



Hébergement chez des familles d'accueil Marocaine
www.homestayinmorocco.ma

Homestay Rules & general conditions

Homestay regulations:

Staying with a Moroccan family: Please remember that you are living with a family, which means that there are certain social obligations involved toward other family members. Be friendly and polite to everybody. Try to adapt as best as possible to new Moroccan customs and habits. Please remember you have not booked a hotel, nor are you a simple renter. You are staying with a family and may be expected to make a contribution in the family household. Offer your help wherever you can.

Moving in: As you move into your homestay, join your hosts in checking your room, making sure that everything is in proper condition. Ask questions if you are uncertain about anything. This way, you can avoid problems or disagreements regarding anything missing or broken later on.

Meals: As you know, breakfast and dinner are included in your homestay option. Additional food and beverages are not provided by the family and are thus a matter you are expected to take care of yourself. Most evening meals will be prepared for you, however if your host is not available you may prepare something for yourself. They will leave something for you to heat or cook.



Family activities and communication: Moroccan families are eager to explain their culture and traditions. Follow up on such invitations and, circumstances permitting, use your initiative in suggesting ways to become better acquainted with the local culture. Although you are by no means required to accept every invitation, please remember that you are not simply a renter and that the social and cultural experience is a crucial dimension of any homestay. Similarly, sharing your own culture with your hosts (including perhaps offering to cook a particular kind of food for them) is an essential aspect to consider. Please communicate with your family – this solves

many problems. If you have any question ask the family! they are there to help you settle into the home as well as into the Moroccan lifestyle



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Hygiene: Please do not leave the bathroom in a messy condition. Remove hair and clean up after using it. The same goes for your room. Make sure it is kept clean and tidy.

Energy: Energy is considerably expensive in Morocco, so be prudent when using it. Please do not take unduly long showers (once a day), and switch off the light in your room when leaving the house. Your host will use the washing machine so if you need to wash clothes, please ask them to help!

When the weather turns cold, add extra clothing, like a woolen jersey or fluffy slippers. Upon request, your family may give you a heater to use for duration of 30 min to 1 hour to warm up your room when it is extra cold.



Communication regarding your presence and absence:

If you are not going to be home for dinner. You must message or phone your family in the afternoon or tell them in the morning before leaving the house. Inform them about any (extended) personal travel plans as well.

Cash and Valuables: Do not leave any valuables lying around the house. Keep all valuables in a locked bag in your room. Remember that the family is not necessarily wealthy, thus please have the decency to be discrete and hide valuables and large amounts of cash. Take into consideration that nor Homestay in Morocco nor your

homestay family can be held accountable for any loss or theft. If you are going out – do not carry large amounts of cash in your wallet or purse and make sure you don't allow other people to see how much cash you have on you when paying for goods. Be discreet.

TERMS AND CONDITIONS:

The decision to live with a host family should be made with the understanding that a successful homestay experience requires the student's willingness to adjust to the customs and traditions of the host family. Families in our program represent many ethnicities, and cultural groups. Each family has been screened to ensure that they meet Homestay in Morocco standards of a safe, clean, comfortable living environment. Homestay-in- Morocco families represent the diverse cultural heritage of Morocco. We do not accommodate special requests with regard to a family's ethnicity or cultural background; and students who feel uncomfortable about this should consider alternatives to homestay.



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Homestay-in- Morocco reserves the right to change the host family before or after the participant arrives. Students receive room and board according to the habits and traditions of the host family. It is not guaranteed that a specific type of food will be served, or that there will be a specific schedule for meals. However, dinner typically involves all members of the family, and guests' participation will be greatly beneficial to their experience. When away from the host family's home, participants are responsible for their own meals. Students are not expected to work for room and board; however, participation in daily home life is expected. Participants are expected to clean up after themselves in the kitchen and common areas, and to clean their own bedrooms and bathrooms. Most of the families do not live within walking distance to the Arabic schools and universities. Homestay-in- Morocco guarantees that families will



be within a 30- 40 minute commute by bicycle or bus. Host families are available to assist their guest with how to use the bus, however, transportation is the students' responsibility. Homestay-in- Morocco makes every effort to match students with families according to the student's expressed preference; however, Homestay-in-Morocco does not guarantee that families will meet all the student's criteria. At the discretion of the Homestay-in-Morocco rules, a student may be removed from homestay if the student exhibits seriously inappropriate or dangerous behavior.



Conflicts and differences: Conflicting interests and various sorts of differences are a part of everyday life

and must by no means have just negative consequences. The learning effect can be of great significance for the student as well as the host-family. Be ready to deal with potential conflicts or differences in an open and honest manner from the beginning. Do not let the situation reach the crisis stage. Discuss problems with your hosts first, before turning toward outside help. If you believe, however, that outside help is needed, the people to contact are Homestay-in-Morocco manager lotfi Bendahmane at info@homestayinmorocco.ma or tel. +212 608601601. Under no circumstances, allow an issue or problem to fester unaddressed.



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Cancellation policy:

Cancellation should be avoided as it causes inconvenience to the Host. Additionally, your refund amount on cancellation will depend on the type of cancellation policy applicable to your booking. However, if you must, you can cancel a booking by sending an email to info@homestayinmorocco.ma

Guests are requested to read and understand the Cancellation and Refund Policies applicable before making a booking.

Homestay in Morocco has a strict cancellation policy to protect the interests of both Guest(s) and Homestay in Morocco families, alike.



Cancellation policy related to partner's bookings:

- A Guest is entitled to a refund of 80% if he/she cancels the confirmed booking up to 15 days before the Date of Check-In (before 1 PM).
- A Guest is entitled to a refund of 70% if he/she cancels the confirmed booking up to 7 days before the Date of Check-In (before 1 PM)
- If the Guest cancels within 7 days of the Date of Check-In or during his stay with the family, he/she is entitled to no refund.

Cancellation policy related to direct bookings:

- A Guest is entitled to a refund of 90% if he/she cancels the confirmed booking up to 15 days before the Date of Check-In (before 1 PM).
- A Guest is entitled to a refund of 80% if he/she cancels the confirmed within 7 days of the Date of Check-In
- A Guest is entitled to a refund of 30% if he/she cancels the booking up to 7 days before the Date of Check-In (before 1 PM)



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Processing Refunds:

In case of any refunds that Homestay in Morocco owes Guest(s), the processing shall be completed within 10-12 working days.

Moving to a new host family:

A student wishing to be moved to a new host family must base the request on a clear indication that the old host family is not meeting Homestay-in-Morocco standards. If this is the case, a new family will be found at no additional charge; otherwise, an additional placement fee of 900 DH will be charged.

You have chosen to live in a family in a foreign culture:

The key concept, as in any society, is consideration of others. One cannot expect others to respect his/her own culture without readiness to make a serious effort to understand the culture of the country which one has chosen to live in. So, with that principle kept in mind, we wish you and your hosts a wonderful experience ☺



Don't just visit ! taste it and live it !