

QUALITY STANDARDS of hosting partner services

The standard services required for all participants are:

- Accommodation;
- Hosting companies management;
- Local transport;
- On-arrival training and city tour;
- Mentoring;
- Paperwork management;
- 24/7 emergency support.

ACCOMMODATION:

- For mobilities up to 1 month, a maximum of 4 people per room is allowed;
- For mobilities longer than 1 month, a maximum of 3 people per room is allowed;
- For mobilities of 3 months, a maximum of 2 people per room is allowed;
- If the Hosting Partner communicates the need for a deposit during the pre-departure meeting, students should pay it;
- Obligatory utilities in the kitchen include a fridge, oven, washbasin, pan, pot, knives, cutlery, and dishes for every participant;
- Obligatory utilities in the accommodation include heating for winter time, ventilators for summer time (one per room), Wi-Fi in common spaces, and cleaning utilities;
- In case some of the standards cannot be respected the Hosting partner will inform the sending school.

HOSTING COMPANIES:

- The maximum duration from the accommodation to the company should not exceed 1 hour of public transport one way. If it exceeds this limit, confirmation from sending school is needed;



- The Hosting Partner must provide the dress code and equipment requirements to the participants for the pre-departure meeting. Without this information, the sending school cannot ensure that students will bring the required tools or clothes. If necessary, the Hosting Partner should cover the cost or organise alternative arrangements;
- The working hours for each group are specified in the Flow Dashboard and should be strictly followed. In case there is no specific about working hours Hosting Partner is free to propose schedule according to the needs of hosting companies;
- In case some of the standards cannot be respected the Hosting partner will inform the sending school.

Mobility timeline

- 8 weeks before, sending school sends:

Participant list (CVs, number of students, gender, special needs)

Partnership Agreement signed

- 6 weeks before, sending school confirms:

Flight tickets

The name of an Accompanying person if present

- 3 weeks before, the Hosting Partner sends:

Accommodation details

Invoice

- 2 weeks before, the Hosting Partner sends:

Companies details

- 1 week before, sending school:

Pays hosting partner 70%

Shares the list of documents and insurance details

- 2 weeks after, hosting partner:



Finalize the paperwork

- 3 weeks after, sending school:

Pays hosting partner 30%

IMPORTANT NOTE: In case participant list or flight tickets are not being shared on time the hosting partner reserves the right to provide hosting company list and accommodation with delay but not later than 5 days before group arrival.

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