

# Our equipment insurance policy

You'll be glad to know your device is protected against day to day accidents which cause damage, but we've gone further with some hints and tips to help keep your tablet or laptop in top condition.

## Top tips for taking care of your equipment

**1.** Tablets must be in a protective case at all times, even if left at home or on a desk. This will help protect the device from wear and tear. Laptops must be in a case when not in use.

**2.** When moving about the school, the equipment should be carried in a bag that has been securely fastened. A water bottle should not be in the same part of the bag, this will prevent liquids damaging the device. Instead, student should try to keep water bottles in external side pockets or carry them.

**3.** Many accidents are caused when devices are left on the floor, even when in a bag. Students should be discouraged from doing this. Where possible facilities should be made available so the bags can be put away to avoid damage.



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## Important additional considerations

- When dealing with damage claims, it's important that we get an accurate picture of how the damage occurred. Children can sometimes get worried about getting in trouble if something happens to an expensive device. We may decline a claim if we do not receive all information.
- Taking precautions to protect the device covered is your responsibility. Occasionally, if we replace your device, the same model may not be available.
- Wear and tear to the equipment isn't covered. Generally, if a key should fall off without any impact this will be classed as wear and tear as the clasps for these deteriorate over time. A case and screen protector can help stop this.
- Two successful claims are permitted for any device in a rolling 12-month period. This will commence from the date of the first successful incident.