



PARENT HANDBOOK

2025-26

A LETTER FROM THE COMPANY DIRECTORS



Dear Parents,

A warm welcome to YES Guardians! We are a friendly family-run business dedicated to providing a personalised touch. Our focus is on offering individualised care packages tailored to each of our students, whether that involves a 24/7 guardianship service for independent students or a full home-from-home experience, where students are welcomed into our family. With over ten years of experience hosting international students from around the globe, we have built a strong foundation.

We take pride in our extensive collection of positive feedback from our students, and we are fully committed to their well-being, ensuring that their stay is enjoyable, enriching, and positive. We collaborate closely with our students and their families to meet personal needs to the highest standards. We always strive to go above and beyond for our students, whether it's organising birthday celebrations or recognising special cultural events like Chinese New Year.

This handbook contains essential information about our organisation, policies, host families, and other valuable details, and it is reviewed and updated annually. Our primary goal is for you to understand that every student is very important to us, a belief encapsulated in our mission statement: happiness, safety, and care. These fundamental principles guide YES Guardians in helping students excel and thrive.

As the Directors and founders of the company, we are always available to support parents and students in any way we can. If you have any questions, please reach out to us at hello@yesguardians.co.uk, or if you'd like to contact us directly, feel free to email hayley@yesguardians.co.uk or marc@yesguardians.co.uk.

Thank you very much,
Hayley & Marc Harris

HANDBOOK CONTENTS



About Us	02
Key Information	03
Host Family Information	05
Academic & Work Experience Guidance	10
Safeguarding	11
Data Protection	15
UK Legislation and Safety Regulations	17
Complaints	19
Agreements and Notice	21
Appendices	23

MANAGEMENT

Hayley and Marc Harris serve as the Directors of the company, providing overall management oversight. Both are qualified experts in child safeguarding, offering significant experience in protecting young people.

Their primary role is to ensure that all safeguarding and child protection policies and procedures are appropriate and consistently implemented. Hayley Harris, our designated safeguarding lead, has undergone extensive training in this area. Furthermore, she is a registered Children's Nurse with 12 years of pediatric nursing experience.

Our main responsibility is to ensure your child's well-being—both in terms of pastoral care and academic support. We also make certain that our Host Families adhere to AEGIS standards, guaranteeing that every student receives the necessary care and support in line with UK Safeguarding laws and our Safeguarding policy. Marc has also acquired valuable experience working in the Social Care sector in Gloucestershire.

Within this handbook, we reference relevant policies maintained by YES Guardians. All of our policies can be found on our website under the policy tab, and hard copies are available upon request from our head office at hello@yesguardians.co.uk.

CONTACT INFORMATION



YES Guardians, 1 Vale Rd, Bishops Cleeve, Cheltenham,
Gloucestershire, GL52 9FA

Emergency Telephone: +44 7481 621189.

Email: hello@yesguardians.co.uk

Hayley Harris: hayley@yesguardians.co.uk 07429553356

Marc Harris: marc@yesguardians.co.uk 07411630664

Emergency Numbers in the UK 999 (or 112) Emergency: Police, Fire
Brigade, Ambulance Free 101 Police (Non-Emergency) Free 111 NHS
(National Health Service, Non-Emergency)

A full-page background image showing the silhouettes of a family (a man, a woman, and two children) walking along a beach at sunset. The sun is low on the horizon, creating a warm, golden glow. The family is walking away from the camera towards the right. The text 'KEY INFORMATION' is overlaid in large, white, bold, sans-serif capital letters on the left side of the image.

KEY INFORMATION

INFORMATION ABOUT MOBILE PHONES

We strongly encourage all our students to maintain open communication with both YES Guardians and their host families. Students are responsible for providing their own mobile phone handset, and we recommend obtaining a UK-based number during their stay in the UK. YES Guardians will assist in providing your child with a UK mobile phone number (excluding essential packages).

We will offer guidance on acquiring a pay-as-you-go mobile phone SIM card. Students must ensure that both their Host Family and YES Guardians are updated with their current mobile phone number, and they should keep their phones charged and turned on while traveling in the UK. Additionally, we invite all students to join our YES Families WhatsApp group, ensuring that help and support are always readily available.

AUTHORISATION

For the majority of student activities, we obtain authorisation prior to the student's arrival in the UK through the Parent Contract. Additionally, we will seek your approval for other matters, including curfew times.

HOLIDAY PLANS

YES Guardians will gladly organise all arrangements for half-term and exeat weekend activities. We kindly request that you inform the Office in advance if you would like your child to have an airport transfer, extra tutoring, or any other activities during half-term or other holidays.

STUDENT EXPENSES ACCOUNT

Depending on the package you select, parents may need to pay up to £1500 as a Student Expenses Account payment prior to the commencement of the first term. Expenses incurred throughout each term will be deducted from the Student Expenses Account as needed. These expenses may include, but are not limited to, host family accommodation, travel, pocket money, mobile phone top-ups, repairs or damages to host family property*, public property, and school uniforms. However, unless there is an emergency, we will seek your authorisation for any expenses exceeding £50.

When the balance of the account drops below £200, you will need to replenish it to ensure that sufficient funds are available for incurred expenses. Any remaining balance in the Student Expenses Account will either be carried over to the next academic term or refunded to you as a credit, without interest, against the final sums owed to YES Guardians upon departure. This approach is designed to promote financial transparency and provide peace of mind, ensuring that there are always adequate funds available.

** Please note that YES Guardians will not be held liable for any damages: Parents are accountable for any loss or damage caused by the Student to YES Guardians or the Host Family, and you agree to indemnify us for such losses or damages.*

AIRPORT TRANSFERS

If your child is travelling alone, YES Guardians will organise the initial airport pickup for students arriving in the UK, as well as their return journey at the end of their stay (not including the bronze package). This service will be conducted by enhanced DBS-checked drivers from reputable and registered taxi companies. Please note that special requests may incur additional charges.

- Additional taxi transfers during half terms or school holidays can be arranged.
- Parents are responsible for ensuring that the student has the correct booking if they are traveling as an unaccompanied minor.
- We can provide an airport escort for your child for an extra fee.
- It is the student's responsibility to have all necessary travel documents, including their passport and, if applicable, a valid BRP, along with any required permission or consent letters for travel.
- YES Guardians will facilitate communication among all parties (student, parent, school, host family) as needed to ensure safe and timely travel arrangements for students opting for taxi transport through YES Guardians.

A photograph of a family in a kitchen. A woman in a light green shirt is holding a cup and talking to a young girl. Another young girl is sitting at the counter, and a man in a pink shirt is standing in the background. The text "HOST FAMILY INFORMATION" is overlaid in large, bold, dark blue letters.

HOST FAMILY INFORMATION

STUDENT EXPENSES ACCOUNT

YES Guardians will connect you with a wonderful, caring, and supportive Host Family for students. This can be arranged for either the entire academic year as a homestay (Gold Package) or during school breaks such as Half Terms and Exeat weekends. Our goal is to have students return to the same host family for each visit, providing them with a comforting “home away from home” experience. However, changes may happen, particularly if requested by the parent, student, or family.

While students are staying with their host families, YES Guardians will maintain regular communication with them and provide updates to the parents. Additionally, YES Guardians are available 24/7 through the emergency contact number listed above for any concerns that may arise during the homestay.

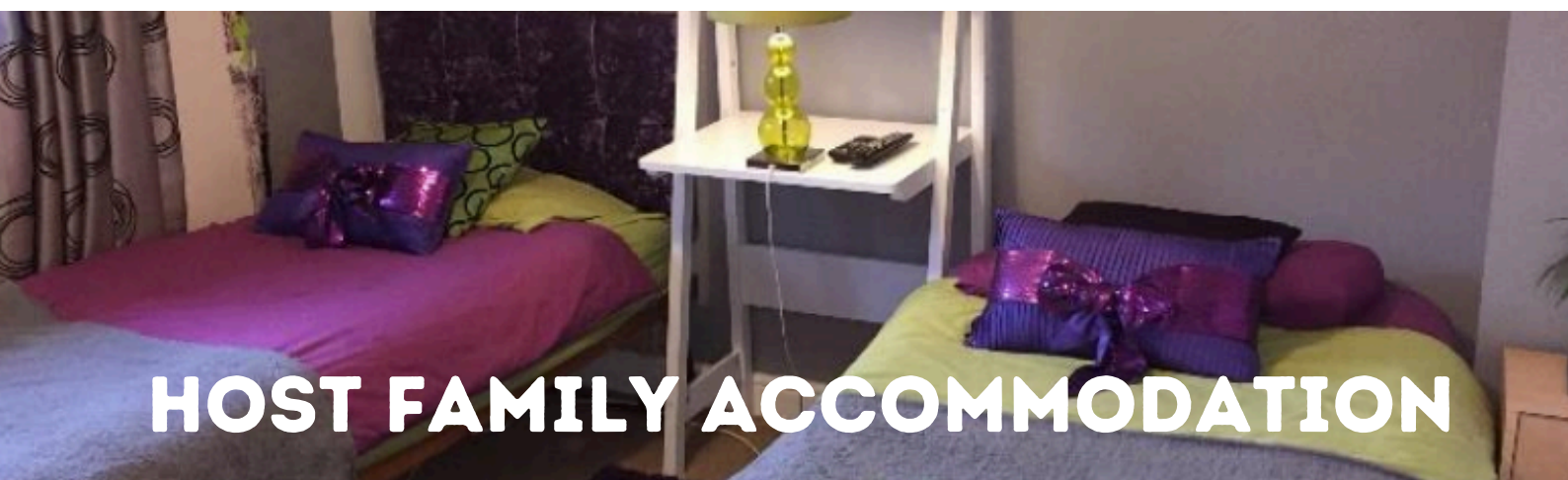
Students are expected to honor their host family's home and lifestyle in exchange for being embraced as a family member. Some hosts may implement house rules to clarify routines. Host families can vary widely, including couples or single parents with young children, as well as retired grandparents whose own children have grown. All of these families possess a warm and caring attitude toward international children, providing a true “home away from home.”

Host families undergo inspections at least once a year, during which they receive guidance and training on best practices, and the suitability of their accommodations is assessed. Additionally, YES Guardians conducts thorough background checks on all family members aged 16 and older, which includes the DBS (Disclosure and Barring System), covering police and social services databases.

Hosts will provide protection and care for the students assigned to them; however, please keep in mind that educational guardianship of the student remains with YES Guardians during their stay with a host family. Any concerns regarding a child's host family should be directed to the YES Guardians office, rather than the host family. Hosts are encouraged to involve students in family activities and offer excursions.

If any additional costs arise, receipts must be provided, and if these expenses are claimed by the host, they will be charged to the Student Expenses Account. For activities exceeding £20, YES Guardians will seek parental authorisation. Please note that all host family bookings must be arranged through the office and not directly with the family. Students are expected to read and follow our student code of conduct and adhere to the rules set by YES Guardians.





HOST FAMILY BEDROOM

Each student will have their own private room, unless they are booking as part of a sibling or friendship group. Students will only share a bedroom if parents have given prior consent. The room will include a comfortable bed, clean bedding, a space for personal belongings, and a table or desk with a chair and proper lighting. Occasionally, students may also have access to another area in the home for studying, such as an office or dining room.

Students will have access to a bathroom featuring either a separate shower cubicle or a shower over the bathtub. In some households, hot water may be limited, and hosts might request that shower times be kept to a reasonable duration and/or scheduled for specific times of the day.

INTERNET ACCESS

A wireless internet connection is generally accessible, but speeds may vary, especially in rural parts of the UK. Internet downloads often come with limitations and can be quite costly. Students should refrain from downloading large files, such as movies, games, and music, unless permitted by the host family. YES Guardians will advise hosts to manage internet access times for the benefit of the student, particularly at night, when some students may stay up late, leading to a lack of sleep and disruptions in the household. As a result, many hosts may impose restrictions or turn off the internet overnight.

Schools typically have similar guidelines. Students should not need to use the host's telephone or computers. It is essential for all students to be familiar with our E-Safety & Cyber Bullying Policy, which outlines guidelines and promotes awareness for safer internet use. Through these measures, we aim to safeguard our students from potential online threats, and both host families and schools will monitor compliance with this agreement.

FULL BOARD BASIS



Breakfast

Many students tend to enjoy sleeping in during the mornings. In such cases, they may be encouraged to serve themselves. The typical breakfast served in the UK consists of cereal and toast. However, on weekends, a hot breakfast may be available, featuring options like eggs and bacon.



Lunch

Lunch typically consists of a light meal, which may include options such as soup and bread, sandwiches, a jacket potato, cheese on toast, or perhaps pasta or noodles, accompanied by some salad, fruit, or yogurt.



Dinner

Dinner includes a minimum of two courses, such as a main dish featuring chicken, fish, or red meat accompanied by vegetables, followed by a dessert or fruit. Typically, dinner is served between 6 and 7 PM. Students should notify their hosts well in advance if they prefer to have dinner elsewhere. If students happen to miss dinner, the host family can reheat the meal for them at a later time. We promote open communication between the host family and students to ensure that meal times suit everyone's preferences.



Snacks

Students should not anticipate self-serving snacks between meals. If they feel hungry, they should ask, and hosts will offer biscuits, cake, or some fruit. Typically, a hot drink along with a biscuit is available before bedtime.

Students are encouraged to reach out to their host families if they plan to skip a meal, whether it's to dine out or because they aren't feeling hungry. This way, the host family won't prepare an unnecessary meal for them.

LAUNDRY

During a half-term stay, hosts will provide the option to wash some clothes and will explain the designated times and locations for laundry. It is important that laundry remains at a reasonable level relative to the duration of the stay. Students who prefer to handle their own laundry must first seek permission from their host families and ensure they are shown how to operate the washing machine before use.

For day students enrolled in our Gold package, hosts will make certain that all school uniforms are washed, ironed, and ready for school.



PASTORAL CARE

Every student at YES Guardians holds great significance to us, regardless of the package they're enrolled in. We prioritise genuine pastoral care for all our students. This care is dedicated to ensuring the physical and emotional well-being of your child. An effective pastoral care program guarantees that your child feels safe, happy, engaged, and is empowered to reach their full potential.

We will maintain consistent communication with all students to ensure their happiness and address any concerns they may have. We take pride in our 24-hour WhatsApp group for students, providing a platform for them to seek support on any issue. Parents will receive regular updates on their child's well-being through written reports.

EXTRA-CURRICULAR ACTIVITIES

If you are a member of our gold package, we can organise extra-curricular activities for your evenings and weekends. Regardless of whether you enjoy acting, dancing, singing, football, or tennis, we will help you discover the ideal local club to match your interests.



SUPPORTING GROWTH: ACADEMIC & WORK EXPERIENCE GUIDANCE

TUTORING

If you are enrolled in our silver or gold package, YES Guardians can organise private tutoring for the student on your behalf. In the UK, we have access to qualified and experienced tutors who can provide valuable one-on-one support upon request.

Our tutors specialise in various subjects and can offer assistance at all levels, from 11+ entrance exams to GCSEs, A-levels, and degree courses. We strive to keep all our students motivated as they prepare for their exams. In addition to practicing with past papers, they will have the chance to take charge of their own learning, maximising their potential and helping them thrive.

ACADEMIC LIAISON

If you are enrolled in our gold package, we will serve as an Academic Liaison between the school and parents. This role entails being the primary point of contact for the school and relaying feedback to parents as needed. We will represent parents at evening meetings and provide a written report summarising the discussions. Our goal is for every student to reach their full potential, and we are committed to taking a sincere interest in their academic journey.

WORK EXPERIENCE

YES Guardians boast a vast network of contacts across various industries. This presents a fantastic opportunity for individuals looking to enhance their job prospects, acquire valuable work experience in the UK, and significantly improve their CV. Our Work Experience Programme is included at no additional cost with our gold package and can also be added to any of the other packages.



SAFEGUARDING

TRAVELING ALONE AND CURFEWS

Students under the age of 14 should not go out unaccompanied.

For students aged 14 to 16, traveling alone is permitted if their plans are approved as safe and suitable by YES Guardians staff or the host family. This age group must return home before 21:00 or before dark, whichever comes first.

Students aged 16 to 17 are allowed to travel alone, but they should be back no later than 22:00. A later curfew may be arranged on weekends, but only with the agreement of both the parents and YES Guardians.

Students over 18 do not have designated curfews; however, they should inform the host family of their return time.

Parents are required to sign a consent form indicating their agreement with these curfew times.

As always, we encourage open communication with the host family regarding going out and arrival times.

OTHER ACCOMMODATION

Yes, Guardians are responsible for ensuring the safety and well-being of our students by providing appropriate accommodation. If you wish to arrange alternative care during half-term or exeat weekends, please adhere to the following guidelines:

- For students aged 18 and over: Written permission from parents is required in advance during office hours.
- For students aged 16 and 17: Written permission from parents is required in advance during office hours, along with details about the accommodation and travel plans. Additionally, you must provide the contact information of a main contact person who resides in the UK, is over 25 years old, and agrees to take full responsibility for the student during their stay.
- For students aged 15 and under: They must remain in homestay accommodation arranged by YES Guardians unless an alternative arrangement has been agreed upon.

MEDICAL EMERGENCY

In the case of a medical emergency, we will make every effort to contact parents immediately. If we need consent for a serious medical procedure and are unable to reach the parents, we will act in the best interests of the student, as advised by a medical professional, in accordance with the medical waiver you agreed to in our terms and conditions.

Please be assured that in emergencies such as suspension or serious illness, YES Guardians will strive to arrange appropriate accommodations that cater to the student's needs promptly and with minimal disruption. We will also inform the parents about the emergency accommodation arrangements and any necessary follow-up actions.



BULLYING

We take bullying very seriously, whether it occurs at school or from a host family towards one of our students. Bullying can be characterised as behavior that is:

- Repeated
- Intended to cause physical or emotional harm
- Often targeted at specific groups, such as those defined by race, religion, gender, or sexual orientation

Bullying can manifest in various forms, including:

- Physical assault
- Teasing including Name-calling
- Making threats
- Cyberbullying – which includes harassment via mobile phones or online platforms (such as email, social networks, and instant messaging)

If a student reports that they are being bullied or has witnessed bullying, please follow these steps:

1. Reassure the student that seeking support is the right choice. Do not promise confidentiality, as the disclosure must be reported to the Designated Safeguarding Lead, Hayley Harris.
2. Capture the incident in the child's own words as accurately as possible.
3. Report the incident to the Designated Safeguarding Lead, who will collaborate with the student, school, parents, and host family to resolve the issue and provide effective support. If the bullying involves criminal activity, it will be reported to the police.
4. Continue to reassure and support the student, and inform the Designated Safeguarding Lead of any ongoing concerns regarding the student's behavior or wellbeing.

In summary: **Reassure - Record - Report**

For additional guidance on supporting a child who is being bullied, has witnessed bullying, or may be bullying others, we recommend accessing the free training available on the website: www.anti-bullyingalliance.org.uk.

IF YOU HAVE CONCERNS ABOUT YOUR CHILD'S SITUATION OR SAFEGUARDING, CONTACT THE OFFICE OR THE DESIGNATED SAFEGUARDING LEAD DURING OFFICE HOURS. FOR EMERGENCIES, CALL 07429553356 OR EMAIL HAYLEY@YESGUARDIANS.CO.UK

ANTI-RADICALISATION (PREVENT)

YES Guardians prioritises student safety and well-being, emphasising the importance of preventing radicalisation and extremism alongside other forms of abuse. All staff and homestay providers undergo government-sponsored training to recognise and prevent radicalisation and work with the school and local authorities to address concerns. More information on their training and initiatives can be found in the Prevent policy, available upon request.

MISSING CHILD POLICY

- If you suspect that a student is absent or missing, please reach out to Hayley Harris immediately at 07429553356.
 - In cases where you believe the student may be in immediate danger or a crime is taking place, please call the police at 999 before informing us.
 - For additional details regarding our policy and procedures for absent or missing children, please review the Missing Child Policy.
-

CHILD SAFEGUARDING POLICY

YES Guardians prioritise the welfare and safety of children and young people. Our team includes highly trained professionals in safeguarding, and host families receive annual training. We are committed to protecting children from abuse through our practices.

YES Guardians adhere to industry best practices and have developed our policies and procedures accordingly. Our obligations include:

- Operating within the relevant legal framework in the UK, which encompasses:
 - Children Act 1989
 - United Nations Convention on the Rights of the Child 1991
 - Data Protection Act 2018
 - Sexual Offences Act 2003
 - Children Act 2004
 - Protection of Freedoms Act 2012
 - Relevant government and AEGIS guidance on Safeguarding Children

For further information regarding our policy and procedures on absent or missing children, please consult the Safeguarding Policy. In Gloucestershire, the Local Authority Designated Officer (LADO) is Nigel Hatten, assisted by Tracy Brooks and Jenny Kadodia, the Allegations Management Coordinators. For general advice on Allegation Management, feel free to contact either Tracy or Jenny at 01452 426320.



DATA PROTECTION

DATA PROTECTION POLICY

Every individual has rights concerning the management of their personal information. YES Guardians is committed to collecting, storing, and processing personal data related to our staff, students, and host families while handling this information in a responsible and lawful way.

DATA PROTECTION PRINCIPLES

Data Protection Principles

Anyone handling personal data is required to adhere to the eight enforceable principles of best practice. These principles stipulate that personal data must be:

- (a) Processed fairly and lawfully.
- (b) Processed for specific, legitimate purposes and in an appropriate manner.
- (c) Adequate, relevant, and not excessive for the intended purpose.
- (d) Accurate and up-to-date.
- (e) Retained only as long as necessary for the purpose.
- (f) Processed in accordance with the rights of data subjects.
- (g) Protected with appropriate security measures.
- (h) Not transferred to individuals or organisations located in countries lacking adequate protection.

PROCESSING ACCORDING TO DATA SUBJECTS' RIGHTS

Data must be handled in accordance with the rights of data subjects. These rights include:

- (a) The ability to request access to any data a data controller holds about them.
- (b) The option to stop their data from being processed for direct marketing purposes.
- (c) The right to request corrections to any inaccurate data.
- (d) The ability to prevent processing that may cause harm or distress to themselves or others.

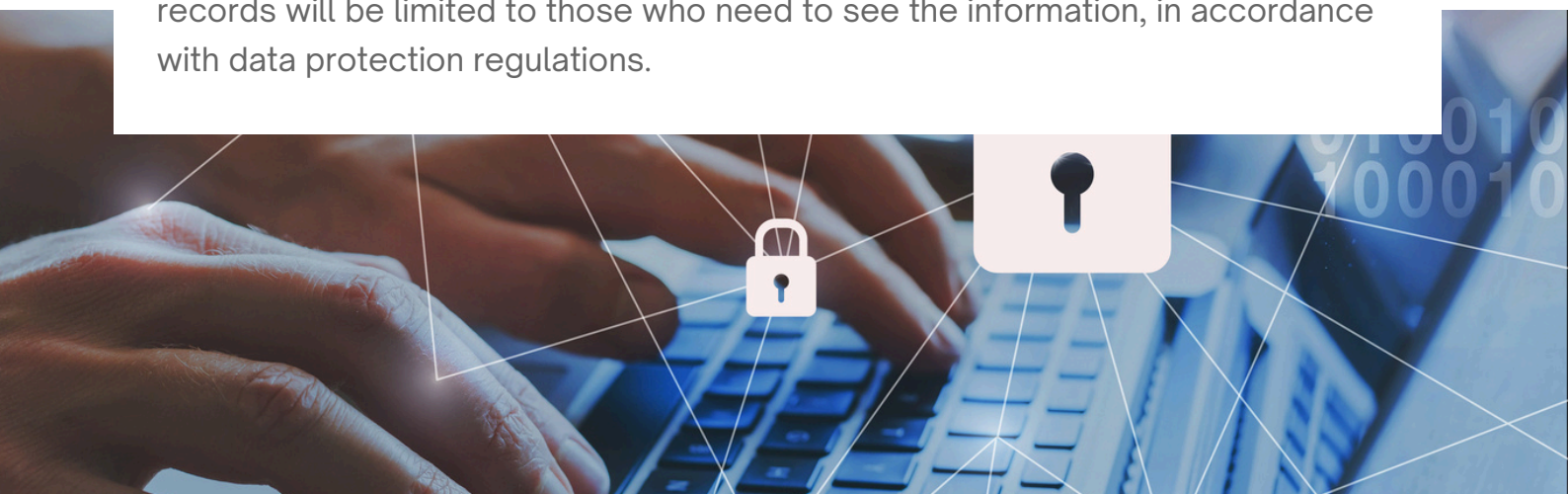
DEALING WITH DATA SUBJECT REQUESTS

A data subject must submit a formal request for the information we possess about them in writing.

YES GUARDIANS: RESPONSIBILITIES

You have the right to know what information YES Guardians collects and processes about you, as well as the reasons for doing so. YES Guardians must obtain your consent before processing or sharing your information with other organisations. You will receive a clear explanation of the information being processed and its purpose.

Information will be shared with the student's host family, but only what is necessary. This will include details such as name, date of birth, telephone numbers, dietary requirements, allergies, and any other health or medical needs. Each student and host family will have a private file containing all personal identifiable data. If stored electronically, access to these files will be password protected; if in paper format, the files will be kept locked. Access to these records will be limited to those who need to see the information, in accordance with data protection regulations.





UK LEGISLATION AND SAFETY REGULATIONS

UK LAWS AND SAFETY

While your child is in the UK, they are expected to adhere to UK laws and behavioral standards. These laws include, but are not limited to:

- It is illegal for anyone under 18 to purchase alcohol in pubs, off-licenses, supermarkets, or other outlets.
- It is illegal to buy alcohol for someone under 18 to consume in a pub or public place.
- Carrying a weapon is prohibited.
- Committing a hate crime (a crime motivated by hatred towards someone's gender, race, religion, ethnicity, disability, or sexual orientation) is illegal.
- Individuals under 18 are not allowed to purchase any type of tobacco.
- Possessing, buying, or selling drugs is illegal.
- The legal age of consent in the UK is 16.
- Causing physical harm to someone is against the law.
- Taking something that has not been purchased or does not belong to you (including travel tickets) is illegal.

To ensure your child's successful experience in the UK, we kindly ask for your assistance in helping them understand and uphold the values reflected in UK law and our policies. The cities where our schools and host families are situated are generally safe for international students, with severe issues being quite rare. However, as in any city around the world, it is crucial to adhere to some basic guidelines to minimise risks. We recommend that they follow these rules:

- Listen to teachers, YES Guardians staff, and host family members.
- Abide by the rules set by the school and host family.
- Inform the host family or boarding master of their plans when going out and their expected return time.
- Always respect curfew times.
- Try to go out with trusted friends.
- Keep the host family updated about their location and expected return time.
- Use well-lit, busy streets and avoid shortcuts through dark or quiet areas.
- Stay aware of their surroundings and avoid using headphones while walking.
- Never accept money or gifts from strangers.
- Avoid carrying large sums of money or valuables, and never leave them unattended.
- Only carry their passport when absolutely necessary.
- Walk with friends whenever possible and avoid being alone late at night.
- Seek assistance if they have any concerns.
- Never disclose personal information to anyone they do not know or trust.
- When out late, take a taxi home, ensuring it is a licensed taxi with official local plates.
- Only share taxis with acquaintances.
- Always have the contact number of a friend, host family, school, or YES Guardians readily available for emergencies.

Lastly, remember that in Britain, vehicles drive on the left side of the road.



COMPLAINTS

COMPLAINTS PROCEDURE

At YES Guardians, we have been welcoming students into our family home for approximately seven years. We take great pride in the fact that every student, family, and school staff member has expressed satisfaction with their experience, and we have received excellent feedback to support this. We are committed to taking any complaints seriously and handling them with sensitivity and urgency. It is in everyone's best interest to resolve complaints as early as possible. This procedure is designed to ensure that all complaints are addressed objectively and impartially.

STAGE ONE

If we receive a verbal complaint, we will make every effort to resolve it at the first point of contact. Our goal is to address any issue quickly, efficiently, and at a high standard. We will keep a written record of all complaints. If the complaint is not satisfactorily resolved informally, please proceed to Stage Two.

STAGE TWO

If a resolution could not be reached in Stage One, a formal written complaint should be directed to YES Guardians' complaints coordinator, Marc Harris, who will take appropriate action. We will value the complainant's perspective and strive to resolve any issues to the best of our ability. The complaints coordinator will assess the complaint and determine the next steps. At this point, the coordinator may wish to discuss the matter directly via telephone or video call at a mutually convenient time.

The Director will personally investigate the complaint in an impartial manner. Once all facts are gathered, the Director will communicate findings to the parent, family, student, or teacher and take necessary actions to resolve any ongoing issues. Our aim is to reach a satisfactory resolution for all parties involved.

STAGE THREE

If a resolution cannot be achieved at Stage Two, the complaint should be referred to AEGIS for further assistance.

Address: The Wheelhouse, Bond's Mill Estate, Bristol Road, Stonehouse, Gloucestershire GL10 3RF

Telephone: +44 (0) 1453 821293

Email: info@aegisuk.net

TIMEFRAME

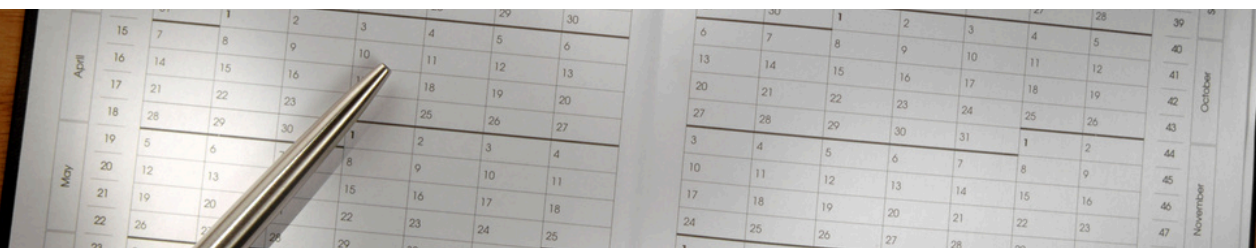
We will recognise the complaint within a reasonable timeframe, specifically within 24 hours. In our acknowledgment, we will outline our approach to addressing the complaint and provide an estimated timeframe for when the complainant can expect further communication from us. Our goal is to achieve a complete resolution within five working days.

RECORD KEEPING

The Head Office will maintain a written log of all formal complaints, regardless of whether they are resolved informally or escalate further. This record will include essential details such as:

- Date the issue was reported
- Parent's name
- Pupil's name
- Description of the issue
- Documentation of all investigations (if applicable)
- Witness statements (if applicable)
- Names of staff members handling the issue at each stage
- Copies of all correspondence regarding the issue (including emails and phone conversation records)

YES Guardians is committed to complying with the Data Protection Act 1998 and, as of May 2018, the General Data Protection Regulation, ensuring that such information is retained only as long as necessary.





AGREEMENTS AND NOTICE

CANCELLATION INFORMATION

UK educational institutions mandate that international students have a UK Guardian throughout their time at the school. Consequently, the educational offer and ongoing support provided by the school are contingent upon continuous Guardianship from YES Guardians, in accordance with the Guardianship Agreement.

TERMINATION OF THE AGREEMENT AND NOTICE

Unless exceptional circumstances, which have been discussed and agreed upon in writing, arise, you must provide us with at least one School Term's written notice before terminating this Agreement. If you do not give the required notice, you will be liable for Guardianship Fees equivalent to one full School Term in lieu of notice.

In the case of a student being expelled from the school, YES Guardians reserves the right to release the student from any obligations to both parents and the school, with parents not entitled to a refund of fees. We may, at our discretion, assist in finding an alternative school in good faith.

For more information on cancellation policies and the terms and conditions of the Agreement, parents are encouraged to review the Guardianship Agreement originally signed between YES Guardians and the Parent.

WHAT IS NOT INCLUDED IN THE GUARDIANSHIP PACKAGE?

- Airport pick-up and drop-off: Charges will be determined by the total mileage of the journey.
- Accommodation fees for Exeat and Half Terms: £60 per day (varies by location and type of accommodation).
- School viewing trips: Charges will be provided based on individual quotes.
- Additional school visits outside the agreed arrangement: £150 per trip per day, plus travel expenses (e.g., train tickets, petrol costs, etc.).
- Unscheduled visits (with less than 48 hours' notice): £150 per trip per day, plus travel expenses (e.g., train tickets, petrol costs, etc.).
- Extra transportation services: £15 per hour, with a minimum of one hour, plus petrol reimbursement at £0.45 per mile.



APPENDIX 1: AGREED SERVICES AND FEES

We commit to providing the following services and associated fees:

- Recruit a friendly, welcoming, and fully inspected Host Family located near your child's school. The Host Family will offer accommodation during weekend breaks and half terms based on your child's needs (Bronze, Silver). This service is charged at £60 per day.
- Emergency host family accommodation is available at £70 per night.
- The Host Family will also provide term-time, half-term, and exeat accommodation for those booking the Silver and Gold package.
- Should the student remain in the UK during longer school holidays (Easter, Christmas, and Summer), an additional fee of £195 will apply, along with £60 per day for host family accommodation.
- We will arrange travel for your child upon their arrival in the UK and manage all personal travel arrangements for weekend breaks, half terms, and holidays (Bronze, Silver, & Gold Packages). All travel expenses will be charged to the student's expense account. Taxi, train, and coach fees will be billed at cost, while travel with a host family or staff member will be charged at £0.45 per mile plus £15 per hour.
- We provide genuine pastoral care and take an active interest in your child's academic progress and personal development as they transition into adulthood.
- Attendance at one parent/teacher meeting is included (Gold Package).
- Attendance at any additional school meetings will incur a charge of £150 plus travel expenses.
- YES Guardians are available 24/7 to assist you and your child with any difficulties or issues that may arise (all packages).
- We will assist with opening UK bank accounts (Gold Package).
- Support, help, and advice on medical issues will be provided (Bronze, Silver, and Gold Packages).
- We will arrange visits to schools or universities for interviews (Gold Package).
- Supervision of your child's school uniform will be included (Gold Package).
- We will manage your child's pocket money (Gold Package).
- Assistance in purchasing UK mobile SIM cards will be organised (Gold Packages).
- In the event of a crisis, YES Guardians will offer support and guidance (all packages).
- Effectively communicate with your child's school and Host Families to represent both your needs as parents and those of your child.

APPENDIX 2 : HOST FAMILY CHECKS

- All individuals over 16 are subject to police and social care checks through a DBS.
- Working smoke alarms are installed on every level.
- A functioning carbon dioxide alarm is placed near all gas appliances.
- Annual gas safety checks are conducted.
- A fire evacuation procedure and fire safety protocols are in place.
- Host families receive training in safeguarding children.
- Annual inspections of the home and students' bedrooms are performed.
- Host families undergo training in the PREVENT strategy.

ALL OF THE FOLLOWING POLICIES CAN BE MADE AVAILABLE ON REQUEST

- Anti Radicalisation Policy
- Bullying and eSafety Policy
- Complaints Policy (on website)
- Data Protection Policy
- Emergency Planning Policy
- Private Fostering Policy
- Privacy Policy (on website)
- Safer Recruitment Policy
- Safeguarding Policy (on website)
- Self Reporting Policy
- Emergency Response Plan
- Health and Medical Consent Policy
- Guardianship Agreement Terms
- Whistleblowing Policy