



## GUARDIANSHIP TERMS & CONDITIONS OF SERVICE

- I, the Client, have elected Study Links International Ltd (Study Links) as a Guardianship company for my chosen service and agree to pay the full fees as outlined.
- By making payment of the invoice, I confirm that I have read, understood, and agreed to be bound by these Terms and Conditions of Service and the 'Agreement with Parents' below.

### EMERGENCY CASES

If parents believe their child is in an emergency, Study Links can be telephoned at any time of day. In an emergency, parents and students must only use our dedicated Emergency Number +44 1274 924055 to ensure we have received the call. In an emergency it is not sufficient to contact Study Links by any other means.

Should emergency assistance be required Study Links will try to contact parents via the contact details given on the Registration Form.

If contact cannot be made, approval is given for Study Links to act in loco parentis and assist the student in cases of illness, suspension, failure of the parents/students own arrangements, national or international transport problems, national or international medical problems or other unforeseen emergencies.

In life threatening emergencies, consent is automatically given to Study Links to act in loco parentis.

Parents have provided Study Links and their student's school with all necessary medical information and will keep Study Links and the school updated regarding any changes to their child's medical information. Study Links are not liable for any errors or omissions from parents/students regarding medical information.

Study Links will normally seek parental consent before taking any action that may incur additional costs in an emergency. If immediate action is deemed necessary for the student's welfare, we reserve the right to proceed without prior approval. Any expenses incurred will be the responsibility of the parent. Study Links retains the right to determine what qualifies as an emergency.

Although Study Links have staff and homestay throughout the UK, at the time of the emergency the local homestay/staff member close to the student's school may be unavailable or unsuitable depending on the nature of the emergency. In these cases, approval is given for Study Links to arrange a staff member/homestay family located elsewhere in the country. The related expenses (e.g. time and travel expenses) are to be covered by the parents.

Non-Emergency Follow-up: Charges may apply for staff time and related costs associated with non-emergency requests made by the Client or the child's school, as well as for any follow-up actions required after an emergency has been resolved.

### HOMESTAY BOOKINGS

- A homestay family will be allocated according to the priority preferences of the student/parents provided during registration. Preferences and requests cannot be guaranteed.
- Requests for a change to a confirmed booking may incur additional charges and cannot be guaranteed.
- Study Links will try to place the student with the same homestay each holiday (unless either party requests otherwise). This cannot be guaranteed.
- The Homestay Accommodation fees are set out in Schedule 1
- Making private arrangements with homestay families recommended by Study Links is prohibited; for your child or any others (family/friends) for the period you use Study Links or afterwards.
- Late homestay requests (within 14 days of the booking start date -inclusive) incur an additional £100 admin fee because it is significantly harder and more time consuming to find suitable available homestays so close to the event. Late homestay requests cannot be guaranteed.
- Only after payment will you receive a homestay profile.

'OPTION A: FIXED PRICE'	'OPTION B: EXPENSES ACCOUNT'
-------------------------	------------------------------

<ul style="list-style-type: none"> <li>- Priority of homestays as your homestay booking requests are processed first</li> </ul>	<ul style="list-style-type: none"> <li>- We will always aim to place your child in a homestay within the local area. This will not always be possible due to homestay preferences and availability. Therefore:</li> <li>- You may not get your preferred homestay as students under the Fixed Price Plan will be allocated first.</li> <li>- Schools usually need confirmation of your confirmed holiday plan at least 2 weeks before the holiday begins. We therefore recommend decisions are made earlier, to avoid conflict with the school, and disappointment with homestay availability and costs of transport.</li> </ul>
---	--

## HOMESTAY CANCELLATIONS / CHANGES

'OPTION A: FIXED PRICE'	'OPTION B: EXPENSES ACCOUNT'
<p><b>CANCELLATIONS:</b></p> <ul style="list-style-type: none"> <li>- All cancellations must be made <b>before</b> the booking start date.</li> <li>- Cancellations will incur a £50 administration fee. This is due to the administration time required to contact all involved parties.</li> </ul> <p><b>CHANGES:</b></p> <ul style="list-style-type: none"> <li>- Changes to booking dates, whereby the booking length is shortened, will not incur a £50 administration fee, however the service fee is forfeit.</li> <li>- Due to there being financial implications to changes, such requests are only accepted directly from the parents, not the students.</li> <li>- If a student does not stay overnight in homestay (e.g. due to cancellation/no-show/arriving late/departing early) the homestay is entitled to use the room for hosting other students/friends/family members.</li> <li>- If you request to change to a different homestay, you are responsible for any related costs.</li> </ul>	
<p>- 'OPTION A: FIXED PRICE'</p> <p>Homestay accommodation is automatically arranged for all the term's holidays</p> <p><b>CANCELLATIONS</b></p> <ul style="list-style-type: none"> <li>- <b>Cancellation more than 28 days before the booking start date:</b> Funds will be credited to your account. Any unused credit will be refunded when your account is finalised at the end of your contract.</li> <li>- <b>Cancellation between 8 and 28 days before the booking start date (inclusive):</b> Funds will be credited to your account, minus a service fee equal to 3 days. This credit can be used against a future <b>guardianship invoice</b> within the next 2 terms. Any unused credit after this period will be forfeited.</li> <li>- <b>Cancellation within 7 days before the booking start date (inclusive):</b> The full service fee will be forfeited.</li> <li>- <b>Important Note:</b> Credit from cancellations can be used for a maximum of <b>2 bookings per academic year</b>. If this limit is reached, any further cancellation will result in the service fee being forfeited.</li> </ul>	<p>- 'OPTION B: EXPENSES ACCOUNT'</p> <ul style="list-style-type: none"> <li>- Homestay accommodation is not arranged unless we have received and acknowledged the request from parents.</li> <li>- Once the request is acknowledged, this is considered binding and the cost will be deducted from your child's Expenses Account.</li> <li>- There is no refund of the Homestay fee for any unused homestay after the start date.</li> </ul> <p><b>CANCELLATIONS:</b></p> <ul style="list-style-type: none"> <li>- <b>Cancellation more than 28 days before the booking start date:</b> Funds will be credited to your account. Any unused credit will be refunded when your account is finalised at the end of your contract.</li> <li>- <b>Cancellation between 8 and 28 days before the booking start date (inclusive):</b> Funds will be credited to your account, minus a service fee equal to 3 days. This credit can be used against future <b>homestay bookings</b> within the next 2 terms. Any unused credit after this period will be forfeited.</li> <li>- <b>Cancellation within 7 days before the booking start date (inclusive):</b> The full service fee will be forfeited.</li> </ul>

	<ul style="list-style-type: none"> <li>- <b>Important Notes:</b></li> <li>- Credit from cancellations can be used for a maximum of <b>2 bookings per academic year</b>. If this limit is reached, any further cancellation will result in the service fee being forfeited.</li> </ul>
--	---

## TRANSPORT BOOKINGS

'OPTION A: FIXED PRICE'	'OPTION B: EXPENSES ACCOUNT'
<ul style="list-style-type: none"> <li>- Waiting Fees: If a transport provider charges a waiting fee due to a student's delay, the client is responsible for paying this fee in full.</li> <li>- Missed Collections: If a student misses a scheduled transport collection due to a delay that was not communicated to Study Links, the full transport fee will still apply.</li> <li>- Cancellations and Rearrangements: A cancellation/rearrangement fee applies. Please refer to Schedule 1 for full details.</li> </ul>	
<ul style="list-style-type: none"> <li>- Transport costs to local homestay will be fixed. If the student/parents choose a location outside of the area, parents agree to pay any difference in transport costs.</li> <li>- If Study Links' homestays are at maximum capacity in the area, there will be no additional fees for transport out of the area.</li> <li>- All other miscellaneous transportation costs vary according to distance.</li> </ul>	<ul style="list-style-type: none"> <li>- When the journey is confirmed, this will be deducted from your Expenses Account.</li> <li>- Please note that transport costs may be more expensive than the Fixed Price Plan if the homestay needs to be outside of the local area.</li> </ul>

## VISITS

- All visiting parents are welcome and encouraged to meet with Study Links.
- Study Links aims where possible to conduct the student's Initial Visit within the first half term of arrival, however this may not always be possible due to reasons beyond our control (such as student's availability, school responsiveness, or exceptional circumstances affecting staff availability).

## FINANCE

- The first invoice will include the selected guardianship service fee, registration/administration fee, chosen finance package and any requested expenses (e.g. homestay and transport) where applicable.
- Government Value Added Tax (VAT) is included in all quoted prices.

'OPTION A: FIXED PRICE'	'OPTION B: EXPENSES ACCOUNT'
<ul style="list-style-type: none"> <li>- An Emergency Account (sometimes called a Contingency Deposit) is required: Elite Guardianship: £2000 Classic Guardianship: £1000 Limited Guardianship: £500 <ul style="list-style-type: none"> <li>○ Additional expenses incurred by the student, for example emergency transport or homestay, or damages in homestay, will be deducted from the account.</li> <li>○ If emergency funds are used, this Emergency Account needs immediately topping up to the original value.</li> <li>○ If you anticipate your child will need more regular expenses, then you can swap to an Expense Account.</li> </ul> </li> <li>- If additional routine homestay/transport bookings are requested throughout the term, then Study Links reserves the right to insist on converting to an Expense</li> </ul>	<ul style="list-style-type: none"> <li>- An Expenses Account (sometimes called a Contingency Deposit) includes a minimum payment of £1500</li> <li>- Expenses incurred by the student, for example homestay and transport, will be deducted from the account.</li> <li>- If the expenses account falls below £300 during the term, parents will be asked to top-up the account immediately.</li> <li>- Full details of all expenses are provided to the parents and/or agent, at the end of each term.</li> <li>- The account must be topped up to £1500 at the end of each term.</li> <li>- Under no circumstances may an Expenses Account be overdrawn. If at any point there are insufficient funds in the expenses account, we reserve the right to withhold our services until funds are made available.</li> </ul>

<p>Account, or holding a larger Emergency Account amount.</p> <ul style="list-style-type: none"> <li>- Under no circumstances may an Emergency Account be overdrawn. If at any point there are insufficient funds in the Emergency Account, we reserve the right to withhold our services until funds are made available.</li> <li>- At the end of the guardianship agreement any remaining credit will be refunded on submission of bank details.</li> <li>- Guardianship services will not commence until full payment is received.</li> </ul>	<ul style="list-style-type: none"> <li>- At the end of the guardianship agreement any remaining credit will be refunded on submission of bank details.</li> <li>- Guardianship services will not commence until full payment is received.</li> </ul>
--	--

Expenses that typically would be deducted from the Emergency Account / Expenses Account include:

- Extra face-to-face support
- Requested/agreed activities during the homestay period (e.g. bowling)
- Additional homestay
- Additional transport journeys
- Guardianship during the Christmas, Easter & Summer holidays
- Pocket money
- Mobile phone top-up
- School uniform
- Birthday cakes
- Private tuition

## PAYMENT INSTRUCTIONS

- Our service will only commence on receipt of full payment. Until full payment has been received, services cannot be confirmed.
- Study Links offers an international bank transfer/card payment system through 'Flywire'. The payment instructions will be sent with the first invoice.
- All payment details are on the invoice.
- Refunds: At the end of the guardianship agreement any remaining credit will be refunded, on submission of bank details (we reserve the right to refund by Flywire if this was the method used to make payment to Study Links).

## GUARDIANSHIP SERVICE CANCELLATIONS

Guardianship services will automatically continue from year to year until either side gives notice of termination or the student completes their UK schooling, and prices may change each year.

Providing false information or withholding relevant details by the parents and/or their representatives may result in the agreement between Study Links and the parents being declared invalid.

## DATA PROCESSING

Study Links will comply with UK data processing laws regarding all data we store, process and share (e.g. with schools/ homestay families) in order to perform our guardianship duties, related to a guardianship student. Full details are in Our Privacy Policy which can be found on the Policy page on our website: <https://studylinks.co.uk/studylinks-policies>

Parents agree to Study Links storing, processing, and sharing their child's data as outlined in the Privacy Policy, and as further outlined in the supplementary Privacy Notice for Students which can be found on the Policy page on our website: <https://studylinks.co.uk/studylinks-policies>

## COMMUNICATION

By providing contact details to Study Links, (for example mobile, WhatsApp, WeChat, email, home address), you give explicit consent for Study Links to contact you via these methods for service-related matters.

Throughout the academic year, Study Links will share useful and relevant updates to support your child.

Study Links will periodically send you relevant updates about the work Study Links is doing for international students, and keep you updated with information about education in the UK. You can request to unsubscribe from these at any time.

## USE OF VISUAL IMAGES

Sometimes we take visual images of students for identification purposes and for sending to parents in our reports.

On occasion we like to use student images in Study Links' promotional material, e.g. our website & social media. If you do not agree to any of these uses, please let us know via our consent form.

## ABSOLUTION OF RESPONSIBILITY

- Study Links is absolved of responsibility when the student is outside of the United Kingdom (UK).
- Study Links may, at its discretion, assist with the booking or coordination of public transport services (including trains, buses, and flights). However, Study Links does not accept any responsibility or liability for the performance, delays, cancellations, or other issues related to such transport providers.
- Study Links is absolved of responsibility for any problems caused by the actions (or inaction) of third-party providers (e.g. taxi, flight, or other service companies).
  - Although Study Links always try to book services early and plan well, sometimes problems still happen (for example, a taxi may break down on the way to the airport and the student might miss their flight).
  - Study Links recommend that parents take out appropriate travel insurance to cover unexpected situations.
- Study Links is absolved of responsibility for any arrangements (such as accommodation or transport) made without Study Links's direct involvement by the student, their parents, or any third party acting on their behalf — even if these arrangements are shared with Study Links. Simply informing Study Links of such plans does not transfer responsibility to Study Links.
  - For the safety of the student, Study Links strongly advise that parents do not allow their children to stay in a hotel, B&B, or privately rented accommodation without the supervision of a responsible adult.
  - Clients understand and accept that private arrangements may not be approved by the student's visa sponsor (e.g. the school). Study Links is not liable for any consequences resulting from a breach of the visa sponsor's terms and conditions due to such arrangements.
- Study Links is absolved of responsibility for problems caused by the student, their parents, or their representatives.
  - Examples include:
    - Study Links gives the correct instructions to the parents or student, but the student does not follow them.
    - Study Links sends the correct information to the parents or child, but the parents do not pass this on to the child.
    - Study Links is not given the student's updated contact details.
    - The student misses their taxi because their phone is off or they do not answer urgent calls from Study Links or the taxi driver.
  - To help avoid these problems, Study Links strongly advises that students keep their phone switched on while travelling.

## INSURANCE

- If you have elected for medical and travel insurance through our trusted partner, the insurance period coincides with your child's 'Academic Year'.
- Full Terms and Conditions of the insurance are provided [here](#).
- Insurance costs are added to the initial invoice.
- All claims must be made directly with the insurance provider.
- After the 14-day cooling-off period, the insurance becomes non-refundable.



## AGREEMENT WITH PARENTS

Please read the entire document carefully.  
If you do not understand anything, we advise you to appoint a  
competent translator to help you.

THIS AGREEMENT is made between:

- (1) STUDY LINKS INTERNATIONAL LIMITED incorporated and registered in England and Wales with company number 06625079 whose registered office is at The Glade, 4 Park Bottom, Low Moor, Bradford, West Yorkshire, BD12 0UA ('Study Links'); and
- (2) The parents / non-UK resident guardians of the Student detailed in the Registration Form ('the Client').

#### BACKGROUND:

Study Links is an independent contractor who provides guardianship and/or placement services for overseas students, and the Client wishes to engage Study Links on the terms of this agreement.

#### 1. DEFINITIONS AND INTERPRETATION

The following terms shall have the following definitions for the purposes of this agreement:

'Academic Term' means each of the standard three periods of an Academic Year during which an educational institution holds classes, and which are usually structured as follows:

- Autumn term: Early September to mid December
- Spring term: Early January to March/April
- Summer term: March/April to late July;

'Academic Year' means between the start and end date of your child's standard school year. (e.g. 4<sup>th</sup> Sep – 4<sup>th</sup> July)

'Charges' means the amounts listed in Schedule 1;

'Commencement Date' means the date of the commencement of Guardianship, which is the child's school start date unless otherwise agreed between Study Links and the Client;

'Contingency Deposit' means the deposit payable by the Client to Study Links on the Commencement Date to be used by Study Links to fund any unforeseen expenses as detailed in clause 6;

'Currency' means pounds sterling;

'Expiry Date' means the date of the expiry of the Academic Term or Academic Year (as appropriate) or earlier termination of this agreement;

'Homestay Accommodation' means the accommodation provided for the Student at the home of a Host Family;

'Host Family' means a vetted and approved family that provides Homestay Accommodation to the Student at any time during the duration of this agreement;

'Notice' means notice complying with the terms of clause 9;

'Registration Form' means the form setting out the personal information of the Student;

'Services' means the guardianship and/or placement services and/or homestay accommodation as specified in *Schedule 2* of this agreement;

'Student' means the overseas student whose parents or non-UK resident guardians have entered into this agreement with Study Links to provide the Services;

'VAT' means value added tax chargeable under the Value Added Tax Act 1994.

#### 2. APPOINTMENT OF STUDY LINKS

- 2.1 This agreement contains the terms and conditions on which Study Links will supply Services to the Client from the Commencement Date until the Expiry Date.
- 2.2 The Client warrants that they have read and understood this agreement, and the details contained in the Registration Form are complete and accurate.
- 2.3 Study Links' acceptance of the Registration Form will take place when Study Links contact the Client to tell the Client that Study Links is able to provide the Services, at which point this agreement will become binding on Study

Links and the Client. If Study Links are unable to supply you with the Services, Study Links will inform you of this in writing and not process the Registration Form.

### 3. STUDY LINKS' OBLIGATIONS

#### 3.1 Study Links shall:

- 3.1.1 use reasonable endeavours to provide the Services set out in *Schedule 2* of this agreement, and such other services as shall be agreed from time to time between Study Links and the Client;
- 3.1.2 undertake a rigorous vetting process in respect of each Host Family and the Homestay Accommodation. The vetting process will include obtaining character references, carrying out criminal record checks with the Disclosure and Barring Service, home visits and inspections of the Homestay Accommodation.

### 4. THE CLIENT'S OBLIGATIONS

#### 4.1 The Client shall:

- 4.1.1 pay all invoices issued by Study Links in respect of the Charges promptly in accordance with clause 5;
- 4.1.2 provide Study Links with all necessary and up to date information, including but not limited to that information requested in the Registration Form, and notify Study Links as soon as reasonably possible of any changes in such information, so that Study Links may act fully and properly in the best interests of the Student;
- 4.1.3 co-operate with Study Links and provide all additional information requested by Study Links in the performance of its obligations under this agreement in a timely manner, including in relation to clause 5.1;
- 4.1.4 not act in such a way as to prevent Study Links from performing its obligations under this agreement in a proper and reasonable manner;
- 4.1.5 obtain any visas, permits or other entry or re-entry documents which may be required by the Student for entry or stay in the United Kingdom;
- 4.1.6 indemnify Study Links against all costs, claims, expenses or other losses accrued or incurred by Study Links arising in respect of Study Links reasonable exercise of any discretion or other authority granted under this agreement including but not limited to any unforeseen expenses incurred by the Student such as damages, transport and other incidental expenses including but not limited to emergency Homestay Accommodation and/or airfares.

4.2 Private arrangements with homestay families recommended by Study Links is prohibited for your child or any others for the period you use Study Links or afterwards.

4.3 In the event that it comes to Study Links' attention that the Client has entered into direct arrangement with a Host Family who were referred by Study Links, without involving Study Links, the Client shall be liable to pay Study Links' fees as if Study Links had placed the Student with the Host Family under the terms of this agreement.

### 5. CHARGES

5.1 Study Links reserve the right to change the Charges at any time, but such changes can only take effect prior to Study Links' confirmation of acceptance of the Registration Form.

5.2 The Client shall pay each invoice submitted to it by Study Links in full and in cleared funds within 14 days of receipt of the invoice.

5.3 If the Client does not make any payment due to Study Links by the due date for payment, Study Links may charge interest on the overdue amount at the rate of 4% a year above the base lending rate of HSBC Bank Plc from time to time. This interest shall accrue daily from the due date until the date of actual payment of the overdue amount, whether before or after judgment. The Client must pay the interest together with any overdue amount.

### 6. CONTINGENCY DEPOSIT

6.1 The Client shall pay to Study Links the Contingency Deposit as set out in *Schedule 1* of this agreement, on or before the Commencement Date.

- 6.2 In the event that the Client cancels this agreement in accordance with clause 7.1, Study Links will refund the Contingency Deposit, subject to the deduction of any costs or expenses reasonably incurred by Study Links in beginning to perform the Services.
- 6.3 At Study Links' discretion the Contingency Deposit shall be refundable to the Client less the amount of any costs or expenses incurred by Study Links in accordance with clause 4.1.3, if Study Links, at its sole discretion, considers that it can no longer continue to act for the Client by providing the Services and must return the Student to their country of origin.
7. TERMINATION BY THE CLIENT
- 7.1 The Client may cancel this agreement at any time before the Commencement Date by serving in writing on Study Links and paying, on demand, an administration charge of £50.00, and forfeit the registration fee.
- 7.2 The Client may at any time terminate this agreement after the Commencement Date by serving one Academic Term's notice in writing on Study Links to expire at the end of an Academic Term. If one Academic Term's notice is not given, the Client will be liable for one Academic Term's Charges and an administration fee of £50.
8. TERMINATION BY STUDY LINKS
- 8.1 The following obligations are conditions of this agreement and any breach of them shall be deemed a fundamental breach, which shall, at Study Links' option, terminate this agreement immediately:
- 8.1.1 Failure on the part of the Client to make punctual payment of all sums due Study Links under the terms of this agreement; or
- 8.1.2 The Client makes a composition or arrangement with creditors or an order for bankruptcy is made against the Client.
- 8.2 Notwithstanding any provisions to the contrary Study Links shall have the right to terminate this agreement at any time without notice, at its sole discretion, if it considers that it can no longer continue to act for the Client for any reason whatsoever.
- 8.3 Where possible, when Study Links wishes to terminate a parent contract, reasonable notice will be given to ensure parents can make alternative guardianship arrangements.
9. CONSEQUENCES OF TERMINATION
- 9.1 In the event of this agreement being terminated whether by effluxion of time, Notice, breach or otherwise the Client shall immediately:
- 9.1.1 pay to Study Links all arrears of the Charges and any other sums due under the terms of this agreement; and
- 9.1.2 pay to Study Links all further sums which would but for the termination of this agreement have fallen due as at the date this agreement terminated; and
- 9.1.3 inform the Student's school, college, university, or other course provider of the termination of this agreement.
- 9.2 Either party shall be entitled to exercise any one or more of the rights and remedies given to it under the terms of this agreement and the termination of this agreement shall not affect or prejudice such rights and remedies. Each party shall be and remain liable to perform all outstanding liabilities under this agreement notwithstanding that the other may have exercised one or more of the rights and remedies against it.
10. LIMITATION OF LIABILITY
- 10.1 Study Links shall not be liable to the Client for the death of or injury to the Student unless such death or injury is due to the negligence of Study Links.
- 10.2 Subject to clauses 10.1:
- 10.2.1 Study Links shall under no circumstances whatever be liable to the Client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the agreement; and
- 10.2.2 Study Links' total liability to the Client in respect of all other losses arising under or in connection with the agreement, whether in contract, tort (including negligence), breach of statutory duty, or

otherwise, shall in no circumstances exceed the Charges received by Study Links from the Client in twelve months' immediately preceding the liability arising.

10.3 Study Links shall not be liable for the loss of, or accidental damage to, the Student's belongings. The Client must take out adequate insurance in respect of such loss or damage.

10.4 Study Links accepts no responsibility and shall not be liable for any acts or omissions of the school, college, university, or other course provider relating to the Student.

10.5 Study Links accepts no responsibility and shall not be liable for any claim, liability, costs, expenses, damages or losses suffered or incurred at or in relation to any accommodation which is arranged privately by the Client or the Student.

## 11. MISCELLANEOUS

### 11.1 Force majeure

Both parties shall be released from their respective obligations in the event of national emergency, war, prohibitive governmental regulation or if any other cause beyond the reasonable control of the parties or either of them renders the performance of this agreement impossible, whereupon all money due under this agreement shall be paid immediately and in particular the Client shall immediately pay Study Links all arrears of Charges.

### 11.2 Whole agreement

Each party acknowledges that this agreement contains the whole agreement between the parties and that it has not relied upon any oral or written representation made to it by the other or its employees or agents and has made its own independent investigations into all matters relevant to it.

### 11.3 Variation

No variation of this agreement, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing and signed by Study Links.

### 11.4 Notices

11.4.1 All notices to be given under this agreement shall be in writing and shall either be delivered personally or sent by first class or airmail, prepaid post, or email shall be deemed duly served:

11.4.1.1 in the case of a notice delivered personally, at the time of delivery;

11.4.1.2 in the case of a notice sent inland by first class prepaid post, 2 clear business days after the date of dispatch;

11.4.1.3 in the case of a notice sent overseas by airmail, 10 business days (being business days in the place to which the notice is dispatched) after the date of dispatch; and

11.4.1.4 in the case of email, at the time of transmission, provided that there is a confirmation record of the email.

11.4.2 Each notice shall be addressed to the party concerned at the address set out in this agreement or to such other address as that party shall have previously notified to the sender.

### 11.5 Assignment

11.5.1 Study Links may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights under this agreement and may subcontract or delegate in any manner any or all of its obligations under this agreement to any third party or agent.

11.5.2 The Client shall not at any time assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under this agreement.

### 11.6 Third party rights

A person who is not a party to this agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this agreement.

11.7 Governing law and jurisdiction

- 11.7.1 This agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with the law of England.
- 11.7.2 Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

## SCHEDULE 1

### CHARGES (2024/25)

#### 1. Guardianship Service fees:

Guardianship Service Level	3 Terms (Full academic year)	2 Terms	1 Term
Elite Guardianship	£6595	£4617	£2638
Classic Guardianship	£3295	£2307	£1318
Limited Guardianship	£1425	£998	£570
First Response Guardianship	£990	£660	£330

- All fees must be paid annually in advance.
- No termly payments except where students are registered at school for less than one full year
- Guardianship covers term-time only (includes half-term breaks).

#### 2. Contingency Deposit fees:

	Guardianship Package			
	Elite	Classic	Limited	First Response
Option A: Fixed Price 'Emergency Fund' (minimum amount)	£2000	£1500	£500	£0
Options B: Expenses Account (minimum amount)	£1500	£1500	£1500	£0

#### 3. Registration fee:

	Guardianship Package			
	Elite	Classic	Limited	First Response
Registration Fee (1 <sup>st</sup> year only)	£185	£185	£185	-
Annual registration fee <sup>1</sup>	-	-	-	£55

- <sup>1</sup> Extension of guardianship within the academic year incur an additional administration fee

#### 4. Homestay Accommodation

Homestay Requirement	Guardianship Package			
	Elite	Classic	Limited	First Response
Half-terms and exeat weekends	£65	£65	£65	Homestay-Only service must be purchased separately
Term Time: Planned Academic purpose (e.g. university open day)	£65	£65	£70	
Term Time: Planned Non-academic Purpose (e.g. shopping trip)	£65	£70	£70	
Christmas holiday	+£50 per week	+£50 per week	+£50 per week	
Emergency (e.g. medical/ suspension)	£85	£85	£85	£85
Premium Areas (London, Cambridge, Edinburgh)	+£10 per day	+£10 per day	+£10 per day	+£10 per day
Under 14-year-olds	+£5 per day	+£5 per day	+£5 per day	+£5 per day
Special dietary requirements (e.g. vegan, halal, gluten-free)	+£5 per day	+£5 per day	+£5 per day	+£5 per day
En-suite room	+£5 per day	+£5 per day	+£5 per day	+£5 per day

- All prices are charged per day.
- A full day's fee will be charged irrespective of the time of arrival/departure.
- If a student checks-out of and checks-into another homestay on the same day, a double homestay fee is charged on that day to cover both homestay families.
- A small number of homestay families command an additional charge above our standard rates. If you specifically request one of these homestay families, then their additional charge will be passed on to you.
- If your homestay booking has been confirmed by Study Links and then you later request a change to the arrangement (e.g. you request a change of arrival/departure dates or times; change of homestay location; change of homestay amenities; change of preferences), then a £50 Rearrangement Fee applies. Change requests after confirmation cannot be guaranteed.
- <sup>2</sup> An administration fee of £50 per booking will apply for homestay bookings unrelated to normal school holidays.

## **5. Transport Fees (to Homestay Accommodation/Airport etc.)**

- Transportation is priced according to distance
- If your transport booking has been confirmed by Study Links and then you later request a change or cancellation to the arrangement (e.g. you request a change of departure date or time; change of pickup/drop-off location; change of vehicle type), then a £30 Rearrangement Fee applies.
- First Response Guardianship incurs a service charge and an additional £10 admin fee per ad hoc journey. Non-emergency journeys are not covered under First Response Guardianship. First Response Guardianship homestay bookings can be made via our [Homestay-Only booking form](#).

## **6. Additional Guardianship fees will be applied during Christmas/Easter/Summer** £50 per holiday

## **7. Additional Services**

See [Additional Service list](#).

All prices stated above shall apply unless otherwise confirmed in writing by Study Links.

Revised: July 2025

## SCHEDULE 2



## Guardianship Packages 2025 - 2026

		Elite	Classic	Limited	First Response —School	First Response —Uni
Emergency	24/7 Emergency phone contact service for students, parents, schools and host families	✓	✓	✓	✓	✓
	Arrangement of emergency medical care where necessary	✓	✓	✓	✓	✓
Integration Support	Student and Parent Handbook with expert advice for children to reach their full potential in the UK, and parents adapt to your child being in the UK	✓	✓	✓	✓	✓
	Pre-arrival communication and information with your family to ensure you and your child are prepared for their stay	✓	✓	✓		
	Initial Visit at the beginning of each academic year to ensure students have settled in well	1 initial visit	1 initial visit	1 initial visit		
	Regular contact with Study Links to monitor your child's educational progress and well-being.	✓	✓	✓		
	Communication via telephone, email and Whatsapp/ Wechat during office hours	Weekly contact	Monthly contact	Termly contact		
	Mandarin and Cantonese communication and translation offered. Other European languages may be available: French, German, Spanish	✓	✓			
	Advice on living in the UK	✓				
	Integration Action Plan agreed if needed	✓				
Academic Support	School visit each term to check on your child's academic progress and well-being, all parents' concerns addressed	✓	✓			
	Visit report sent to parents	+6 visits per year	+3 visits per year			
	Assistance with subject choices for GCSE, A-Level and university	✓	✓			
	We can advise on language improvement, as many of our staff have experience of teaching English	✓	✓			
	Advice on studying in the UK	✓	✓			
	Educational Action Plan agreed if needed	✓	✓			
	Attend all Parent-Teacher Meetings (Parent Evenings) for your child	✓	✓			
	Regular contact with school staff regarding your child	✓				
	Online study skills sessions e.g. English study skills, exam preparation	✓				
	Advice from students who have studied at top universities	✓				
	Assistance booking IELTS examinations	✓				
	A personalised local outing or activity per term of the student's choosing, e.g. a meal in a restaurant, shopping, cinema, bowling, local trip	✓				
Homestay Placement and Transport	Arrangement of accommodation for every leave-weekend out of school and half-term with caring Homestay Families carefully selected according to student and parents' preferences	✓	✓	✓		
	Sourcing and checking of suitable host families including police DBS checks	✓	✓	✓		
	Regular host family inspections	✓	✓	✓		
	Regular communication with your child and the host family to ensure your child is happy and settled, and to provide extra support where necessary	✓	✓	✓		
	Arrangement of transfers between school and homestay	✓	✓	✓		
	Screening of drivers to ensure safety	✓	✓	✓		
	Organisation of safe and efficient transfers to the airport and other travel for your child within the UK	✓	✓	✓		
	Confirmation of all arrangements (travel and accommodation)	✓	✓	✓		
Other	Assistance booking train and plane tickets	✓				
	Completion of guardianship form (school/university)	✓	✓	✓	✓	✓
	Support documents for visa applications	✓	✓	✓	✓	✓
	Parent/Student portal	✓	✓	✓		
	Recommendations for suitable holiday programmes	✓	✓	✓		
	Assistance with mobile phones and SIM cards	✓				
	Assistance with birthday celebration requests	✓				
	Assistance for students with things they may need, e.g. school uniform, sports equipment	✓				
	Student Eligibility:	Worldwide	Worldwide	EU, HK, Macau	EU	University
	Annual Service Cost:	£7,300	£3,600	£1,550	£360 per term	£275 per term
	Registration Fee	£200	£200	£200	£60 (annual)	(£60 annual)
	Expense Account <sup>1</sup>	£1500	£1500	£1500	-	-
	School Holiday Homestay (per day)	£70	£70	£70	£90 emergency only	£90 emergency only

Our experienced team are here to fully support you and your family. Study Links offer many additional services for guardianship families.

If you require an additional or ad-hoc service, these are available for all guardianship levels. Please see our Add-on Service List.



<sup>1</sup> Alternative finance options are available.  
See T&Cs for detailed charges