

Damage Claim Guidelines

1. Host family must inform the Homestay Manager of damages caused by student within two weeks of departure from the residence.
2. Host family to send pictures of the damages to Homestay Manager. Homestay Manager to go to home stay to assess damages if necessary (must not be from “normal” wear and tear).
3. Host family to provide Homestay Manager with two quotes to fix the damage within one week of the damage claim.
4. Homestay Coordinator to meet with student within one week of the damage claim.
5. Host family to make a claim through home insurance as soon as possible:
 - a. If Guard Me is applicable (first year student) host family may claim home insurance deductible through Guard Me
 - b. Host family to contact Homestay Manager or Homestay Coordinator for appropriate paper work to claim directly through Guard Me
6. If the damage to the home is over \$1000 the host family should always claim through home insurance.
7. In damage cases where the host family has no home insurance, claiming through GuardMe insurance (for first year student) may be possible. GuardMe may cover some damages up to 50% (see point 5B).
8. If Guard Me refuses the claim for the damages the Homestay Coordinator will contact natural parents of the student to request the funds be paid from natural parent to host parent to cover the cost of damage (include pictures and quotes previously provided).
9. If the natural parents of the student refuses to pay for the damages to the host family, the host family may request the school district to pay a portion of the damage repair fee.