required.

Formal Written Request Received	Penalty Charge
Within 2 weeks of start date, and room available at current homestay	No charge
Within 2 weeks of start date and no room at current homestay	Replacement fee of \$115 ¹
After 2 weeks of start date, and room available at current homestay	Late extension fee of \$100 ¹
After 2 weeks of start date, and no room available at current homestay	Late extension fee of \$100 ¹ and replacement fee of \$115 ¹

There is no extension fee payable if you paid for extra nights equivalent to full week rate, and you advise us of your intent to stay for week paid for rather than earlier in the week booked check-out date. This only applies if you advise CASA in writing within first 2 weeks of arrival. This is non-transferable and non-assignable. If CASA is not advised in first 2 weeks, check-out date is considered as booked, and late extension fee will apply for any extension.

Canceling All or Part of Stay After Arrival

If guest's plans change and they need to leave earlier than booked for, guest needs to contact the CASA Homestay Support immediately via email and advise of decision, as penalties are determined based on the timing of notification.

Formal Written Request Received	Penalty Charge
4 weeks or more notice	Registration fee and any additional service fees*
Less than 4 weeks in advance notice	Minimum 4 weeks accommodation and registration fee and any additional service fees*

* additional \$100' administration fee may apply if refund is necessary. When payment is originally done through an agency, the agency is refunded and responsible to refund the guest.

Checking Out

Check-Out time is by 10 am. It is the guest's responsibility to:

- check out by 10 am at the latest
- leave bedroom clean and tidy
- take all personal belongings
- dispose of all garbage
- remove all guest food and drink from the cupboards and fridge, leaving nothing behind
- email the CASA Accommodation Coordinator to confirm check-out

Guests can still use the common areas for luggage if they have a late flight, but bedroom must be empty by 10am on check-out date. Quiet hours between 10pm and 8am must be respected.

Services Provided

Homestay includes:

- Host/Host Family will welcome guest into their home
- Host will spend a minimum of 4 times per week together with guest for meals or conversation, if guest willing and available.
- Guest will be provided with a furnished bedroom with reasonable access to the home's amenities such as bathroom(s), laundry facilities and the meal plan requested.
- In many cases the bathroom is shared with the host/host family and/or other students. A private bathroom is available upon request based on availability and at extra cost. If private bathroom available to meet request, CASA will confirm 4 weeks prior to check-in date.
- Internet access is available. It is not to be used to download movies, online gaming, music or for business purposes.
- **Guests are a member of the family and are expected to live by the family's rules.**
- Bedroom is private unless specified on application to be shared (twin). Shared bedroom only provided when both guests are known to one another and both apply with the request.

Homestay does **NOT** include:

- Maid service.
- Cooking privileges.
- Cleaning supplies (such as detergent or plastic bags) or any items of personal hygiene, such as shampoo, hand soap, or towels.

Location

Guests may stay in a home that is between 40 to 60 minutes away from their school. Address of homestay will be included in confirmation letter. The homes may be a condo, an apartment, a town home, a semi-detached home, or a detached home.

During high season, or for any last-minute requests (less than 2 weeks prior to arrival), CASA cannot guarantee the range specified above.

It is common practice in Canada to use basements as part of the home's living space. Student bedrooms may be located in the basement.

Host / Host Family

Canada is one of the most multicultural countries in the world. Diversity and inclusion are defining characteristics of Canada. In 2016 over 250 cultural origins were represented in the Canadian population, and that number has continued to grow. Canadians are proud to live in an open, welcoming society and believe that diversity strengthens the country.

Promotion of diversity in Canada includes the dimensions of race, ethnicity, religion, physical and mental abilities, gender, sexual orientation, socio-economic status, age, image and opinions. CASA Hosts reflect the Canadian population. Hosts can be individuals, single parent families, two parent families, couples with no children, people with pets, young people, older adults. They have a range of occupations or are retired, and have a variety of cultural and ethnic origins. The residence may be a condo, an apartment, a town home or a detached home, located anywhere across the city. They are Canadian residents that may be Indigenous, first generation or multi-generational. English may or may not be their first language, however the language spoken in the home will be English.

Hosts are each unique, however the one important thing all Hosts have in common, is their desire and willingness to open up their homes to international students and make them feel comfortable, secure, and a member of the household so guests can have the opportunity to experience life in Canada. CASA will match guests with Hosts based on availability and service needs. In keeping with the Human Rights Code, CASA will not entertain any requests for hosts based on their diversity dimensions.

Meal Plans

3 Meal Plan: Includes 3 meals (Breakfast, packed lunch and dinner).

2 Meal Plan: Includes 2 meals (Breakfast and dinner). *Guest is responsible for purchasing their own lunch outside the home.

- The guest generally manages their own breakfast and sometimes lunch (as applicable based on meal plan option) with the food supplied by the Host. Dinner and lunch is usually prepared by the host.
- Snacks are not provided. Snacks are the guest's responsibility.
- Guests are not permitted to cook.
- There is no compensation for guests that miss meals.
- Meal plan is part of the program as guests are not permitted to cook and only small limited storage is available for snack-only items.

Cleaning

Guests are responsible for keeping bedroom clean and tidy. Guests are expected to remove plate and utensils from the table after meals and tidy up after themselves in the bathroom and common areas. Guests are not however, required to do home chores such as baby-sitting, gardening, house cleaning etc. The Hosts will clean their homes in their own customary manner.

Laundry

In most cases, the host will do the guest's laundry. In other cases, guests will have reasonable access to laundry facilities. Usually, laundry is done once per week. Guests are required to supply their own laundry detergent/fabric softener.

Storage

All homes have enough room for guests to store belongings if they are a light traveler. There are no safe-boxes in the homes and each guest is responsible for storing their own personal valuables. Bedroom doors do not have a lock. Home doors should be kept locked.

CASA will not be held liable for any lost or stolen items and is not responsible for guest's belongings. Loss to alleged theft should be reported to police. If guests require better protection for some valuables, consider renting a safety deposit box at one of the many banks close by.

Sharing the Home

- Each Host has their own set of house rules which must be adhered to within reason.
- Host may or may not be hosting other international students.
- Housemates may or may not be the same for the entire duration of guests stay.
- The home may have hosts or students with a different gender identity than guest. Guest will however, only share a bedroom with the person the guest requested to share a bedroom with.
- Although we have guests from all over the world CT cannot guarantee a mix of nationalities.
- Guests may or may not have other housemates from the same nationality.
- English is the language that should be spoken in the home.
- Guests have the minimum right to one 10-minute shower per day.
- Guests are not permitted to use or borrow another guest's belongings or food without their permission.
- No guest is allowed into another guest's room without their permission.
- Shirts and pants, shorts, skirts, dresses, blouses must be always worn in all areas of a home.

Moving

CASA may request that guests change homes for a variety of practical reasons (maintenance, logistics, availability, conflict etc.) CASA will provide notice and make every effort to ensure guest comfort and security. If a guest requests a move to another home, CASA will evaluate the situation according to availability and reasonable cause.

Guest may request to change homestay family within 5 days of arrival with no extra cost. Cost of transfer is not included. CASA will evaluate whether the basis for a move is reasonable. Replacement fee applies for all other cases.

For every change request CASA requires up to two weeks to do a homestay change. For emergency changes for health and safety, CASA requires up to 48 hours to do a homestay change.

Outings

If guests choose to accompany Host on holidays, outings, or trips, guest must pay for travel arrangements, admission tickets, accommodations, meals and personal expenses. Host is not responsible for these fees.

Visitors

Most Hosts will **not** allow guests to bring friends into the home. Guest to check with the Host for what their rules are regarding visitors. Guests are not permitted to ever bring strangers to the house. Parties are not permitted.

Quiet Hours

Quiet hours begin every evening Sunday through Thursday at 10 pm, and end the following morning at 8 am. On Friday and Saturday, quiet hours begin at 11 pm. TV, music, voices and any noise must be kept very low during the quiet hours.

Smoking

Smoking is NOT permitted anywhere inside the home including balconies, fire escapes, rooftop patios etc. This includes tobacco, cannabis and vaping. City of Toronto by-law requires that individuals smoke at least 9 meters away from the entrance of any building in the city. Penalty fines for non-compliance will be applied as enforced by City of Toronto and CASA. For lack of compliance, the Host is within their rights to terminate their agreement and ask guest to vacate the premises. The City of Toronto imposes fines.

Use of Drugs or Illegal Substances

The use of drugs or illegal substances is forbidden on the premises; failure to follow this policy will result in immediate expulsion without refund.

Violence and Harassment

Fighting, bullying, teasing, acts of violence or aggression, harassment is not tolerated and will result in expulsion of the guests involved without refund.

Damages

All appliances and furniture are to be kept in their original condition. Guests are not allowed to remove, repair, paint or perform any other alteration of the home. If a guest causes any damage to the premises, furniture or the appliances, they will be charged the cost of its repair or replacement. This includes cost of replacing lost keys to home and changing the locks.

Following the Rules

When staying with a Host/Host Family, guests become a member of the family, and all members must follow reasonable household rules. The Host will advise guest of the expectations. CASA Policies and Guidelines, along with Host rules are there to help ensure the safety, comfort, respect and fairness to all guests and the Host/Host Family.

Guests can be removed from the home for failure to follow any of the guidelines. Violence, harassment, disorderly conduct, or any act causing danger or harm or potential harm to others, property damage, theft, use of illegal substances, unpaid bills, unwelcome visitors, are all grounds for immediate dismissal without refund. Incidents will be reported to the police and legal action will be taken (applies to both the guest and host family).

Important Miscellaneous

- Guests of homestay must be a student.
- Once any invoice is issued by CASA, accommodation is reserved and all cancellation, extension and change of date penalties will apply.
- If guest moves to another home or service arranged by Casa Toronto, including due to extension, the guidelines and policies remain in effect.
- CASA is not responsible, nor held liable, for visa delays, lost or stolen property or for personal injury or death.
- All prices quoted are in Canadian dollars.
- CASA guests are expected to respect the Canadian Charter of Rights and Freedoms and Human Rights Code.
- Policies and Guidelines and Price List and Frequently Asked Questions together contain required information. Most recent publication of any, supersedes.
- CASA reserves the right to refuse registrations.
- Special requests are not guaranteed until confirmed.
- Individuals must be at least 19 years old to buy and consume alcohol or tobacco or cannabis in Ontario. This rule is strictly enforced and controlled by the community. Police will be notified if this is not abided by.
- Guests are not permitted to bring or store alcohol or cannabis in the homestay, unless of age, and authorized by the Host.

Footnotes

¹ Please refer to Price List for current pricing

CASA – Shared Accommodation Application Form

Agency:

School:

> Student Information

Main applicant first name:

Main applicant last name:

Custodianship? Yes No *CAD 350.00 (Fumigation Fee will apply)*

Birthdate (dd/mm/yy):

Age:

Gender:

Female

Male

Other

Citizenship:

Email:

Main Phone Number:

Mobile:

Emergency Contact:

Emergency Phone Number:

Address:

City:

State:

Postal Code:

Country:

> Accommodation Information

Start date (dd/mm/yy):

End date (dd/mm/yy):

Number of Weeks:

Occupancy: *(Please select a city, room preference & meal plan)*

City

Toronto

Vancouver

Room Preference

Single

Twin

Meal Plan

3 Meals per day

2 meals per day

If Twin, please identify first and last name of the second person:

Private Bathroom: Yes No *(extra charge will apply/subject to availability - confirmed 4 weeks before arrival)*

Arrival date (dd/mm/yy):

Time:

Airline:

Flight #:

Departure date (dd/mm/yy):

Time:

Airline:

Flight #:

Airport pick-up: Yes No

Airport Drop-off: Yes No

> General Information

Do you require any personal need accommodations due to any physical disability, mental impairment, learning disability, mental disorder, allergies or medical issue? Yes No
If yes, what personal need accommodations do you require?

Do you have any allergies or take any medications or have any medical issues we should be aware of in the event of a health emergency? Yes No
If yes, please specify.

Preferences; Pets in the home: Yes No Children in the home: Yes No

Special Diet: Do you have any special diet requests? *(Additional charges apply to all except Lactose Intolerance and Partial Vegetarian)*

Lacto-Ovo Vegetarian

Ovo-Vegetarian

Vegan

Lactose-Free

Halal

None

Lacto Vegetarian

Partial Vegetarian

Gluten-Free

Lactose Intolerant

Kosher

Do you require a Homestay that allows smoking outside? Yes No *(Smoking includes tobacco, cannabis and vaping. Smoking is banned in all public spaces and inside the house.)*

Additional Comments:

> Signature

I confirm that I have read, understood, and agree with the Registration Package rules of CASA and the information given on this form is true, complete and accurate.

Guest Signature:

Date (dd/mm/yy):

* (CT does not accept registrations if not signed by the student)

Applicant's Full Name:

Please sign and date, indicating you have fully read, understand, and agree to CASA Guidelines and Policies.

Signature: _____

Date: _____

**Thank you for choosing CASA as
your accommodation provider!**

