Name: _____

CALVARY CHRISTIAN COLLEGE

1-1 LAPTOP PROGRAMME

USER AGREEMENT 2016 YR 9 COHORT

(ONLY FOR NEW STUDENTS TO THE COLLEGE)

1. Parties to the Agreement

This agreement is between-

the Student and Parents / Guardians (named on page 7 of this document)

and Calvary Christian College.

2. Purpose of Agreement

This agreement sets out the rights and obligations of students and parents/ guardians in relation to the 1-1 Laptop Programme. This agreement must be read in conjunction with the ICT Manual Acceptable Use Policy and College policies.

It is important to note that the College has entered into commercial arrangements with suppliers, financiers and parents in order to facilitate the 1-1 Laptop Programme.

3. Participation

- Participation in the 1-1 Laptop Programme is mandatory and a condition of enrolment for students in Year 9 at Calvary Christian College in 2016.
- Students **entering** the College during the course of the 1-1 Laptop Programme (2016 cohort) will be required to participate in the programme at a pro-rata cost.
- Students **leaving** the College during the course of the 1-1 Laptop Programme (2016 contract) will be required to return their laptop and pay a pro-rata fee.

4. Period of agreement

This agreement commences on the date of execution of this agreement as set out in Section 14.1.

The agreement is terminated at the earlier occurrence of the following events -

- the end of the cohort's participation in the 1-1 Laptop Programme. At present, the programme is expected to be conducted over 1 year concluding in December 2016; or
- a student's termination of enrolment at Calvary Christian College.

5. Exclusive use

The College grants exclusive use of the laptop to the student in accordance with this agreement and associated College policies including the Acceptable Use Policy as amended from time to time.

6. Responsibilities with respect to 1-1 Laptop Programme

6.1 The responsibilities of Calvary Christian College include-

- Striving to enhance learning through the use of ICT in the College;
- Responding to enquiries from parents or students in regard to the College's 1-1 Laptop Programme;
- Responding to any breaches of the College's 1-1 Laptop Programme in an appropriate manner; and
- Maintaining a copy of the relevant policies and signed agreements on file.

6.2 The responsibilities of Parents/Guardians include-

- Being aware of and familiar with the provisions of the College's 1-1 Laptop Programme documents;
- supporting the College's 1-1 Laptop Programme by encouraging their children to abide by all conditions/responsibilities; and
- compliance with the ICT policies and procedures as set out in the 1-1 Laptop Programme User Agreement and Acceptable Use Policy.

6.3 The responsibilities of the Student include-

- Being aware of and familiar with the provisions of the College's 1-1 Laptop Programme documents; and
- support the College's 1-1 Laptop Programme by abiding by all conditions/responsibilities;
- compliance with the ICT policies and procedures as set out in the 1-1 Laptop Programme User Agreement and Acceptable Use Policy.

Important notes for 2016-

- The College is expecting & has been advised that there will be a more rigorous enforcement of Accidental Damage Protection (ADP) conditions than in the past.
- This may result in;
  -more frequent application of excess than in the past
  -or more expensive charges (after limitations have been applied) than in the past
  to parents, for students who do not take appropriate care with their laptops.

7. Compliance with Policies

Students and parents/ guardians are required to comply with the provisions of this agreement, the College's ICT policies and the Acceptable Use Policy.

8. Breaches of User Agreement & Acceptable Use Policy (AUP)

Adherence to the guidelines will help ensure a positive, supportive and productive learning environment for all students. Students should adhere to the directions of teachers at all times. Upon request, it is the student's responsibility to demonstrate compliance with the AUP. A breach of the agreement or AUP is regarded as a student behavior matter and will be handled in accordance with the College's Constructive Discipline Policy and may involve Year Level Coordinators and Heads of School as necessary. ICT Support staff will provide relevant advice where required.

Depending on the seriousness of a particular breach of the agreement or policies, an appropriate response will be made by the College and may include-

- a discussion with the student;
- informing parents/legal guardian;
- restriction, suspension or loss of student access to school ICT network, resources or facilities;
- taking disciplinary action;
- recovery of any incurred costs;
- legal action including informing the police (if deemed necessary);
- remove a laptop and other equipment from student's possession(as listed in the inclusions);
- and/ or cancel this agreement.

9. Equipment

9.a Special note: Students commencing 'part way' through programme for their cohort;

A student who commences "part way" through their cohort's 1:1 laptop programme -

- will receive a laptop that is fully operational and in good condition
- will receive a laptop of similar condition to their year level cohort
- may receive a different laptop model to the one provided to other students in their cohort
- may receive a different laptop model to the current year laptop
- may receive a laptop that has been previously deployed at the College

9.1 The following items are included in the user agreement-

- 1 LENOVO ThinkPad X230 Laptop PC;
- 1 Carry Case;
- AC Adaptor;
- Upgrade to Intel Core i7-3520M Processor
- Upgrade to 8GB RAM Memory
- 1 x 9 cell (and 1 X 6 cell additional battery provided);
- CCC protective Tekskin;
- Software as outlined below in Section 10.

9.2 The following items are not included in the user agreement-

- Peripherals off-site such as headphones, mice, printer, USB, Media (CDs/DVDs);
- Internet access;
- Software required for personal use; and
- Excess internet and printing costs on-site or off-site.

10. Software

The following applications are included on the Laptop for College use-

Software YEARS 9/10/11/12 (subject to change without notice)
Microsoft Windows 10 Operating systems x64 Enterprise
Microsoft Office Office Professional Plus 2016
Microsoft Maths 4.0
Microsoft Photostory 3
Microsoft Expression Design 4.0
Windows Media Player
Windows Movie Maker- Windows Live Essential Version for 2012
Google Earth and Google Sketchup 15
Adobe Digital Edition, Reader, Flash, Air and Shockwave
Adobe Design Web Collection / Master Collection (as required)
Geogebra
Efofex Maths and Science
MYOB Accounting Plus
Graphmatica
Reckon (Quicken)
Sibelius
Netsupport - Teacher Monitoring
Anti-virus security and Monitoring Agents
Any other student software as deemed necessary for educational outcomes Additional charges may be necessary & would be included in the subject levies

11. Financial Arrangements

11.1 Ownership

The College owns the laptop with parents entering into an agreement with annual all inclusive payments.

11.2 Coverage

The College will arrange coverage against loss & significant damage with the following components-

INCLUSIONS;
- Accidental Damage Protection (ADP) meaning unintentional physical damage causing impairment to use of device. This includes drops, falls, breakages or similar impacts, liquid spills, electrical surges or damaged or broken LCD.
- Theft/Loss Coverage (TLC).

EXCLUSIONS;
- Willful or Cosmetic damage. Normal wear & tear. Damage due to theft, misuse or external causes such as third party, animals, exposure to weather, temperature or dirt. Damage while available to person other than user or outside Australia.
- Theft by student or student's family.

LIMITATIONS
- **maximum of 2 repairs and 1 replacement** per device per year

EXCESS;
- (ADP) $100 per claim made truthfully & meeting disclosure obligations
- (TLC) $250 First Loss, $500 Second Loss
- (payable by student/parent prior to repairs being carried out)

However the insurance policy requires, when the laptop is not being used;

- on-site, it must be stored ONLY in designated locations which include locked classrooms, secure lockers or the ICT Support office
- OR off-site, adequate precautions must be taken including keeping secure at home or in the boot of the car hidden from view

otherwise there is NO insurance cover and students/parents will be liable for the **full cost of repair or replacement** of the laptop if it is damaged, lost or stolen. (NB: A laptop left on top of lockers, on the oval, on a bus or outside a classroom is NOT covered).

A student found to have willfully or carelessly damaged their laptop/carry bag or another student's laptop/carry bag will be liable for the full cost of repair. Students are NOT to attempt any repairs as this will be deemed to be willful damage. For further specific details refer to policy conditions.

11.3 Notification

If stolen, a police report is required to be provided prior to replacement procedures being undertaken. If lost or damaged, the student must report it to Calvary Christian College ICT Support as soon as possible and complete necessary paperwork before replacement/repairs can commence.

11.4 Costs

The cost of the programme is an annual all inclusive payment (note exceptions) and will be itemised separately on the student's tuition fee statements. This fee is payable by the Parent/Guardian.This cost is additional to tuition fees. Payment is not a lump sum and will be collected through normal tuition fee payment arrangements.

The cost of this programme is $ 420 for the 1 year ($420 per calendar year for 1 year).
Parents have the option of purchasing the machine at the end of 1 year for an additional $100.
*subject to change

The following items are not included in the fee payment-

- Reimage cost ($50) incurred as a result of a user's non-compliance with ICT policies.
- Insurance excess.
- Wilful damage repairs.

12. Daily Expectations

12.1 The following actions are required to be undertaken by students-

- Students **are required to restart** their computer every day to ensure they are updated.
- Students are to bring laptops to school every academic day & take home at the end of each day.
- Laptops are to be charged up at home every evening to ensure that battery levels are maintained for the duration of the school day. As ALL students have been provided with an extra battery, therefore battery exchange or recharging will NOT be provided by ICT Support. (Students who do not comply may receive consequences from staff).
- We recommend students leave their chargers at home.

13. Backing up

It is the sole responsibility of students to back up personal/non-schoolwork files. Students should not rely upon network files and network backing up for file security of personal/non-schoolwork files.

14. Laptop Usage Locations

Whilst at school, students are able to use their laptops in supervised classrooms and areas in the library. Students are not permitted to use their laptop within the general school grounds during lunch periods or at other times, unless they are under the direct supervision of a teacher.

15. Laptop & Carry Bag Care

Students are obligated to be responsible owners and treat their laptop & carry bag with appropriate levels of care. Laptops and carry bags may not be defaced, intentionally marked or altered in any manner. A professional identification sticker may be applied to the laptop and case. Laptops & carry bags are to be well maintained and simple care procedures are to be undertaken as outlined.

16. Loan Computers

Loan computers may be made available to students at the discretion of the ICT Staff subject to availability. Loan computers will generally be issued under the following circumstances-

- A student's laptop is inoperable due to gross hardware failure.
- An authorized repair, scheduled upgrade or reinstallation **exceeds a period of three days.**
- Completion of critical assessment would be compromised and there are no alternatives.

17. Servicing

All servicing is to be carried out by Calvary Christian College staff or its agents. ICT Support is located above the library and provides service in person during normal school hours 8.30am – 4.00pm Monday – Friday (except public holidays or days when the College's administration offices are closed). Please note ICT Support provides minimum levels of support during the school holidays due to other ICT priorities in the College. It is the responsibility of the student to log issues, follow-up jobs and submit or collect equipment. Students should not leave equipment at the ICT Support Office when it is not attended. The College will endeavor to have the laptop returned to the student as soon as possible but this may take up to 48 hours (subject to compliance with conditions).

18. Return of Laptop, Charger and Carry Bag

The Laptop, charger and carry bag must be returned in "good condition and working order" (as determined by an inspection by Calvary Christian College or its contractors) prior to the student leaving the College or when Calvary Christian College otherwise requests. If deemed necessary, repairs will be undertaken and any excess will apply.

The College will require the laptop to be provided to ICT Support at least annually for monitoring and service. The laptop may be requested at other times for routine or unforeseen maintenance needs.

19. Travel

If the laptop is to be taken overseas, parents must first advise ICT Support and must arrange appropriate supplementary insurance cover to a level to the College's satisfaction.

20. Calvary Christian College
1-1 Laptop Programme User Agreement – Acknowledgement and Acceptance

20.1 Date of execution

The date of execution of this agreement is _____.

20.2 Parent/ Guardian's Acknowledgement and Acceptance

I acknowledge and agree –

- to the provisions of this agreement, the Calvary Christian College ICT Policies and AUP;
- that I have read the responsibilities outlined in this agreement and ICT Manual & AUP;
- to accept my responsibilities in using the College's network, resources and facilities;
- that, in the event of loss or damage, I will be liable to pay the excess amount;
- that, in the event of willful damage, I will be liable for the cost of the repairs of the laptop and any other equipment;
- to pay the financial cost of the 1-1 Laptop Programme of $420 over 1 year in accordance with the payment terms for Tuition fees;
- that, should I breach this agreement, consequences may apply.

Name: _____

Signed: _____ Date: _____

20.3 Student's Acknowledgement and Acceptance

I acknowledge and agree –

- to the provisions of this agreement, the Calvary Christian College ICT Policies and AUP;
- that I have read the responsibilities outlined in this agreement and ICT Manual & AUP;
- to accept my responsibilities in using the College's network, resources and facilities;
- that, should I breach this agreement, consequences may apply;

Name of student: _____ Class: _____

Signed: _____ Date: _____

20.4 Calvary Christian College's Acknowledgement and Acceptance

Signed on behalf of Calvary Christian College -

Name and Position : Mr Rodney Taylor (BUSINESS MANAGER)

Signed: _____ Date: _____Feb 2016

The selected product for 2016 cohort is LENOVO ThinkPad X230Laptop PC.
(subject to change without notification).

Lenovo ThinkPad X230 PC specifications

Laptop Intel® Core™ i7-3520M Processor
2.90GHz with Intel® Turbo Boost Technology
8GB DDR3 1333MHz Memory
320GB 7200RPM Drive, Multi Drive
12.5" Screen LED Backlit Display
Camera – Integrated HD 720p
Wireless - N 6205 Bluetooth 4.0
Weight approx. 1.45 kg
6 Cell Battery
1 year next business day on-site warranty with 1 Year ThinkPad Protection

Key Selection Criteria for provision of 1-1 Programme

In the process of selecting the most appropriate personal computer, supplier and package inclusions for the program (in no order of priority), Calvary Christian College took into consideration a number of Key Selection Criteria in order to arrive at our decision.

- AFFORDABILITY (the total package price to parents and the College)
- EDUCATIONAL SUITABLILITY (the features of the PC)
- TIMELINESS (the ability of the device to sustain demands of 3 year educational context)
- WEIGHT (in consideration of students need to regularly transport the PC)
- BUSINESS PARTNERSHIPS (strategic importance)
- RELIABILITY (ability of the PC & supplier to maintain the PC operationally)
- TECHNICAL (features with special emphasis on Battery life/Power usage/weight/robustness)

Significant time and effort was invested in this task and the College also considered the rapid change in technology, the increasing costs of insurance and current contextual factors (interest rates, inflation etc). It is acknowledged that such decisions are made with the best intentions at the time not withstanding the changing nature of such factors.

Lenovo ADP Summary

Important items to highlight;

1. AD means unintentional physical damage causing impairment to use & includes drop, fall, breakage or similar impact, liquid spill, electrical surge or damaged or broken LCD.
2. CLAIMS you must answer questions truthfully & meet disclosure obligations
3. LIMIT OF LIABILITY **-maximum of 2 repairs and 1 replacement per device p/a**
4. EXCLUSIONS

- Damage while made available to person other than user or outside Australia
- Damage due to theft, misuse or external causes including third party, animals, exposure to weather, temperature or dirt
- Cosmetic damage or normal wear and tear

Further extracts below - full document available on request.

Lenovo Services

Product Disclosure Statement

Prepared on the 5 November 2014

Insurer: Virginia Surety Company, Inc. (ARBN 080 339 957)

Australian Financial Services Licence number 245579

Disclosure Obligations: Failure to comply with disclosure obligations may have consequences in relation to the Cover being provided or may affect a claim being paid. These consequences are outlined under 'Your Duty of Disclosure' in the Policy Wording.

YOUR DUTY OF DISCLOSURE

What You must tell Us and why: When entering into a policy of insurance with Us You must answer Our questions truthfully and You have a duty under law to tell Us anything known to You and which a reasonable person in the circumstances would include in response to Our questions. We will use Your answers to decide whether or not to insure You and anyone else named on the Policy, and on what terms We will provide Cover.

Who needs to tell Us: It is important that You understand You are answering questions for yourself and those answers will affect anyone else You want to be covered by the Policy. You have the same duty to disclose this information to Us before You extend, vary or reinstate the Policy.

If You do not tell Us: If You do not answer Our questions in this way, We may reduce or refuse to pay a claim, or cancel the Policy. If You answer Our questions fraudulently, We may refuse to pay a claim and treat the Policy as never having existed.

DEFINITIONS

Some words have a special meaning in this Policy. These words are listed below.

Accidental Damage: unintentional physical damage to property causing the impairment of use.

Below are some examples of how We will repair or replace the Product under Your Accidental Damage Protection Insurance Policy.

CAUSE OF DAMAGE	RESOLUTION DESCRIPTION
Liquid spilled on or in unit	Repaired or unit replaced
Drops, falls and other similar impact	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged or broken LCD	Repaired
Accidental breakage (multiple pieces)	Repaired or unit replaced

GENERAL EXCLUSIONS

Our liability to pay a claim under the Policy is excluded in the following circumstances:

- Any and all pre-existing conditions that occur prior to the effective date of this Cover and/or any Product sold used, damaged, or "as-is" including but not limited to floor models, demonstration models, etc;
- Product repairs that should be covered by Lenovo's or other extended warranty or are a result of a recall, regardless of Lenovo's ability to pay for such repairs;
- Recovery or repossession of the Product for any reason whatsoever;
- Fraudulent or dishonest acts on Your or the User's part or on the part of any of Your employees acting alone or in collusion with any other person or persons;
- Consequential, special, incidental, indirect or punitive loss of any kind or any loss of profits, data, business, revenue, goodwill or anticipated savings – even if informed of their possibility and whether arising in contract, tort (including negligence) or otherwise;
- Failure of the Product caused by mechanical or electrical breakdown not resulting from Accidental Damage or use not in accordance with Product information or Lenovo's published guidelines;
- Any Product that is damaged while located outside of Australia or New Zealand;
- Any recovery or transfer of data stored on the Product. You are solely responsible for all data stored on the Product. We do not provide You any data recovery services under this Policy;
- If the Product has incurred Accidental Damage when the Product has been made available to a person other than the Insured or the User.
- Any damage to the Product that is cosmetic only or does not otherwise affect Product functionality (e.g. broken plastic on ports) – nor any damage to consumable parts (e.g. batteries, covers) that diminish over time;
- Under this Policy, We are not obligated to repair normal wear and tear on the Product (or otherwise due to the normal aging of the Product) and other superficial items, such as scratches and dents that do not materially impair Your use of the Product.
- Any Product that has been repaired or attempted to be repaired by a person other than one We designate. We will not reimburse You for any repairs that You or another person make or attempt to make to the Product or any loss or damage caused as a result of unauthorised repairs;
- The acquisition or destruction of any Product by order of any government, public or statutory authority;
- Any tablet that has suffered damage whilst not kept in its originally provided protective cover;
- Any Product that is intentionally damaged. If We find evidence of intentional damage, We are not obligated to repair or replace the Product;
- Damage caused by war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labour disturbance, lockout, or civil commotion;
- Damage due to external causes including third party actions, fire, insects, animals, exposure to weather conditions, extreme temperature, windstorm, sand, dirt, flood, other natural disasters or acts of god.
- Damage from abuse, misuse, introduction of foreign objects into the Covered Product, mechanical or electrical breakdown, unauthorized modifications or alterations to a Covered Product, failure to follow Lenovo's instructions, Product information or published guidelines;
- Cost of installation, set-up, diagnostic charges, removal or reinstallation of the Covered Product;
- Service where no problem can be found;
- Damage due to theft.
- You have not taken reasonable care to prevent the damage;

Frequently asked questions

Q) What are the costs? *The costs are as per the College fees schedule. This cost will be additional to tuition fees. Payment is not a lump sum and will be collected through normal tuition fee arrangements.*

Q) Are there any additional costs? *No*. The ICT Levy (which is part of the general year level levy) is inclusive of most aspects of the programme.*

Q) Is the cost of the Laptop added to school fees or does it appear separately in the invoice? *The cost of the laptop will appear as a separate item on your account from the College.*

Q) Can the Laptop be used for home and personal use? *Yes*. Students can take Laptops home and are able to set up personal software and information folders. See User Agreement*for details & conditions.*

Q) Who owns the Laptop? *The College. Families have exclusive use of the Laptop for one year (Year 9 & 12 cohorts), two years (Year 8 & 11 cohorts) or three years (Year 7 & 10 cohorts) from the College.*

Q) What happens at the end of the agreed loan period? *The College provides option for parents to purchase the laptop at the end of the agreed loan period. The cost of this purchase will be $100.*

*subject to change

Q) What happens if the Laptop is damaged or needs repair? *The Laptop is insured against most damage, wear and tear and repairs. An Insurance excess fee or service fee is applied in cases of negligent care or damage. See User Agreement for details and conditions.*

Q) Can I purchase my own laptop? *Only the College supplied laptop is able to be used.*

Q) Who supplies and what software is included? *The College installs a standard suite of software which it will maintain and upgrade. The laptop will be installed with the MS operating system and Office plus a range of standard MS tools and accessories (please see User Agreement for details).*

Q) Can students install other programs? *Students may install and download software and media which are MS compatible, do not impede upon the operation of the laptop and are consistent with College's content guidelines. See User Agreement* for details and conditions.*

Q) Do students need to be connected to the internet? *Yes. Whilst it is not a requirement to have a fast Broadband internet connection at home, to be a part of the program, obviously this would be a tremendous advantage and certainly recommend by the College.*

Caring for your Laptop Computer

There are a number of things you can do to maximize the reliability of your laptop and to avoid incurring repair charges either during its life or when it is returned.

Q) What should go in your Laptop bag?

Please be careful not to store anything except your Laptop in your Laptop bag's main compartment. The extra pressure could result in damage to your Laptop. The front pocket of your Laptop bag should hold your adapter. Adding extra items could damage your components, bag and even your Laptop.

Q) How should you pack away your Laptop?

Always store your Laptop bottom down and with the LCD facing away from the pocket. Wrap the cord loosely around the power adapter or the cord will become damaged.

Q) How should you handle your Laptop?

Try to avoid moving your Laptop around when it is on. Before switching on, gently place your Laptop on a stable surface and then switch on. You still need to be careful with your Laptop while it is in the bag. Do not drop the bag from your shoulder. Always place the Laptop bag gently down. Laptops should be switched off before placing into the bag.

Q) How do I care for the Laptop computer bag?

The bag should be fully zipped up before being carried and must be fully unzipped before removing the Laptop to avoid non-warranty bag damage.

Q) What are the best operating conditions?

Avoid exposing your Laptop computer to: direct sunlight or sources of heat such as desk lamps, dust, dirt, rain, liquids or moisture, heavy shock or vibration.

Q) How do I take care of the LCD screen?

LCD screens are delicate. Always be gentle when putting your Laptop down or closing the screen and avoid lifting the Laptop by the screen. To clean your LCD screen: Switch off your computer. Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion. Do not directly apply water or cleaner to the screen. Avoid applying excessive pressure to the screen.

Q) How do I take care of A/C power adapter?

Connect your adapter only to your Laptop computer. Keep your cord away from heavy traffic areas and avoid placing heavy objects on top of it or stepping on it. When unplugging the power cord, pull on the plug itself, rather than the cord. Avoid wrapping your cord tightly around the adapter box. ***PLEASE NOTE:*** *Intentional damage, major cuts, breakages or exposed cables are not covered and will attract a replacement charge (Minimum $100 excess). Please report minor damage before it becomes significant.*

Q) How do I take care of the Battery pack?

Once a week fully flatten your battery. Then re-charge the battery fully. This will extend the life of your battery cells. Do not tamper with the connections.

Q) How do I take care of the Keyboard?

Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt. If any key tops are missing or keys are damaged, take your laptop for repair immediately. We can replace a single key top but continuing to use the keyboard with a missing key top can result in us having to replace the entire keyboard.

Q) How do I clean the case?

Take a non-abrasive cloth and spray Windex or like cleaner on to cloth to moisten. Gently rub your laptop casing with the moistened cloth to remove any dirty marks.

ICT Services area – procedures

Q) What is the process for reporting an issue?

Issues should be reported in person. If equipment needs to be submitted, it must be taken to the ICT Support office by the student. Once logged, jobs will be given an estimated time of completion. At the discretion of ICT Support staff, alternative equipment may be provided.

Q) What is the process for following up a job?

Contacting ICT support in person will help knowing the progress of the job.

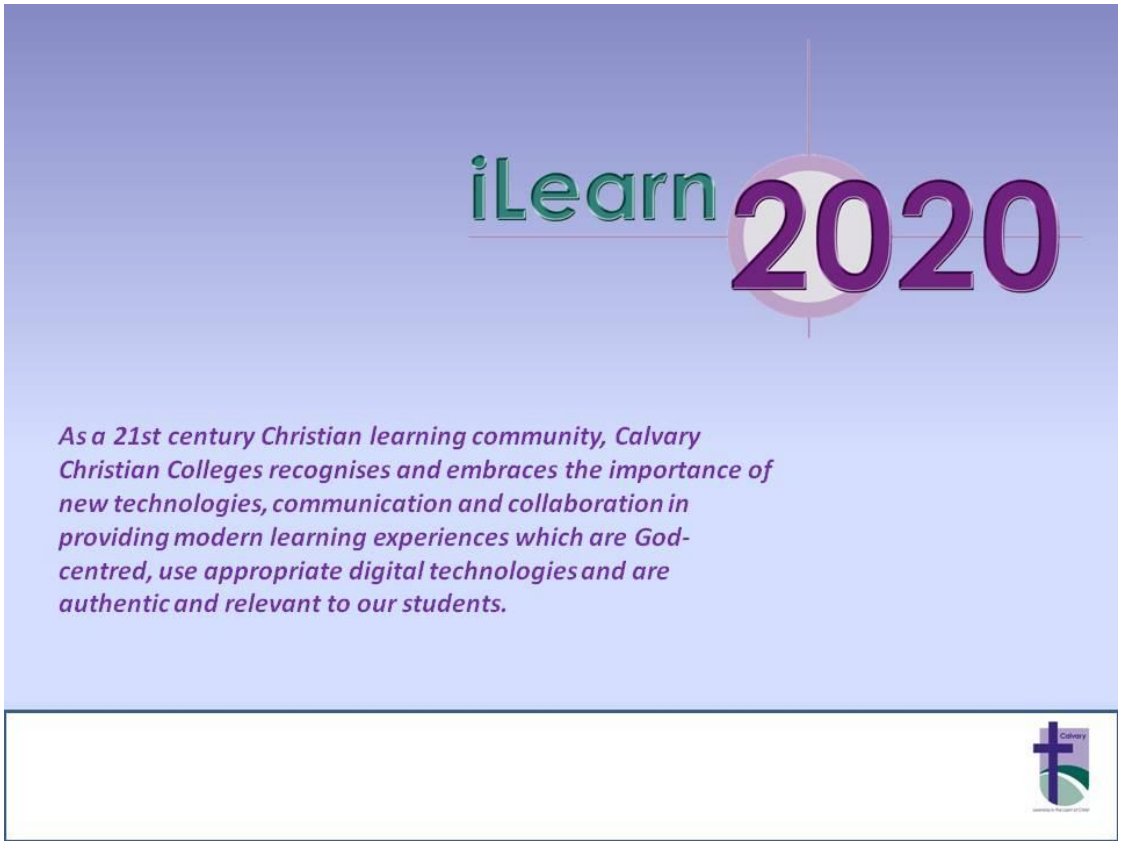
Q) What is the process for collecting your laptop?

ICT Support usually advise by email, daily notices/bulletins, on Student Cafe or a call to the student's teacher the job is completed, collection can be made from ICT Support.

Q) Are there any conditions related to repairs?

Yes. All repairs have conditions which will be explained and noted on relevant documentation.

Calvary Christian College - ICT Vision Statement



DISCLAIMER: Whilst every effort has been made to ensure the currency, accuracy and completeness of the information contained in this document it is acknowledged that-

- Details contained herein may change without notice; and
- Unforeseen circumstances may cause changes in policies, conditions and practices