

Memorandum of Understanding for Homestay Hosts

LSNZ Ltd | Queenstown and Christchurch

This agreement sets out how LSNZ and the host family will work together to provide safe, supportive accommodation for students. It starts when signed and remains in effect until either party ends it. Each placement is also subject to the Homestay Handbook and any written booking details agreed with LSNZ.

Campus for this host family: ☐ Queenstown ☐ Christchurch

Homestay address: _____

Host family responsibilities

As a homestay host, I agree to:

- Read and follow the current LSNZ Homestay Handbook, this agreement, and the written arrangements for each placement. Tell LSNZ promptly if I cannot meet a requirement.
- Provide a safe, clean, welcoming home and the agreed private bedroom, facilities, meals, supervision and support. Explain house rules, transport and emergency arrangements to each student.
- Provide the meal plan confirmed for the placement. For a half-board booking, provide breakfast and dinner on weekdays and breakfast, lunch and dinner on weekends, as described in the Handbook. Any self-catering arrangement must be agreed with LSNZ in writing before placement.
- Tell LSNZ about all people living at the property and any changes, including adults who move in or stay regularly, so LSNZ can complete the checks required for the placement before or during occupancy.
- Notify LSNZ promptly of any safety concern, significant illness, incident, absence or welfare concern involving a student, particularly a student under 18. Never leave a student under 18 unsupervised overnight.
- Keep my address, household details, contact and emergency information up to date and cooperate with reasonable communication and accommodation monitoring by LSNZ.
- Allow LSNZ to visit and assess the accommodation, including the student room, with reasonable advance notice where practicable. Urgent safety concerns may require an earlier visit or alternative arrangements.
- If I transport a student, use a roadworthy, registered vehicle and a properly licensed driver, and hold suitable vehicle insurance.
- Maintain suitable household insurance and tell LSNZ about any circumstances that may affect the suitability of the home or my ability to host.

Placement and payment

LSNZ confirms each student placement, its dates, meal plan and applicable host payment in writing. Host payments are made by bank transfer: the first payment is normally on the Tuesday after arrival, then fortnightly. Any holiday retainer, notice period, extra night, dietary payment or airport transfer payment follows the written booking arrangements and the current Handbook.

A student changing accommodation normally gives two weeks' notice under the Handbook. Changes due to safety, a serious breach or other circumstances requiring immediate action may be handled differently. LSNZ may remove a student when necessary for the student's wellbeing or if the host does

not meet agreed conditions; payment ends in accordance with the applicable booking and Handbook terms. LSNZ does not guarantee a replacement student.

LSNZ responsibilities

LSNZ will:

- Assess and approve the accommodation and complete the relevant host and household checks before making a placement, with ongoing monitoring as required.
- Provide the host with an orientation and relevant student information, including arrival details, study start, agreed meal plan and any support or under-18 requirements needed to care for the student.
- Make a reasonable effort to match students with suitable hosts and provide a contact point for concerns, mediation and urgent welfare matters.
- Arrange host payments according to the written booking terms and maintain oversight of students placed through LSNZ.

Information and privacy

LSNZ collects host and household information to assess and manage placements, contact hosts, meet student welfare and legal obligations, and make payments. Relevant information may be shared with the placed student, their parent or guardian when appropriate, and their education agent where needed for the placement. LSNZ will handle personal information under the Privacy Act 2020. Hosts may request access to, or correction of, their personal information by emailing manager@lsnz.co.nz. Hosts must keep student and household information confidential and share it only when needed for the placement or safety.

Campus contacts

Item	Queenstown	Christchurch
Address	Level 2, Dart House, Remarkables Park Centre, 11 Hawthorne Drive, Frankton, Queenstown 9300	99 Cashel Street, Christchurch Central, Christchurch 8011
Telephone	+64 3 442 6625	+64 21 289 6625
After-hours emergency	+64 21 768 252	+64 21 287 6625
Email	manager@lsnz.co.nz	manager@lsnz.co.nz

Agreement and signatures

By signing, the host confirms they have received and read the current Homestay Handbook and agree to this MOU. LSNZ and the host may end this agreement by written notice. Ending the agreement does not remove obligations already arising from a placement or payment due.

Host name: _____ Signature: _____ Date: _____

Additional host name: _____ Signature: _____ Date: _____

LSNZ representative: _____ Signature: _____ Date: _____

Other adult household members should provide their details and complete any required checks and separate consents before a student is placed; their signatures are not a substitute for those checks.