

HOMESTAY AND STUDENT EXPECTATIONS AGREEMENT

In Ottawa and _____, on _____

_____ (the «Host»), a Canadian citizen with address at _____ (the «Host's Address»).

AND

_____ (the «Student»), a Spanish citizen with address at _____.

AND

_____ and _____ (the «Student's Parents»), Spanish citizens with address at _____.

AND

Go Canada Ventures, S.L. (the «Agency»), a Spanish company with address for these purposes at Calle Santa Engracia, 151, 5-3, Madrid, Spain. The Agency is hereby represented by Ramón Palacios.

The Host, the Student, the Student's Parents and the Agency, hereinafter jointly referred to as the «Parties».

WHEREAS

- I. The Agency has been hired by the Student to find them accommodation while completing an international academic program ran by the Ottawa Carleton District School Board (the «Program») in Ottawa, Canada. After having analyzed the Student's preferences, the Agency has matched the Student with the Host.
- II. The Host has committed to host the Student at the Host's Address from _____ until _____ (the «Hosting Period»).
- III. The Student has accepted to stay with the Host during the Hosting Period.
- IV. It is the intention of the Parties to enter into this agreement in order to outline their respective expectations prior to the Student's arrival at the Host's Address (the «Agreement»).

CLAUSES

1. Host's expectations.

These expectations should be understood as applicable to the Host and any other members of the Host's Address' household (except for other guests):

- Prior to the Student's arrival, advise the homeowner insurance company that the Host will be taking in the Student for the Hosting Period.
- Communicate with the Student and the Student's Parents prior to Student's arrival via e-mail, Skype or any other means as may be deemed appropriate.

- Keep the Student's Parents updated about the Student's status and well-being during the Hosting Period, should the Student's Parents request such information.
- Provide pick-up and drop-off airport transportation when the Student arrives and departs, both at the beginning and the end of the Hosting Period and if the Student decides to head home for Christmas holidays and/or spring break. For the avoidance of doubt, all airport transportation is included in the homestay fees agreed.
- During the days prior to the start of school, or when reasonably feasible, help the Student settle in, show them the neighborhood and how to move around, explain the easiest way to get to school and back so that the Student is comfortable enough to go by themselves on the first day, facilitate the participation in the Program's orientation session and first week activities (which information has been provided by the Agency to the Host), including providing transportation to such session and activities.
- If the 14-day mandatory quarantine imposed by the Government of Canada is still in place and you are hosting the student during that time, take care of the Student as may be deemed necessary and provide food on a regular basis, in accordance with the guidelines sent by Go Canada to the Host.
- Inform the Student about household rules, including curfew, mealtimes, household chores, etc., either prior to or upon the Student's arrival.
- Inform the Student about any particular household rules pertaining to COVID-19, if applicable.
- Provide the Student with a private bedroom, which includes bed, bedding, empty closet with hangers, window, mirror and desk with a chair. The bedroom should be well-lit and properly heated.
- Provide three wholesome meals a day and snacks as required.
- Provide the Student with towels, laundry soap and toiletries such as soap, toothpaste, shampoo, conditioner and shower gel, unless the Student wishes to bring or purchase their own toiletries that fit their particular needs. This should be agreed prior to the Student's arrival. If masks are still mandatory, it will be the student's responsibility to bear the cost; however, the host family should help purchase masks, if needed.
- Abide by the COVID-19 rules and regulations set out by the Government of Canada, the Province of Ontario and any applicable local authorities (if applicable).
- Provide the Student with a key to the Host's Address.
- Include the Student in normal family activities.
- Act in the best interest of the Student's health and assist with any required medical appointments, should the Student become ill.
- Speak solely in English with the Student.
- Speak solely in English in the presence of the Student.
- Respect the religious and cultural values of the Student and not force them to attend any religious or cultural event that they do not wish to participate in.
- Collect monthly rent, from the Agency, at the beginning of each month and confirm receipt in writing to the Agency.
- Not leave the Student unsupervised overnight. If the Host expects to be away overnight, they shall find a responsible adult to stay with the Student and notify the Agency of this as soon as possible, and in any event with more than 48 hours in advance. If the Host cannot find anyone to stay with the Student and require respite care, the Host shall notify the Agency as soon as possible, and in any

event with more than 48 hours in advance. Should the Host require respite care, the Host shall pay the Agency an amount corresponding with the nights not hosting the Student (at a rate of \$CAD 31), so that the Agency may pay such amount to the host family offering the respite care.

- Not expect or ask the Student to babysit the Host's children (if applicable) or any other child known to the Host unless mutually agreed, including due compensation.
- Avoid the use of drugs, excessive alcohol or any other substance (including marijuana) that may affect the behavior of the Host or any family member in front of the Student. Never offer the Student any such substances.
- Inform the Agency of any address move or any changes in the homestay composition, such as a family member moving away, a family member coming back home, obtaining a new pet, etc.
- Inform the Agency if the Host will be hosting any other international students during the Hosting Period, or if an international student who is staying at the Host's Address moves out.
- Not host other international students whose first language is Spanish during the Hosting Period, unless overtly agreed by the Student's Parents.
- Not host other international students of opposite sex to the Student during the Hosting Period, unless overtly agreed by the Student's Parents.
- Should the Student request to attend a party, contact the hosting family prior to agreeing and ensure that the party will be supervised by a responsible adult.
- Inform the Agency if the Student does not behave as expected or if there are any persistent problems. Problems should be dealt with as quickly as possible to maintain harmony within the household.
- Send the Agency reports every three months regarding the Student's stay, as well as an early report two weeks after the Student's arrival. The Agency has provided the Host with reporting templates to use prior to entering into this Agreement.
- Treat the Student as part of the family, provide guidance and support, include the Student in typical family activities and share mealtimes together.
- Fill out and submit the online Trip Authorization form provided by the Agency prior to entering into this Agreement every time the Student is planning a travel or activity outside of Ottawa without the Host or the Student's school's staff, as well as an overnight travel or overnight activity with the Host.

2. Student's and Student's Parents' expectations.

Student's expectations

- Abide by the normal rules set out by the Host and contribute to routine operations of the household.
- Respect the property of the Host and treat it with care. Understand that such property belongs to the Host and/or their family and do not take it outside the Host's Address (if applicable) without consent, even if it's just for a while.
- Make an effort to get involved in the family life and participate in family activities.
- Respect rules regarding curfews and mealtimes.
- Respect the health orders and instructions in place to protect the Host during the COVID-19 pandemic, including those connected with the 14-day mandatory quarantine that the Student will need to complete upon arrival (if applicable).

- Limit the use of electronic devices while living with the Host to ensure an optimal integration in the Host's family life and to avoid insufficient sleep and inadequate performance at school.
- Inform the Host if planning to be absent for a meal or arriving home late in the evening.
- Inform the Host immediately upon any damage caused by the Student on the Host's property, regardless of whether it has been intentional or accidental.
- Inform the Agency if the Host does not comply with the expectations set out in Clause 1 or if there are any persistent problems. Problems should be dealt with as quickly as possible to maintain harmony within the household.
- Get approval from both the Host and the Student's own family to stay out overnight.
- Invite guests to the home only with prior knowledge and permission of the Host.
- Respect the Host's concerns, who may refuse to give permission to participate in some activities. Reasons for refusal might include, but are not limited to: concern for Student's safety and/or conflict with family plans.
- Clean up after themselves in the home and participate in household chores.
- Act in accordance with the laws of the Government of Canada and the Province of Ontario. It is prohibited for the Student to use alcohol or illegal drugs. The legal drinking age in Ontario is 19 years. It is also strictly prohibited and severely punished to steal items from stores, private homes or any other location.
- Always let the Host know where they are and respond to text messages/emails/phone calls in a prompt manner.
- Do not carry large amounts of money or leave large amounts of money in the Student's room at the Host's Address.
- Abide by all laws and regulations, including the use of masks, pertaining to the COVID-19 pandemic set out by the Government of Canada, the Province of Ontario and any applicable local authorities (if applicable). Understand that these laws and regulations can change at any moment depending on the evolution of the pandemic and agree to take appropriate measures to act in accordance with the laws and guidelines in place.
- Abide by the household rules set by your homestay family pertaining to COVID-19 (if applicable). Each family may take different precautions to ensure the health and safety of its members, so the rules must be discussed and respected to ensure everyone's wellbeing.
- Follow the COVID-19 Travel and Arrival Protocol (if applicable). The Protocol will be provided to you several weeks prior to departure for Canada (if applicable).

Student's Parents' expectations

- Pay the Agency the agreed homestay fee of \$CAD 950 prior to each month's anniversary from the Student's arrival (including, if applicable, any month when the Student may not stay at the Host's Address every night due to holidays such as Christmas or March break), plus, if applicable, an additional amount prior to the last month of the Student's stay, should there be unaccounted hosting nights at the end of the Hosting Period. The applicable daily rate for such unaccounted hosting nights shall be \$CAD 31.
- Should the Student cause damage to the Host's property which is not a result of standard use of such property (as determined in accordance with Clause 5 of this Agreement), pay the Host or the Agency, as agreed, such amount needed by the Host to fix or replace the damaged property.

- Limit communications with the Student to ensure that he or she spends enough time bonding with the Host, partakes in the suggested family activities and respects the Host's routines such as meal hours and bed time.

3. Agency's expectations

- Mediate in a timely manner between the Host and Student's Parents, assisting them in regular communications as required.
- Provide the Student's Parents with reports every three months regarding the Student's stay, as well as an early report two weeks after the Student's arrival, provided that the Host has previously sent the relevant report to the Agency.
- Carry out a homestay switch in the events outlined in Clause 6 of this Agreement.
- Provided that the Student's Parents have previously paid the Agency the relevant amount, pay the Host the agreed homestay fee of \$CAD 950 prior to each month's anniversary from the Student's arrival (including, if applicable, any month when the Student may not stay at the Host's Address every night due to holidays such as Christmas or March break), plus, if applicable, an additional amount prior to the last month of the Student's stay, should there be unaccounted hosting nights at the end of the Hosting Period. The applicable daily rate for such unaccounted hosting nights shall be \$CAD 31.

4. Agency's limitation of liability

Both the Host and the Student's Parents acknowledge that the Agency will assist the Student and the Host during the Hosting Period in the best possible manner, but will not be liable in the event of either the Host or the Student failing to comply with the expectations set out in Clauses 1 and 2 of this Agreement.

Furthermore, the Host acknowledges that the Agency will in no case be responsible to pay any amount to the Host unless it has been previously paid to the Agency by the Student's Parents in accordance with what is set forth in this Agreement.

5. Damaged property caused by the Student

The Host acknowledges that, during the Hosting Period, the Student will be entitled to use the Host's property, and that such use may lead to a reasonable degree of deterioration or damage even if the Student is diligent and careful during such use throughout the Hosting Period.

However, the Student and the Student's Parents acknowledge that any damage due to the improper use of the Host's property by the Student (including acts of vandalism) or accidents caused by the Student or his/her guests, may require for the Host to fix or replace the damaged property. In this scenario, the Host shall be entitled to ask the Student's Parents to cover the corresponding cost.

If the Host decides to seek a payment due to property damage caused by the Student, the following rules shall apply:

- The Host shall inform the Agency about the damaged property and planned procedure to fix or replace it before doing so. This shall include a cost estimate.
- The Agency shall in turn inform the Student's Parents about the situation.
- After having spoken with the Student, the Student's Parents may acknowledge the Student's fault and agree to cover the cost. In this case, the Student's Parents may authorize the Host to fix or replace the damaged property as planned, or suggest alternative ways to do so in order to reduce the cost, in which case the Host shall explore such alternative ways and share their costs so that the Student's Parents may agree on the way to proceed prior to the cost being incurred.
- If the Student's Parents do not acknowledge the Student's fault or do not agree to cover the cost of fixing or replacing the damaged property for whatever reason, the Agency shall conduct a thorough investigation, including interviews with the Student, the Host, visit to the

Host's Address and any other action as may be deemed appropriate, and shall reasonably decide on a fair way to settle the incident, informing both the Host and the Student's Parents of the conclusions reached. The Host and the Student's Parents agree to respect the Agency's decision.

- In the event of agreement by the Student's Parents or decision by the Agency in favor of the Host, the Student's Parents shall pay the Host or the Agency the agreed amount and the Host shall fix or replace the damaged property using such amount. For the avoidance of doubt, the Agency will in no way be liable to pay for any damaged property, without prejudice to the legal rights held by the Host to claim such money from the Student's Parents if they refuse to pay.

6. Failure to comply with Host's or Student's expectations. Consequences.

In the event that the Host or the Student's Parents inform the Agency that any of the expectations outlined in Clauses 1 and 2 of this Agreement are not being complied with, the Agency will mediate in the most reasonable manner in order to understand the nature of the issue and fix it, while securing the Student's well-being and serenity.

If, after the Agency's mediation, the Agency reaches the conclusion that the only solution is to find a new host family for the Student, the Agency will search for a new family compatible with the Student and coordinate the move in the most efficient manner. Both the Host and the Student's Parents acknowledge that it may take the Agency some time to find a suitable alternative host family. The Student's Parents further acknowledge that the Student may need to move to a new school if no alternative host family is available to host the Student near the current school.

In the event of a homestay switch, the prorated amount already received by the Host corresponding with the nights that the Student has not effectively stayed with the Host, must be refunded via e-transfer to a Canadian bank account to be provided to the Host by the Agency, unless an agreement has been reached with the Student's Parents to retain all or part of the exceeding fee received, due to the occurrence of special circumstances (the Student's Parents will need to confirm this). The Agency will use the amount refunded by the Host to pay the new homestay the remaining nights of the ongoing month. The Student's Parents acknowledge that the Agency will not advance to the new Host the amount owed by the former Host to the Agency, and will only pay when the initial Host has paid such amount to the Agency. Should the Host decide to postpone the reimbursement to the Agency or not pay, the Student's Parents will be responsible to pay the corresponding amount to the new host, without prejudice to the legal rights held by the Student's Parents to claim such money back from the former host.

Any continuous failure by the Student to abide by the expectations outlined in Clause 2 of this Agreement, may result in the student's dismissal from the Agency's homestay program. This decision shall be reasonably made by the Agency in view of the events occurred. Furthermore, in such case, the Agency shall be entitled to inform the Program about the dismissal, which could lead to an investigation and potentially result in the dismissal from the Program as well. Students dismissed from the Program may be sent home at his/her own expense without refund of Program fees. Should the Student be dismissed from the Agency's homestay program but not from the Program, the following rules shall apply, after which this Agreement will cease to exist:

- If the Student's Parents decide that the Student must return home, the Agency will assist in changing the existing flights and ensure a place for the Student to stay until departure.
- If the Student's Parents decide that the Student should stay in Canada to complete the Program, the Agency shall provide the Student's Parents with information about another homestay provider and mediate to ensure that a new placement is completed as soon as possible. The Student's Parents acknowledge that the conditions offered by such other homestay provided may differ from those offered by the Agency. In this case, the Agency will ensure a place for the Student to stay until the new placement is completed.

In witness whereof, the Parties have executed this Agreement on the date first above written.

Host's Signature

Student's Signature

Student's Parents' Signature

Agency's Signature