



RESIDENCE BOOKING FORM - 2018

PROFILE INFORMATION

Family Name _____ First Name _____

Date of Birth (mm/dd/yyyy) ____/____/____ Gender () MALE () FEMALE Country of Birth _____

E-mail _____

Phone # USA: +1 (____) ____ - ____ Phone #: + (____) (____) ____ - ____

What's the best method to reach you? () PHONE CALL () SMS () E-MAIL () WHATSAPP US NUMBER () WHATSAPP HOME COUNTRY NUMBER

Languages () ENGLISH () SPANISH () JAPANESE () KOREAN () RUSSIAN () TURKISH () PORTUGUESE () MANDARIN () ARABIC () OTHER _____

Your English Level () Basic () Intermediate () Advanced

Smoker () YES () NO - Note: smoking is not allowed inside a residence or homestay. You must smoke outside.

Allergies () YES () NO - If yes, please provide details: _____

If you have any special medical or physical needs, you may list them here to help us better place you: _____

How did you hear about Sweet Home California? () FRIEND () FACEBOOK () GOOGLE () SCHOOL () AGENCY () OTHER _____

ACCOMMODATIONS TYPE RESIDENCE

Move in Date (mm/dd/yyyy) ____/____/____ Move out Date (mm/dd/yyyy) ____/____/____

- Downtown LA** () PREMIUM COUPLE () PREMIUM SINGLE () SINGLE () MINI SINGLE () DOUBLE () QUAD
- South Bay** () PREMIUM COUPLE () PREMIUM SINGLE () SINGLE () DOUBLE () TRIPLE
- Orange County** () PREMIUM COUPLE () PREMIUM SINGLE () DOUBLE () QUAD

EMERGENCY CONTACT INFORMATION

Name _____ Relationship _____

E-mail _____ Phone #: + (____) (____) ____ - ____

SHUTTLE SERVICE - ARRIVAL () YES () NO

AIRPORT PICKUP

Airport _____ Flight Date (mm/dd/yyyy) ____/____/____ Flight Time _____ Flight # _____

Drop off Destination _____

OTHER LOCATION PICKUP

Place Name (if applicable) _____ Address _____

Pickup Date (mm/dd/yyyy) ____/____/____ Pickup Time _____ Drop off Destination _____

SHUTTLE SERVICE - DEPARTURE () YES () NO

FROM

Place Name (if applicable) _____ Address _____

Date (mm/dd/yyyy) ____/____/____ Time _____

TO

Place Name (if applicable) _____ Address _____

Flight Date (mm/dd/yyyy) ____/____/____ Flight Time _____ Flight # _____

Terms & Conditions

By submitting your booking form, you agree to the terms and conditions outlined below by Sweet Home California.

1. MANDATORY FEES & DOCUMENTS

Due to month-to-month agreement, our prices are subject to changes and promotions based on low and high season with a proper 30-day notice.

a) **Placement Fee:** Tenant(s) is required to pay an application fee in the amount of **\$170.00** at the execution of the reservation and this Agreement for the following reason and procedure: Placement fee refers to a **non-refundable fee valid for 6 months**. The placement fee must always be paid in advance in order to reserve a room which covers all the amenities available such as registration paperwork, utilities (Gas, Water, Electricity), internet, housekeeping, furnished premises, full bedding set, kitchenware, regular maintenance and a live-in staff.

b) **Security Deposit:** A security deposit serves to protect the Housing Company if the Tenant violates the terms and conditions of the rental agreement. It may be used to repair damages in the premises, for key replacement or for the unpaid rent. As long as all the keys are returned and the room is handed over to the company in good condition and a 30-day move out notice is provided, the deposit is refunded to the tenants based on the following conditions:

\$50 will be deducted for the common areas cleaning when the tenant moves out.

\$50 will be deducted for bedding set laundry fee (except tenant self-laundry)

\$50 will be deducted if the room key is not returned.

\$150 will be deducted if the main door key is not returned.

*For Homestay, Security Deposit will be refunded in full if the room is returned in good condition and a 30-day move out notice is provided.

c) **Replacement Fee:** \$170 fee is charged for any changes in arrival date or housing option transfer (before or after move-in date).

d) **Rent:** 30 days for the minimum length of stay requirement. Availability of premises is only guaranteed for period for which rent is paid. For instance, if a Tenant has paid rent for 1 month only, Sweet Home California cannot guarantee availability of the same room for the following month. However, when tenants wish to extend their stay in consequent months, they can avail the premises on payment of rent subject to availability of the premises.

e) **Documents:** Sign up at <http://www.sweethomecalifornia.us/apply/>. When you register to use our Services you will be asked to provide personal information such as your name, e-mail address, phone number, date of birth, gender, emergency contact information and other lifestyle information. You are required to provide us a valid identification document with photo such as Passport or Driver's License. After signing up, you will receive an email confirmation. By registering online, you will be able to update your contact information and submit online payments.

2. RESIDENCE AGREEMENT

Minimum length of stay requirement: 30 days. A move out notice is required along with the initial documents. Weekly and daily prices may be applied for inquiries less than 30 days rent. For more than 30 days + partial month of occupancy, the amount of the rent due will need to be prorated. In California, regardless of the number of days in the month, the month's rent is always divided by 30. Sweet Home California offers different types of rooms and the rent is based on the type of room as it can be found on the Price Chart.

Parking Spot: Available in South Bay and Orange County Residences. Vehicle parking spot is \$50 a month.

A security deposit of \$50 is required for the gate remote control. The deposit will be refunded as long as the remote control is returned in good condition.

3. HOMESTAY AGREEMENT

Minimum length of stay requirement: 30 days. A move out notice is required along with the initial documents. For more than 30 days + partial month of occupancy, the amount of the rent due will need to be prorated. In California, regardless of the number of days in the month, the rent is always divided by 30.

Placement fee: \$300 must be paid before sending the Homestay Profile to the student and Security Deposit must be paid before move in date.

Short-notice fee: Additional \$75 is applied for inquiries less than 21 days before moving in date.

Exception: Sweet Home California does not guarantee to find families within the requested period. In case a suitable match is not found, the placement fee will be full refunded to the tenant. Other than this case, the placement fee is non-refundable.

Homestay includes two meals a day in all locations and homestays without meals are only available in North East LA (Alhambra, Pasadena and San Gabriel)

4. SHARED COMMON AREAS

All premises on the property are shared common areas by mixed gender: bathrooms, kitchenware, living room and laundry room.

5. SHARED BEDROOMS

Double, Triple and Quad Rooms are shared room options. Tenants residing in this assignment share a bedroom with other tenants of the same sex or gender. Couples or groups must contact us to reserve the same room. Other than those categories, Tenants have no option of selecting their own roommates based on nationality, race, ethnicity, religion, culture and age preferences.

6. PRIVATE BEDROOMS

Single rooms with an external shared bathroom are provided in all locations. Premium Rooms are composed by Mini Fridge, Microwave, TV, Full Bedding set.

7. BOOKING RESERVATION

Before submitting a request, contact Sweet Home California for housing availability for the period requested. The reservation is only completed after company has received the application form with the required information and at least the payment of Placement fee + Security Deposit. Tenant will receive a final confirmation including their personal information, emergency contact number and the housing address after all the payments and the flight information or check-in time have been submitted.

8. BOOKING CANCELLATION

Placement fee is non-refundable. Security Deposit is refunded before the move in date based on the following period notice: 30 days: \$300 refund / 15 - 29 days: \$150 refund / Less than 14 days: no refund.

9. FAILURE TO PAY RENT ON TIME

No grace period. Rent must be paid by the due date. Late penalty of 6% will be applied from the first day after due date. After the 5th day, a higher penalty fee may be applied or tenant may receive an eviction letter to terminate the contract.

10. MOVE OUT NOTICE POLICY

Tenants must fill out a form called "Move Out Notice" and submit it to the office 30 days before their moving out date. In case Tenant fails to provide a 30-day move out notice, Sweet Home California will charge 30 days rent from the time the form is received.

11. REFUND POLICY

Under California law, a landlord must return the Tenant's security deposit, with an itemized statement of deductions, within 21 days after the Tenant has surrendered the rental property to the landlord (that is, returned the keys and vacated the property). If there is no deduction for unpaid rent and for repairs of damages and necessary cleaning that exceed normal wear and tear, security deposit will be returned after inspection of the room. Rent refund is returned within a 30-day notice. If original payment is received by credit card, the refund will be processed to the same credit card used to pay originally. If original payment is received by PayPal, the refund will be processed by Paypal. Sweet Home California will not be responsible for PayPal charges. If original payment is received by cash, check, "wire transfer, the refund will be issued by check to the Tenant 21 days after the move out date. Sweet Home California is not responsible for lost

checks. There will be a stop payment fee of \$25 in case Tenant loses the refund check. The refund check will be considered void after 90 days from the issue date. *If original payment is received by wire transfer and the Tenant wishes the refund by wire transfer, \$45 will be deducted from the total amount for the wire transfer fee.

12. PAYMENT OPTIONS

Payments must be postmarked on or before the due date. Rent amount is based on the method of payment chosen. Check the Price Charts.

a) **Online Payment:** You can make the payment through PayPal or Credit Card by accessing your online account at <http://webapp.sweethomecalifornia.us/public/auth/login>

b) **Wire Transfer:**

P.S.: **Overseas Wire Transfer: Add \$35 to the total payment for the wire transfer fee.**

Bank name: Bank of America/Account name: Sweet Home California/Account #: 325027712771/ Routing #: 026009593 Swift code: BOFA US 3N/Bank address: Bank of America, 929 Fair Oaks Ave. South Pasadena, CA 91030

c) **Credit Card Payment Form:** Include your credit card information at

http://www.sweethomecalifornia.us/pub/credit_card_authorization_form.pdf and email it to info@sweethomecalifornia.us

d) **Cash:** Only accepted in the office.

e) **Check or cashier's check:** Pay to the order of "Sweet Home California". Mail check to 750 S. Placentia Ave. Placentia CA 92870

f) **Other options:** Western Union; Venmo app.

13. AGENCY (BOOKING COMPANY):

Agent shall be responsible for advising and assisting their clients including but not limited to ensuring that complete and accurate information is provided regarding the booking process and Terms & Conditions. Agent shall facilitate the necessary communication with Sweet Home California and submit all the required forms to the Housing Coordinator. Agent must provide all the information to their clients in their native language. Sweet Home California must receive all the payments including: placement fee, rent, shuttle service and security deposit from Agents before their client's arrival date.

14. SHUTTLE SERVICE

Payment must be received before arrival date. The service will not be conducted without the payment.

Airport Transfer (LAX):	One-Way: \$120	Round Trip: \$200
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Group rates: Contact us for group rates.

Cancellation: Fully refundable within 48 hours, otherwise charges will be submitted.

Flight Changes: Any changes in your flight plans should be phoned in to the number listed in the Final Confirmation at least 2 hours before your arrival time. A new fee will be applied for a less than 2 hour-notice. **Airport Pickup and Drop off times:** Airport pickup is available from 8am – 8pm. There's an extra charge of \$35 for arrival time out of the business hours.

Procedure: The driver will pick up the tenant at the international arrival gate with a sign on which the tenant's name is displayed. The driver will wait for a maximum of 3 hours from the time the flight has landed. In case the check-out process takes longer than the expected time, please contact us on our emergency number(s). If tenant's mobile phone does not work, he/she can ask a desk clerk of his/ her airline company to call us and they will help. If we do not hear from the tenant, the ride will be cancelled. In case of missed/ cancelled flight, we need at least a 2-hour notice.

Other Locations: Los Angeles County area only. Please contact us for different rates. The location address must be provided at least 10 days before the arrival date.

15. ON ARRIVAL DATE

Residence: Tenant will receive the keys only after he/she has signed the Housing Agreement and paid all the fees. A Welcome Kit, including toothpaste, toothbrush, toilet paper, snack, water and a towel are provided for the new residents on the arrival date.

Homestay: Tenant will be welcomed by the Host Family after he/she has signed the Housing Agreement and paid all the fees. Tenant will be provided with all bed and bath linens and toiletries.

16. CHECK IN TIME

Tenant must provide check in time if Shuttle Service is not requested. Reception hours are between 10:00AM – 8:00PM at the Residences. The ETA (Estimated Time Arrival) is required. You might be charged an extra fee of \$50 if you check in before or after the reception hours. In case of a delayed arrival, please call the emergency contact number provided, otherwise Tenant may not find the Manager at the residence when he/she arrives. Homestay check-in time must be between 10am – 8pm. Host Families may not receive the tenant out of the reception hours.

17. CHECK OUT TIME

Tenant must check out at 12PM (noon) on the date of departure. Tenant shall remove all of his/her personal belongings by the move out date, return all the keys and remote control and return the room and bedding set clean and in good condition. A fee of \$50 may be applied for late check-out.

18. RESTRICTIONS

Pet animals are not permitted in our Residences and Homestay for reasons of sanitation and safety. Sweet Home California is to accept adult tenants only, older than 18 years-old. Tenant must not install, or cause to have installed, any air conditioners, heater, washing and dryer machine, refrigerator, stove, and microwave without prior approval of the housing manager. There is an excess utility consumption charge for additional appliances.

19. CONTACT INFORMATION

It is the Tenant' responsibility to keep their contact information updated so that we are able to send all information needed to succeed in their payment invoices and housing notifications. If there's any change, Tenant must contact us. We are not responsible for unreceived emails or text messages, undelivered mail or missed phone calls.

20. MODIFICATION ON POLICIES

Sweet Home California may add, remove or modify any housing policy anytime with/without written notice. The notice may/may not be submitted to tenants within 48 hours prior to the effective date.

21. RENTAL AGREEMENT TERMINATION

Respect for Sweet Home California policies are taken very seriously. Tenant may receive a warning with the possibility of being asked to leave the place in case of rules violation. Should a Tenant break a Residential rule and their actions result in a cost being incurred, they will be held responsible for this cost plus a fine. Such situations may include: the need for extra cleaning, calling the guard, damage to the premises, or any serious misconduct. If the misconduct is repeated or depending on the severity of the offense, we have the option to end the rental agreement between the Tenant and Sweet Home California.

By signing below, I hereby certify that I have read and agreed the following Terms & Conditions and/or have had the foregoing explained to me in my native language and agree to these terms.

Print Name _____

Signature _____ Date (mm/dd/yyyy) ____/____/____