



Language Volunteer Program

Terms of Cooperation

By registering for the Star Exchange Language Volunteer Program the applicant agrees to the terms of cooperation between him or her and Star Exchange and/or its partner institutions as these terms are listed on the following pages of this document.

In the event of any infringement by the applicant Star Exchange reserves the right whether or not to ban him or her from all programs of Star Exchange itself, its partner agencies, its partner universities and other partner institutions in future. Additionally the applicant will be charged with all costs resulting from his or her infringement - upon presentation of the relevant receipts.

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Duties of Star Exchange

1. Program Clarification

On its website Star Exchange will carefully explain the circumstances and conditions of the Star Exchange Language Volunteer Program to the applicant as well as provide important information for download. Should any further questions arise on the applicant's side, Star Exchange will answer those with the same care.

2. Timely Reporting

Star Exchange will timely report back to the applicant the outcome of his or her application. I.e. usually the applicant will receive a notification whether or not his application has been successful after one week, but latest after one month.

3. Auditing and Mediation

Star Exchange ensures the applicant, that all its partner agencies have been personally audited by Star Exchange employees. In the event of a dispute between the applicant and a partner agency Star Exchange will mediate to reach a satisfying outcome for all parties involved.

4. Disclaimer

Star Exchange cannot be held liable for the results of any omissions or mistakes made by the applicant him- or herself and/or its partner institutions.



Duties of the Applicant

1. Honesty

The applicant ensures that during the application and following Language Volunteer Program all information from his or her side has been provided truthfully.

2. Timely Notification

Should the applicant wish to withdraw from the program or should the underlying facts of the information provided by the applicant change, he or she must inform Star Exchange and its partner agency, which is responsible for the applicant, immediately.

3. Feedback

Should any problems arise the applicant must contact his personal advisor as soon as possible. In any case the applicant will have to contact his personal advisor once a month to discuss his or her experiences. If the applicant does not do so, he or she might lose the right of assisting services by the partner agency which is responsible for the applicant, but the applicant will not lose the monetary benefits associated with the Language Volunteer Program.

4. Other Duties

Other duties may arise from the conditions of the contract and possible other agreements between the applicant and the partner agency and/or school and/or host family which is responsible for him/her.



Regulations in the Event of Program Termination

1. Conciliation

Should the applicant wish to terminate the program he or she will have to provide the chance to resolve the underlying problems to Star Exchange and the partner agency which is responsible for the applicant.

2. Benefits

The benefits claimable by the applicant are stated within our program overview on our website www.starexchange.eu and depend on the duration of him or her staying within the program.

All other benefits agreed upon by the applicant and the host family or by the applicant and the partner agency and/or school which is responsible for him or her are subject to arbitration by the respective partner agency.

The individual contract between au pair and host family and/or school may cause deviations from our standard program.

If any services stated on our website cannot be provided by a single partner agency Star Exchange will inform the applicant. In any case the applicant has the choice to wait for a placement at another partner agency or to cancel the program.

The applicant will have to pay all costs caused by his or her mistakes or omissions - upon presentation of the relevant receipts.

3. Further Regulations

Further regulations may derive from the contract and/or other agreements between the applicant and the partner agency and/or school and/or host family which is responsible for him/her.