

Path through CASA Homestay

Step	Time Frame	Actions
1		Complete Registration Package <ol style="list-style-type: none"> Complete and sign application Read and sign the Policies and Guidelines for Homestay Submit completed Registration Package via email to booking@casacanada.com
2	Within 2 business days after receipt of complete Registration Package	CASA will: <ol style="list-style-type: none"> Confirm the Availability 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	4 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	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"> Accommodation Confirmation Details including Host Profile Airport Drop Off/Pick Up Confirmation Letter (if requested)
6	Arrival date	Check-In between 2 pm – 10 pm
7	Date of departure	Check-Out by 10 am

Contacting CASA

Department	Contact
Registration	booking@casacanada.com
Finance	payments@casacanada.com
Emergency Line	+1 (888) 989-7718

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.

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.

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.
- 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, 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.
- Payment is due 4 weeks before end of subsequent period.
- **All CASA 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.

Underage Guests

Bookings for underage guests will be only accepted if booked and paid for the entire length of their studies. There are charges associated with booking underage guests. 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 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. For all special diets, 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 4 weeks in advance of check-in date and first request*/**	No charge
Less than 4 weeks in advance of check-in date*	Charged for stay from original expected date of arrival, up to 2 weeks

We cannot guarantee the price for bookings postponed more than 6 months.

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	Placement Fee
Less than 4 weeks in advance of check-in date	4 weeks accommodation and placement fee
Visa denied	Placement 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 5 - 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.

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.

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.

Formal Written Request Received	Penalty Charge
Within 2 weeks of end date, and room available at current homestay	No charge
Within 2 weeks of end date and no room at current homestay	2nd Placement fee ¹
Less than 2 weeks of end date	2nd Placement fee ¹

The minimum extension request is 4 weeks.

Cancelling 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 \$50' 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.
- Toiletries. (i.e. soaps, shampoo, toothpaste, and other items used for cleaning yourself : toilet paper, wipes, skincare product etc.)
- 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 45 to 75 minutes away on average by public transportation 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.

Roomstay – No Meal Plan

- Have it your way! Buy your own food and prepare your meals or eat out if you want – total flexibility.
- Independent Living
- Small appliances: microwave, toaster, kettle, coffee maker etc.
- Food Storage (cupboard for dry goods) and refrigerator space for perishable items
- Wi-Fi Included
- Coin Laundry

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 by-laws require that individuals smoke at least 9 meters in Toronto and 6 meters in Vancouver away from the entrance of any building in the city. Penalty fines for non-compliance will be applied as enforced by Cities of Toronto and Vancouver. For lack of compliance, the Host is within their rights to terminate their agreement and ask guest to vacate the premises.

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, and discrimination are 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, discrimination, disorderly conduct, or any act causing danger or harm or potential harm to others, property damage, theft, use of illegal substances, smoking (tobacco, cannabis, vaping) where prohibited, failure to obey Canadian laws, 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

- CASA guests 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, 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.
- In Canada, there is a legal age to buy and consume alcohol or tobacco. 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 - Homestay Application Form

Agency:

School:

> Student Information

Main applicant first name:

Main applicant last name:

Custodianship?

Yes

No

Birthdate (dd/mm/yy):

Age:

Gender Identity:

Female

Male

Other

Citizenship:

Email:

Main Phone Number:

Mobile:

Emergency Contact:

Emergency Phone Number:

Address:

City:

State:

Postal Code:

Country:

> Parent/Legal Guardian Information *Required for Underage Students (under age 18 in Ontario and under age 19 in British Columbia)*

Name:

Country of Residence:

Address:

Email Address:

Phone Number:

Parent / Legal
Guardian 1

Parent / Legal
Guardian 2

> 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

No meals

*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 ** Additional charges may apply*

Do you require any personal need accommodations due to any physical disability, mental impairment, learning disability, mental disorder, allergies or medical issue?
If yes, what personal need accommodations do you require?

Yes

No

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?
If yes, please specify.

Yes

No

Preferences; Pets in the home:

Yes

No

Children in the home:

Yes

No

Special Diet: Do you have any special diet requests?

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

This document is important. In accepting it you are confirming that you understand and agree to all English content contained in this document.

I hereby certify that the above information is true and complete. I understand that any false or incomplete information submitted in support of my registration may invalidate my registration. I agree to speak only English in the housing provided. I authorise Casa to share personal information as necessary to the school I am attending as it relates to service needs and my health and wellness. I have read, understood and I agree to all of Casa Policies and Guidelines contained in this document and the Casa Privacy Policy (Casa Privacy Policy available [here](#)).

Schedule "A"—Release, Waiver, and Indemnity (the "Release")

To: Casa, its resellers, agents, employees, indemnitors, successors, landlords, and suppliers (collectively, the "Releasees")

Assumption of Risks. I understand that the Releasees are offering me the opportunity to participate in activities (collectively, the "Activities"), such as: accommodation with host families or in student residences, and airport transfer (from and/or to airport), which involve risks, dangers, and hazards, including but not limited to: potential exposure to Covid-19, allergic reaction, food borne illness, accidents during any of the Activities, including while during transport/travel, stress, health and medical conditions, and the negligence of participants, third parties, or the Releasees. I freely accept and fully assume all such risks, dangers, and hazards and the possibility of personal injury, death, property damage, and loss resulting therefrom.

Waiver and Release. In consideration of the Releasees agreeing to my participation in the Activities, I waive any and all claims that I have or may in future have against the Releasees and release them from any and all liability for any loss, damage, expense, or injury, including death, that I may suffer as a result of my participation in the Activities due to any cause whatsoever, including any negligence, breach of contract, or breach of a duty of care, including any failure to take reasonable steps to safeguard or protect me from the risks, dangers, and hazards of participation.

Miscellaneous. In executing this Release, I am not relying on any oral or written representations or statements of the Releasees other than as set forth in this document. This Release is effective and binding upon my heirs, successors, assigns, and representatives. Any matters arising from this Release will be governed by the respective provincial laws (British Columbia or Ontario), and I irrevocably attorn to the jurisdiction of the courts of that Province in such matters.

Student Signature:	Student Name:	Date (dd/mm/yy):
Parent / Legal Guardian 1 Signature:	Parent / Legal Guardian 1 Name:	Date (dd/mm/yy):
Parent / Legal Guardian 2 Signature:	Parent / Legal Guardian 2 Name:	Date (dd/mm/yy):

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

Thank you to choosing Casa as your student housing provider!

