

British Pet Insurance

Services

In partnership with



Your Policy Wording for your Dog or Cat

12 Months Cover

Economy

This booklet contains your Policy Terms and Conditions.

Please read in conjunction with your Certificate of Insurance and Product Information Document (IPID) to understand the cover for your pet.

Version 1
Effective from 1st November 2021

Hello and thank you for choosing British Pet Insurance Services for your pet

British Pet Insurance Services is a trading name of Petcover EU Limited. We specialise in pet insurance and offer cover for pets, to ensure we really understand and cater for your needs.

British Pet Insurance Services was formed by and has brought together people with many years' experience in pet insurance to offer you a great insurance cover and has a team of people who love pets offering you the customer service you deserve.

Having a pet is rewarding, from the love they provide when being there to greet you to the challenges of the sleepless nights when they are not 100%. We are here to support you and your pet throughout all of this, whether it be with your insurance cover, claiming or just a little advice along the way.

We understand how stressful it can be when you need to make a claim. We aim to make claiming a smooth, quick and easy process so you can concentrate on your pet, so if you need anything at all please let us know.

This booklet contains the cover your policy provides. If there is anything you don't understand please let us know, or if you have any questions, problems or any feedback please contact us.

This Insurance is underwritten by ETU Forsikring A/S.

This Insurance is issued by Petcover EU Limited trading as British Pet Insurance in accordance with the authorisation granted to them under the Binding Authority Agreement with ETU Forsikring A/S.

ETU Forsikring A/S, Registered Office: Hærvejen 8, DK-6230 Røddekro, Danmark are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator).

Their Finanstilsynet authorisation reference is 108873. As an Insurance Company authorised within the European Union, ETU Forsikring A/S is permitted to conduct business within the United Kingdom and is authorised by the Financial Conduct Authority. Their UK Financial Conduct Authority authorisation number is 807534.

Petcover EU Limited trading as British Pet Insurance Services is authorised and regulated by the Financial Conduct Authority (FCA) under reference number: 747757. Registered Office: 75 Western Road, Southall, England, UB2 5HQ. Trading Office: 4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.

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Policy Terms and Conditions

British Pet Insurance Services does not provide advice or any personal recommendation about the insurance products offered.

Demands and Needs – who is this product suitable for?

This product meets the demands and needs of a pet owner who wants cover for the costs of veterinary treatment, for each illness and injury, for twelve (12) months only, with the option to add additional cover if required.

Important information

This document, the Certificate of Insurance and any related exclusion form your insurance documentation.

This insurance documentation sets out the terms and conditions of the contract of insurance between you and us. Please read the whole document carefully and keep it in a safe place. It is important that you:

- Check that the information contained in the Certificate of Insurance is accurate (*see 'Information you have given us'*), and
- comply with all your duties and obligations under the insurance, including the important conditions below, and the action you must take in the event of a claim.

Failure to comply with the above could adversely affect your insurance and any claim you make.

Information You have given Us

In deciding to accept this insurance and in setting the terms and premium, we have relied on the information you have given us. You must take care when answering any questions we ask by ensuring that all information provided is accurate and complete.

If we establish that you deliberately or recklessly provided us with false or misleading information we will treat this insurance as if it never existed and decline all claims.

If we establish that you carelessly provided us with incorrect or incomplete information that we have relied upon in accepting this insurance and setting its terms we may:

- Treat this insurance as if it had never existed and refuse to pay all claims. We will only do this if we provided you with insurance cover which we would not otherwise have offered, or
- amend the terms of your insurance. We may apply these amended terms as if they were already in place if a claim has been adversely impacted by your carelessness, or
- cancel your insurance in accordance with *'Cancelling'* on page 8.

We will write to you if we:

- Intend to treat this insurance as if it never existed, or
- need to amend the terms of your insurance, or
- require you to pay more premium for your insurance.

Your Duty to Disclose to Us

It is an essential part of your Insurance that you disclose to us changes to your pet's health or your personal circumstances at the commencement, during the period of insurance and at the renewal of your insurance. The information you need to tell us about is detailed below.

Your pet's health:

You must tell us:

- If your pet has shown any signs of illness or injury or been unwell.
- If your pet has been seen by a vet for any reason other than routine or preventative treatment and/or neutering.
- If your pet has any issues that you have discussed with a vet regarding your pet's health, whether or not any treatment resulted from such discussion.
- If your vet / practice have advised that your pet's weight is over the normal limits.

Your circumstances:

You must tell us if:

- You become aware that any details shown on your Certificate of Insurance are incorrect.
- Your address or the address at which your pet is kept has changed.
- You no longer own any of the pets shown on your Certificate of Insurance.
- There have been any break-ins or attempted break-ins at the premises where your pet is kept in the last twelve (12) months.

These lists are not exhaustive.

Who does the Duty apply to?

The '*Your Duty to Disclose to Us*' applies to you and everyone that is an insured under the Policy. If you provide information for another insured, it is as if they provided it to us.

What happens if the Duty of Disclosure is not complied with?

If the '*Your Duty to Disclose to Us*' is not complied with we may cancel the Policy and/or reduce the amount we pay if you make a claim. If fraud is involved, we may treat the Policy as if it never existed, and pay nothing.

Renewing this insurance

When this Policy is due for renewal, we will write to you at least twenty-one (21) days before the period of insurance ends with full details of your next year's premium and Policy terms and conditions. If you pay your premium by Direct Debit instalments your Policy will renew automatically with your next year's premium and policy terms and conditions; if you do not want to renew the Policy please contact Us. If you need to contact us to discuss your renewal before the expiry of your existing insurance, our contact details can be found on page 53. Occasionally, we may not be able to offer to renew your Policy. If this happens, we will write to you at least fourteen (14) days before the expiry of your Policy to allow enough time for you to make alternative insurance arrangements.

Canceling

How you can cancel your Policy

You can cancel your Policy at any time by contacting us. Please telephone us on 01444 708844 between the hours of Monday to Friday from 9am to 5pm or send written confirmation by email to info@petcover.uk.com or by post to British Pet Insurance Services, 4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.

If you cancel your Policy in the first fourteen (14) days of your first period of insurance we will refund all of the premium you have paid, provided you have not made a claim.

If you cancel your Policy in the first fourteen (14) days after your renewal date we will refund any premium you have paid for cover after that renewal date, provided you have not made a claim since that renewal date.

If you cancel your Policy at any other time, we will refund any amount you have paid for cover after the cancellation date. No refund will be provided where a claim has been made or there are any circumstances which you are aware of that may give rise to a claim.

Once your Policy is cancelled all cover for your pet will stop on the date the Policy is cancelled and no further claims will be paid.

How we can cancel your Policy

We may cancel this insurance by giving you fourteen (14) days' notice in writing to the address last notified to us. We will only do this for a valid reason, examples of which are:

- Non-payment of premium; for details on this please read '*General Condition – Paying Your Premium*'.
- A change in risk occurring which means that we can no longer provide you with insurance cover.
- Failure to comply with a provision of the Policy.
- Non-cooperation or failure to supply any information or documentation we request.
- Misrepresentation to us during negotiations prior to the issue of the Policy.
- Making a fraudulent claim under the Policy or under some other contract of insurance that provides cover during the same period of time that the Policy covers you.
- Threatening or abusive behaviour or the use of threatening or abusive language.

If we cancel this insurance, provided you have not made a claim, you will be entitled to a refund of the premium paid, subject to a deduction calculated for any time for which you have been covered.

If we pay any claim, whether by settlement, compromise or otherwise, then no refund of premium will be allowed. Cancellation of the insurance by us does not affect the treatment of any claim arising under the insurance in the period before cancellation.

Definitions

If **We** explain what a word means, that word has the same meaning wherever it appears in the **Policy**. For ease, **You** will see that these words appear in bold throughout.

Accident	means a sudden, unexpected, unusual, specific event, which occurs fortuitously at an identifiable time and place and is unforeseen or unintended. All Accidents consequent upon or attributable to one source or original cause are treated by Us as one Accident . This does not include any physical damage or trauma that is of a gradual nature or that happens over a period of time. For the sake of clarity, the following Conditions are not considered Accidents : luxating patella; a rupture or strain of one or both cruciate ligaments; degenerative joint disease; hip dysplasia and hyperextending hocks; Juvenile Pubis Symphysiodesis (JPS).
Acupuncture	means Acupuncture which is carried out by a Vet .
Alternative or Complementary Treatment	means the cost of any examination, consultation, advice, test and legally prescribed medication for the following procedures where they treat an Illness or Injury . This includes any Veterinary Treatment specifically needed to carry out the procedure: <ul style="list-style-type: none">• Acupuncture or Homeopathy carried out by or Herbal Medicine prescribed by a Member of a Veterinary Practice.• Chiropractic Manipulation carried out by a Member of a Veterinary Practice, providing the member is a qualified animal chiropractor.• Hydrotherapy carried out by a Member of a Veterinary Practice in a pool/water treadmill owned by the Veterinary Practice providing the member is a qualified animal hydrotherapist.• Osteopathy carried out by a Member of a Veterinary Practice providing the member is a qualified animal osteopath.
Agreed Countries	means any country which is a member of the European Union.
Behaviour Modification Programme	means a programme written by an animal behaviourist who is a Member of a Veterinary Practice detailing specific techniques to be used and action to be taken with the aim of permanently changing Your Pet's behaviour.
Behavioural Illness	means any change to Your Pet's normal behaviour, resulting from a mental or emotional disorder diagnosed by a Vet .
British Pet Insurance Services	is a trading name of Petcover EU Limited. Petcover EU Limited is registered in England and Wales under number 10001319, and is authorised and regulated by the Financial Conduct Authority under reference number 747757.
Bilateral Condition	means any Condition affecting body parts of which the pet has at least two, including, but not limited to eyes, ears, patella's (knees), cruciate ligaments. When applying an exclusion, Bilateral Conditions are considered the one Condition .
Certificate of Insurance	means the relevant Certificate of Insurance We issue including on renewal or variation of the Policy containing details of the cover provided under the Policy , including any exclusions and other specific insurance details that We have applied to Your cover.
Clinical Signs(s)	means a change(s) in Your Pet's normal healthy state, its bodily functions or behaviour.

Condition	means any Condition that causes discomfort, dysfunction, distress, including Injuries , disabilities, disorders, Clinical Sign(s) , syndromes, infections, isolated symptoms, deviant behaviour, and atypical variations of structure and function and/or death to the pet afflicted.																																
Chiropractic Manipulation	means Chiropractic Manipulation which is carried out by a Member of a Veterinary Practice who is a qualified animal chiropractor.																																
Elective Treatment	means a Treatment that is, but not limited to, de-sexing, spaying or castration; micro-chipping; grooming and de-matting, cosmetic or aesthetic procedures or surgery, or elective surgery including but not limited to dew-claw removal, prescription diet foods, and any Treatment not related to an Injury, Illness , or trauma. Elective surgery or Treatment that is beneficial to the pet but is not essential for Your Pet's survival or does not form part of a Treatment for an Injury or Illness , or any Treatment , diagnostic or procedure You request, which the Vet confirms is not necessary to treat an Injury or Illness .																																
Excess	<p>means the amount(s) shown on Your Certificate of Insurance that You must pay for each unrelated Condition claim made under Your Policy. Veterinary Fees and Alternative or Complementary Treatment Excesses may be either:</p> <ul style="list-style-type: none"> • The fixed Excess only. The fixed Excess is the first amount You must pay for each unrelated Condition per Period of Insurance, or • the fixed Excess and an additional age Excess (which is a percentage of the amount You are claiming) may also apply and where applicable will be shown on Your Certificate of Insurance. An additional age Excess will apply in the following circumstances: <table border="1" data-bbox="292 783 1053 1107"> <thead> <tr> <th>Type of Pet</th> <th>Age of Pet</th> <th>Additional age Excess</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Dogs (not including Select Breeds)</td> <td>Over eight (8) years of age</td> <td>20%</td> </tr> <tr> <td>Over ten (10) years of age</td> <td>35%</td> </tr> <tr> <td rowspan="2">Select Breed Dogs</td> <td>Over four (4) years of age</td> <td>20%</td> </tr> <tr> <td>Over seven (7) years of age</td> <td>35%</td> </tr> <tr> <td rowspan="2">Cats</td> <td>Over eight (8) years of age</td> <td>20%</td> </tr> <tr> <td>Over ten (10) years of age</td> <td>35%</td> </tr> </tbody> </table> <p>Please see below an example of how Your Excess(es) can be applied:</p> <table border="1" data-bbox="292 1185 1053 1477"> <thead> <tr> <th colspan="2">Dog (which is not a Select Breed), aged nine (9) years old</th> </tr> </thead> <tbody> <tr> <td>Claimable Veterinary Fees amount</td> <td>£4,000</td> </tr> <tr> <td>Fixed Excess amount</td> <td>£90</td> </tr> <tr> <td>Revised claimable amount</td> <td>£3,910</td> </tr> <tr> <td>Additional age Excess percentage</td> <td>20%</td> </tr> <tr> <td>Calculated additional age Excess amount</td> <td>£782</td> </tr> <tr> <td>Revised claimable amount after Excesses deducted</td> <td>£3,128</td> </tr> </tbody> </table>	Type of Pet	Age of Pet	Additional age Excess	Dogs (not including Select Breeds)	Over eight (8) years of age	20%	Over ten (10) years of age	35%	Select Breed Dogs	Over four (4) years of age	20%	Over seven (7) years of age	35%	Cats	Over eight (8) years of age	20%	Over ten (10) years of age	35%	Dog (which is not a Select Breed), aged nine (9) years old		Claimable Veterinary Fees amount	£4,000	Fixed Excess amount	£90	Revised claimable amount	£3,910	Additional age Excess percentage	20%	Calculated additional age Excess amount	£782	Revised claimable amount after Excesses deducted	£3,128
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	Please see below an example of how Your Excess(es) can be applied:	
Excess (cont.)	Cat, aged five (5) years old	
	Claimable Veterinary Fees amount	£4,000
	Fixed Excess amount	£90
	Revised claimable amount	£3,910
	Additional age Excess percentage	0% as under the age of 8.
	Calculated additional age Excess amount	£0
	Revised claimable amount after Excesses deducted	£3,910
Family	means Your Immediate Family and, grandparents, brothers, sisters, grandsons, and/or granddaughters including Family of step relationships.	
Herbal Medicine	means Herbal Medicine prescribed by a Member of a Veterinary Practice .	
Home	means the place in the UK and where You and Your Pet usually live.	
Homeopathy	smeans Homeopathy which is carried out by a Vet .	
Hydrotherapy	means the Treatment of Injury and Illness , with or in water, including swimming in a pool and the use of a water treadmill which is carried out: <ul style="list-style-type: none"> • By a Member of a Veterinary Practice providing the Hydrotherapy is carried out in a pool/water treadmill owned by . the Veterinary Practice. 	
Illness(es)	means any change(s) to a normal healthy state, sickness, disease, defects and abnormalities, including defects and abnormalities Your Pet was born with or were passed on by its parents.	
Illness which starts in the first fourteen (14) days of cover	means an Illness that: <ul style="list-style-type: none"> • Showed Clinical Sign(s), • is the same as, or has the same Clinical Sign(s) or diagnosis Illness that showed Clinical Sign(s), • is caused by, relates to, or results from, a Clinical Sign(s) that .. first occurred, or an Illness that, showed Clinical Sign(s). we cover being added to Your insurance. No matter where the Illness or Clinical Sign(s) occur or happen in, or on, Your Pet's body. The fourteen (14) day Waiting Period will cease at 00.01 on the fifteenth (15th) day of cover.	
Immediate Family	means spouse, civil partner, life partner, partner, parents, sons and daughters, including Family of step relationships.	
Injury / Injuries / Injured	means a physical Injury or trauma caused immediately, solely and directly from an Accident . This does not include any physical Injury or trauma that happens over a period of time or is of a gradual nature.	

Insurers	means ETU Forsikring A/S, Registered Office: Hærvejen 8, DK-6230 Røddekro, Danmark are authorised and regulated by the Finanstilsynet (the Danish Financial Regulator). Their Finanstilsynet authorisation reference is 108873. As an Insurance Company authorised within the European Union, ETU Forsikring A/S is permitted to conduct business within the United Kingdom and is authorised by the Financial Conduct Authority. Their UK Financial Conduct Authority authorisation number is 807534.
Journey	means travel from Your Home within the UK or any of the Agreed Countries undertaken during the Period of Insurance for a maximum of ninety (90) days for all Journeys in the Period of Insurance . This includes the duration of Your holiday or business trip and any travel, in and between the UK and an Agreed Country and return Journeys to Your Home .
Market Value	means the price generally paid for an animal of the same age, breed, pedigree, sex and breeding ability at the time You took ownership of Your Pet as determined by Us .
Maximum Benefit(s)	means the most We will pay for the relevant level of cover You have chosen during the Period of Insurance as set out in the Certificate of Insurance , subject to exclusions of the Policy and subject to the Policy Aggregate less the applicable excess.
Member of a Veterinary Practice	means any person legally employed by a Veterinary Practice under a contract of employment, other than a Vet who may be the insured.
Osteopathy	means Osteopathy which is carried out by a Member of a Veterinary Practice who is a qualified animal osteopath.
Our Vet	means any Vet appointed or engaged by Us to carry out Treatment to Your Pet or discuss Your Pet's Treatment with Your Vet .
Optional Extra Benefit(s)	<p>means an additional benefit that You can elect to include in addition to the basic insurance. There are three (3) Optional Extra Benefits in Economy plan:</p> <ul style="list-style-type: none"> • Death from Illness • Death from Injury • Theft or Straying. <p>For Optional Extra Benefits to be included You must select the option and pay an additional premium. If applicable the Optional Extra Benefit will be shown on Your Certificate of Insurance.</p>
Period of Insurance	means the time during which We give cover as shown on Your Certificate of Insurance . It does not refer to any prior Period of Insurance if the Policy is a renewal of a previous Policy or any future Period of Insurance for any Policy You may enter into with Us upon renewal. Each Period of Insurance is treated as separate. This is normally Twelve (12) months , but may be less if Your Pet has been added to Your Insurance or it has been cancelled.
Personal Circumstances	means circumstances about You , Your Family or Your Pet which You have limited or no control over. Examples of Personal Circumstances are (but not limited to) a lack of transport, Your Pet's size or behaviour, Your Home environment, You or Your Family's working hours, Your child-care arrangements, Your Family's other commitments etc.
Pet Travel Scheme (PETS)	means a government system which allows people in the UK to take their pets to Agreed Countries and bring them back to the UK without the need for quarantine.
Pet Passport	means the Pet Passport issued for Your Pet under the terms of the Pet Travel Scheme (PETS) .

Physiotherapy	means Physiotherapy (not including Hydrotherapy) carried out by a Member of a Veterinary Practice who is a qualified animal physiotherapist.
Policy Aggregate	means the total amount payable for all Veterinary Fees and Alternative or Complementary Treatment for Injuries and/or Illnesses occurring during any one (1) Period of Insurance as specified in the Certificate of Insurance .
Policy	means this document and the Certificate of Insurance and any other documents We issue to You which are expressed to form part of the Policy terms and conditions, which set out the cover We provide during the Period of Insurance . For the sake of clarity, it does not include any prior Policy that this is a renewal of or any future Policy that is a renewal of the Policy .
Pre-Existing Condition(s)	<p>means any Condition(s) or symptom(s), sign(s) or Clinical Sign(s) of that Condition, Injury or Illness occurring or existing in any form that:</p> <ul style="list-style-type: none"> • Has happened or first showed Clinical Sign(s), or • has the same diagnosis or Clinical Sign(s) as an Injury, Illness or Clinical Sign(s) Your Pet had, or • is caused by, relates to, or results from, an Injury, Illness or Clinical Sign(s) Your Pet had occurring or existing. • Before Your Pet's cover started, or prior to the Policy commencement date, or • during the fourteen (14) day Waiting Period, or • before the cover was added to Your insurance. <p>This applies no matter where the Injury, Illness or Clinical Sign(s) occurred or happen in, or on, Your Pet's body. This is regardless of whether or not We place any exclusion(s) for the Injury/Illness.</p> <p>For the avoidance of doubt when referring to Pre-Existing Conditions, and Conditions affecting a part of Your Pet's body of which it has two, will be deemed to be a Bilateral Condition and both will be excluded from cover.</p>
Routine or Preventative Treatment	means care or Treatment such as check-ups and procedures that are designed to prevent future Illnesses from occurring rather than treating existing Illnesses . These include, but are not limited to annual physical examinations and check-ups, vaccinations, worm prevention medication, flea and other internal/external parasite prevention, nail/claw clipping, maintaining a healthy diet, removal of misaligned or retained deciduous teeth.
Select Breed(s)	Please refer to ' Select Breed ' on Your Certificate of Insurance to find out if Your Pet is a Select Breed .
Therapist	means a certified clinical animal behaviourist who is a Member of a Veterinary Practice .
Treatment	means Veterinary Treatment or Alternative or Complementary Treatment .
Treatment of a Behavioural Illness	means the Treatment , by a Therapist who is a Member of a Veterinary Practice , of a change(s) to Your Pet's normal behaviour that is caused by a mental or emotional disorder which could not have been prevented by training and/or spaying/castration.
Twelve (12) months	means a consecutive period of three hundred and sixty five (365) days.
UK	means the United Kingdom, the Isle of Man and the Channel Islands.

Vet(s)	<p>means a veterinarian, specialist veterinarian, Veterinary Practice, clinic, hospital, centre including referral hospitals:</p> <ul style="list-style-type: none"> • Who/which in the UK is registered with the RCVS (Royal College of Veterinary Surgeons). • Who/which in the other Agreed Countries is registered in the country where he/she practices.
Veterinary Fees	means the amount Vets in general or referral practices usually charge.
Veterinary Practice	means any veterinary service provided by a veterinary organisation or business.
Veterinary Treatment	<p>means the cost of the following when required to treat an Illness or Injury:</p> <ul style="list-style-type: none"> • Any examination, consultation, advice, tests, X-rays, diagnostic procedure, surgery and nursing carried out by a Vet, a veterinary nurse or another Member of a Veterinary Practice under the supervision of a Vet, and • any medication legally prescribed by a Vet, and • Physiotherapy and Treatment of a Behavioural Illness.
Waiting Period	<p>means a period of time starting from the commencement date of the Policy, during which an Injury or Illness or Condition, which first occurs or shows Clinical Sign(s) will be excluded from cover unless otherwise stated on Your Certificate of Insurance.</p> <p>The following Waiting Periods apply to Your Policy.</p> <ul style="list-style-type: none"> • Fourteen (14) day Waiting Period - a period of fourteen (14) days starting from the commencement date of the Policy (excluding renewals) as shown on Your Certificate of Insurance of the initial Period of Insurance, during which an Illness or Condition that first occurs or shows Clinical Sign(s) will be excluded from cover unless otherwise stated on Your Certificate of Insurance. The fourteen (14) day Waiting Period will cease at 00.01 on the fifteenth (15th) day of cover. • Three hundred and sixty five (365) day Waiting Period - a period of twelve (12) months or three hundred and sixty five (365) days starting from the commencement date of the Policy (excluding renewals), as shown on Your Certificate of Insurance during which nasal fold, skin fold, stenotic nares and soft palate resections, enlarged tongue (macroglossia), everted laryngeal saccules, gastrointestinal tract and brachycephalic airway obstruction (BOAS), Illness or Condition first occurs or shows Clinical Sign(s) will be excluded from cover unless otherwise stated on Your Certificate of Insurance. The three hundred and sixty five (365) days Waiting Period will cease at 00.01 on the three hundred and sixty sixth (366th) day of cover, regardless of Your Pet showing Clinical Sign(s) of the Condition or not, prior to commencement of cover or within the fourteen (14) day Waiting Period.
We, Us, Our	means British Pet Insurance Services , a trading name of Petcover EU Limited acting on behalf of Insurers . Petcover EU Limited is registered in England and Wales under number 10001319, and is authorised and regulated by the Financial Conduct Authority under reference number 747757.
You, Your	means the person(s) named as the insured on the Certificate of Insurance .
Your Pet	means the dog or cat named on the Certificate of Insurance .

General Conditions

1. Conditions of the Policy	<p>You must keep to the General Conditions and Conditions applying to each cover to have the full protection of the Policy. If You do not, and the Condition You have not kept to relates to a claim, We may refuse or reduce the amount We pay under the claim.</p>
2. Caring for Your Pet	<p>Throughout the Period of Insurance You must take all reasonable steps to maintain Your Pet's health and to prevent Injury, Illness and loss.</p> <ul style="list-style-type: none">You must provide Routine or Preventative Treatment normally recommended by a Vet to prevent Illness or Injury. If there is a disagreement between You and Us as to what reasonable steps are, the details will be referred to an independent national welfare body or an independent Vet mutually agreed upon.You must arrange and pay for Your Pet to have a yearly dental examination and to receive any oral Treatment normally recommended by a Vet to prevent Illness or Injury. Any Treatment recommended as a result of the dental examination must be carried out as soon as possible. If You do not comply with this obligation then any claims which relate to dental We may refuse or reduce the amount We pay under the claim.You must keep Your Pet vaccinated against the following: Dogs – Distemper, hepatitis, parvovirus, kennel cough and leptospirosis (in areas where it is prevalent and Vets recommend vaccination) and any other vaccination recommended to You by a Vet. Cats – Feline infectious enteritis, feline leukaemia and cat flu and any other vaccination recommended to You by a Vet. If You do not keep Your Pet vaccinated, We may refuse or reduce the amount We pay under the claim that result from any of the above Illnesses.You must arrange for a Vet to examine and treat Your Pet as soon as possible after it shows Clinical Sign(s) of an Injury or Illness. You must follow the advice and recommendations of the treating Vet; so as not to prolong or aggravate the Illness or Injury. If You do not follow the Vet's advice We may refuse or reduce the amount We pay relating to that Injury or Illness. And if We decide, You must also take Your Pet to Our Vet.
3. Precautions	<p>Throughout the Period of Insurance You must take all reasonable steps to:</p> <ul style="list-style-type: none">Maintain Your Pet's health.Supply a secure and safe environment for Your Pet to prevent Injury, Illness, theft or straying.Manage Your Pet to prevent Injury to a person or another animal and damage or destruction to any property.
4. Ownership	<p>You must be the owner of Your Pet. Your cover will stop immediately if ownership is transferred to another person or organisation.</p>
5. Claims Pre-Authorisation	<p>We will not guarantee on the phone if We will pay a claim. You must send Us a claim form that has been fully completed and We will then write to You with Our decision.</p>
6. Providing Claim Information	<p>When You make a claim You agree to give Us any information We may reasonably ask for. If You incur any charge for this, You must pay the charge.</p>

<p>7. Legal rights against others</p>	<p>If there is any other insurance under which You are entitled to make a claim You must report the incident to that insurance company and tell Us their name and address and Your Policy and claim number with them. To the extent permitted by law, We will only pay Our share of the claim.</p> <p>If You have any legal rights against another person in relation to Your claim, We may take legal action against them in Your name at Our expense. You must give Us all the help You can and provide any documents We ask for.</p>
<p>8. Providing Your Vet information</p>	<p>If We agree for a claim payment to be paid directly to Your Vet and You allow this, then if the Vet, who has treated Your Pet or is about to treat Your Pet, asks for information about Your insurance that relates to a claim, We will tell the Vet what the Policy covers, what We will not pay for, how the amount We pay is calculated and if the premiums are paid to date.</p>
<p>9. Second Opinion</p>	<p>If We consider the Veterinary Treatment or Alternative or Complementary Treatment Your Pet receives may not be required, may be excessive, or for an excessive cost, when compared with the Treatment normally recommended to treat the same Illness or Injury by general or referral practices, We reserve the right to request a second opinion from Our Vet. If Our Vet does not agree that the Veterinary Treatment or Alternative or Complementary Treatment provided is reasonably required, We may decide to pay only the cost of the Veterinary Treatment or Alternative or Complementary Treatment that was necessary to treat the Injury or Illness, as advised by Our Vet from whom We have requested the second opinion.</p>
<p>10. Permission for Your Vet or Therapist to provide information</p>	<p>You agree that any Vet or Therapist has Your permission to release any information We ask for about Your Pet. If the Vet or Therapist makes a charge for this, You must pay the charge.</p>
<p>11. Claims Settlement Deductions</p>	<p>When We settle Your claim, We reserve the right to deduct from the claim amount, any amount due to Us.</p>
<p>12. Cancelling Your Policy</p>	<p>You can cancel Your Policy at any time by contacting Us. Please telephone Us on 01444 708844 between the hours of Monday to Friday from 9am to 5pm or send written confirmation by email to info@petcover.uk.com or by post to British Pet Insurance Services, 4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX.</p> <p>If You cancel Your Policy in the first fourteen (14) days of Your first Period of Insurance We will refund all of the premium You have paid, provided You have not made a claim. If You cancel Your Policy in the first fourteen (14) days after Your renewal date We will refund any premium You have paid for cover after that renewal date, provided You have not made a claim since that renewal date. If You cancel Your Policy at any other time, We will refund any amount You have paid for cover after the cancellation date. No refund will be provided where a claim has been made or there are any circumstances which You are aware of that may give rise to a claim.</p> <p>Once Your Policy is cancelled all cover for Your Pet will stop on the date the Policy is cancelled and no further claims will be paid.</p> <p>We may cancel this insurance by giving You fourteen (14) days' notice in writing to the address last notified to Us. We will only do this for a valid reason. If We cancel this insurance, provided You have not made a claim, You will be entitled to a refund of the premium paid, subject to a deduction calculated for any time for which You have been covered. If We pay any</p>

<p>12. Cancelling Your (Cont).</p>	<p>claim, whether by settlement, compromise or otherwise, then no refund of premium will be allowed. Cancellation of the insurance by Us does not affect the treatment of any claim arising under the insurance in the period before cancellation.</p>
<p>13. Paying Your premium</p>	<p>Your Pet is only covered under this Policy if You pay the premium. If You pay by Direct Debit instalments and You miss an instalment, You must pay the outstanding amount within fourteen (14) days. If You do not, We will cancel Your Policy back to the last day You have paid for cover. All cover for Your Pet will stop from that date and no further claims will be paid.</p> <p>When We settle Your claim, if there are any premiums overdue, We will deduct the outstanding amount from the claim payment.</p> <p>If You pay by Direct Debit instalments and You frequently miss an instalment or pay an instalment late, We may request You pay all Your remaining premium until the end of the Period of Insurance. If You do not pay the remaining premium We will cancel Your Policy back to the last day You have paid for cover. All cover for Your Pet will stop from that date and no further claims will be paid.</p>
<p>14. Renewing Your Policy</p>	<p>We will write to You at least twenty one (21) days before the Policy expires with full details of Your premium and terms upon which renewal will be offered for a further Period of Insurance.</p> <p>If You do not want to renew the Policy just let Us know.</p> <p>If You pay Your premium by Direct Debit instalment, when the Policy is due for renewal and We have agreed to renew the Policy, We will renew it for You automatically, to save You the worry of remembering to contact Us before the renewal date.</p> <p>If You paid Your Policy by any other means, You need to contact Us before your renewal date to confirm You want to renew Your Policy and to pay Your premium.</p> <p>It is important that You check the terms of any renewal offer to satisfy yourself that the details are correct. In particular, check the sum insured amounts and Excess(es) applicable and ensure that the levels of cover are appropriate for You.</p> <p>At each renewal, We ask You to notify Us of certain information.</p> <p>The information We require from You will be stated in Your renewal documentation. It is important that You provide Us with full and accurate information as this could affect a future claim. Please note that You need to comply with ‘<i>Your Duty to Disclose to Us</i>’ before each renewal.</p> <p>We have the right not to invite renewal and We will notify You in writing of any such action.</p>
<p>15. Changes at renewal</p>	<p>This document also applies for any offer of renewal We may make, unless We tell You otherwise.</p> <p>If We offer renewal We may:</p> <ul style="list-style-type: none"> • Change the premium, excesses and Policy Terms and Conditions. • Place exclusions because of Your Pet’s claims and veterinary history. • Limit or withdraw Third Party Liability cover based on a review of Your Pet’s behaviour. For example, any aggressive tendencies shown or any incidents where Your Pet has caused Injury to a person or another animal.

<p>16. Changes during the Period of Insurance</p>	<p>Changes will only be made to the Policy at renewal, We will not change the cover We provide for Your Pet during the Period of Insurance, unless:</p> <ul style="list-style-type: none"> • You decide to change Your Pet's cover. • You did not tell Us about something when We previously asked. • You provided Us with inaccurate information when previously asked, regardless of whether or not You thought it was accurate at the time. <p>If You transfer Your Pet to a plan with additional or higher benefit limits, the additional or higher benefits will not apply if the Condition being claimed for, first occurred prior to the change in the level of cover.</p>
<p>17. Pre-existing conditions</p>	<p>Any Injury or Illness which occurred before Your Pet's cover started or before Death from Illness is added to the Policy, is a Pre-Existing Condition and something which will never be covered by Your insurance. This is regardless of whether We place an exclusion for the Injury/Illness or not.</p>
<p>18. Illnesses in the Waiting Period</p>	<p>Any Illness which starts in the first fourteen (14) days of cover (Waiting Period) or after Death from Illness is added to the Policy. The fourteen (14) day Waiting Period will cease at 00.01 on the fifteenth (15th) day of cover starting or after Death from Illness is added to the Policy. Your Policy does not cover any claim relating to any of these Injuries or Illnesses which started or showed Clinical Sign(s) within the Waiting Period will never be covered by Your Policy. If, at a later time any of these Injuries or Illnesses which started or showed Clinical Sign(s) within the Waiting Period represents again with the same diagnosis, We will also not cover any costs to treat that Injury or Illness. This is regardless of whether Your Vet confirms the past and current Injuries or Illnesses are, or are not, linked.</p>
<p>19. Exclusions</p>	<p>In addition to the exclusions set out in these Terms and Conditions, the Policy does not cover any amount that results from an Injury, Illness or incident which is shown as excluded on Your Certificate of Insurance. Exclusions can be added on Your Policy at the start of Your first Period of Insurance based on Your answers to Our questions and any supplementary information provided. We can also place exclusions during the Period of Insurance but We can only do this if We find out, that when We asked during Your application, You did not tell Us about something or You provided Us with inaccurate information (regardless of whether or not You thought it was accurate at the time). In these cases the exclusion(s) will be placed back to the start of Your first Policy.</p> <p>Your Policy does not cover any claim that results from an Injury, Illness or incident which falls under any exclusion placed on Your Policy. An exclusion can be temporary or permanent. If the exclusion is temporary, upon request We will tell You under what circumstances We will reconsider the exclusion and what information You will need to provide. You must pay for the cost of this information. Please contact Us if You wish to discuss any exclusions on Your Policy.</p> <p>If, after We have offered a further Period of Insurance, You make a claim that relates to a Period of Insurance before the one We have offered, We may, based on the details of the claim, place exclusions backdated to the start of the further Period of Insurance.</p>
<p>20. Policy Limits</p>	<p>Any Injury or Illness which occurred before Your Pet's cover started or before Death from Illness is added to the Policy, is a Pre-Existing Condition and something which will never be covered by Your insurance. This is regardless of whether We place an exclusion for the Injury/Illness or not.</p>

<p>21. Travel Cover</p>	<p>Some cover under Your Policy provides cover whilst Your Pet is on a Journey. This type of cover is limited to the Agreed Countries for a maximum of ninety (90) days in each Period of Insurance. While Your Pet is outside the UK You must follow the conditions of the Pet Travel Scheme (PETS). Full details of the Pet Travel Scheme (PETS) can be found on the Defra website: www.defra.gov.uk or You can call the Defra Pet Travel Scheme (PETS) Helpline on 0370 241 1710.</p> <p>You must not take Your Pet outside of the UK if a Vet has advised against it. If You do, Your Pet will not be covered when outside of the UK.</p> <p>You agree to pay translation costs for any claim documentation not written in English.</p>
<p>22. Jurisdiction</p>	<ul style="list-style-type: none"> • The laws of England and Wales applies to this insurance contract. • Unless We agree otherwise the language of the Policy and all communications relating to it will be in English.
<p>23. Your Residence</p>	<ul style="list-style-type: none"> • Your Pet must live in the UK. • If Your address, or the address of Your Pet, changes You must advise Us as soon as possible as this may affect the insurance cover provided.
<p>24. False information</p>	<p>If You have provided false information or make a false or exaggerated claim, or any claim involving Your dishonesty, We have the right to cancel the Policy following which We will not make any further payments.</p>
<p>25. Provide and Update Information Previously Provided</p>	<p>Throughout Your Policy You need to tell Us about certain information. The things You need to tell Us about are detailed in Your Certificate of Insurance and in the '<i>Your Duty to Disclose to Us</i>' in the Policy Terms and Conditions.</p> <p>It's important You check any new documents We send to understand the information We need. If You do not provide Us with the full and accurate information it can result in a claim not being paid or affect the cover We provide.</p>
<p>26. Fraudulent Claims</p>	<p>If You submit a fraudulent claim, or solicit Your Vet to behave in a fraudulent manner or persuade them to falsify or change information regarding a claim, then the claim may be denied and We may cancel the Policy. We may also be entitled to reclaim any payments already made to You in respect to such claims.</p>
<p>27. Lost Pets</p>	<p>If Your Pet is lost or missing when You first take the Policy, the cover under the Policy will not start until You are reunited with Your Pet and any incident, Injury or Illness which occurs before You are reunited will not be covered by the Policy.</p>
<p>28. Your Rights</p>	<p>The Policy is subject to any rights and remedies.</p>

General Exclusions

We will not pay any benefit under the **Policy** for any costs or expenses incurred by **You** that are caused by, arise out of, or are in any way related to or connected with:

1. Your Certificate of Insurance	A Condition, Injury or Illness specifically excluded on Your Certificate of Insurance .
2. Your Pet's age	Any pet that is less than eight (8) weeks old at the commencement of cover.
3. Your Pet's Use	Dogs used for security, guarding, track racing or coursing.
4. Your Pet's breed	Any breed of dog that is banned by any UK Government, Public or Local Authority or any dog that is, or is crossed with, a Pit Bull Terrier, Dogo Argentino, Perro De Presa Canario, Dogo Canario, Dingo, Japanese Tosa, Fila Brasileiro, Czechoslovakian Wolfdog, Saarloos Wolfhound / Wolfdog or any wolf hybrid. (This list may be modified from time to time.)
5. Laws and regulations	<ul style="list-style-type: none"> • Any dog that must be registered under: <ol style="list-style-type: none"> a) The relevant legislation dealing with dangerous dogs or any further amendments to such legislation, or b) the Dangerous Dog Act 1991, the Dangerous Dog (Amendment) Act 1997, or any further amendments to this Act. • Any dog declared as a dangerous dog by a Government authority. • You breaking the UK laws or regulations of England and Wales, including those relating to animal health or importation regulations. • Your Pet being confiscated or destroyed by any Government or Public or Local Authority or any person or body having the jurisdiction to do so, including because it was worrying livestock. • Any Government or Public or Local Authority or any person or body having the jurisdiction to do so, having put restrictions on Your Pet. • Legal expenses, fines and penalties connected with or resulting from a Criminal Court Case or an Act of Parliament. • Any costs caused because the Department for Environment, Food and Rural Affairs (DEFRA) has put restrictions on Your Pet. • Any benefit to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.
6. Radiation	Radiation, nuclear explosion, nuclear fallout or contamination by radioactivity.
7. Transmission of disease	A disease transmitted from animals to humans.
8. War, acts of terrorism, revolution or any similar event	An act of force or violence for political, religious or ideological reasons, war, acts of terrorism, riot, revolution or any similar event, including any chemical or biological terrorism.
9. When Your Pet is on a Journey in an Agreed Country	<ul style="list-style-type: none"> • You not following the conditions of the Pet Travel Scheme (PETS). • Any Journey You take Your Pet on against a Vet's advice. • Any animal less than twelve (12) weeks old. • A foreign government or public authority putting restrictions on Your Pet.

<p>9. When Your Pet is on a Journey in an Agreed Country (Cont).</p>	<ul style="list-style-type: none"> • Your Pet living permanently outside of the UK. • An Illness that Your Pet contracted while outside the UK, or the Agreed Countries that it would not normally have contracted in the UK or the Agreed Countries.
<p>10. Routine or preventative Treatment</p>	<p>Cost of Routine or Preventative Treatment or care such as check-ups and procedures that are designed to prevent future Illnesses from occurring rather than treating existing Illnesses. These include, but are not limited to annual physical examinations and or check-ups, vaccinations, worm prevention medication, flea and other internal/external parasite prevention.</p>
<p>11. Elective Treatment</p>	<p>Cost of Elective Treatment, diagnostics or procedures including, but not limited to desexing, spaying or castration, micro-chipping, grooming and de-matting, cosmetic or aesthetic procedures or surgery, or elective surgery including but not limited to dew-claw removal, prescription diet foods, tail docking, debarking, declawing, ear cropping, and any Treatment not related to an Injury, Illness, or trauma. Elective Treatment that is beneficial to the pet, but is not essential for Your Pet's survival or does not form part of Treatment for an Injury or Illness.</p>
<p>12. Care and negligence</p>	<p>Cost of treating any Injury or Illness or other bodily Injury or Illness caused by, arising out of, or in any way connected with a malicious act, deliberate Injury or bodily Injury or gross negligence caused by You or a member of Your Immediate Family or anyone living with You or acting with Your express or implied consent.</p>
<p>13. Pandemic disease</p>	<p>Any pandemic disease that causes widespread Illness, death or destruction affecting dogs and cats.</p>
<p>14. Vaccinations</p>	<p>Any cost or amount due to:</p> <ul style="list-style-type: none"> • Any dog not being vaccinated against distemper, hepatitis, kennel cough, leptospirosis (in areas where it is prevalent and Vets recommend vaccination) and parvovirus. • Any cat not being vaccinated against feline infectious enteritis, feline leukaemia and cat flu, or other disease that there is a known vaccine and Vets recommend vaccination. • A government or another official body orders that Your Pet must be vaccinated against an Illness as part of a compulsory mass vaccination programme. We will not pay any costs relating to the vaccination itself or any complications that happen due to the procedure taking place. For the purpose of this insurance, 'a mass vaccination programme' means a programme of the compulsory vaccination of a species, or a selected group within a species, with the aim of protecting that group, people or other animals from an Illness or another risk.
<p>15. Reasonable Precautions</p>	<p>Your failure to take all reasonable precautions to protect Your Pet from or by aggravating or prolonging an Injury or Illness.</p>
<p>16. Your legal liability</p>	<p>Your legal liability for payment of compensation in respect of:</p> <ul style="list-style-type: none"> • death, bodily Injury or illness, and/or • physical loss or damage to property, <p>except to the extent You have such cover for Third Party Liability for dogs under this Policy.</p>

Veterinary Fees & Alternative or Complementary Treatment Cover

What We will pay for Veterinary Fees

Veterinary Fees cover whilst in the **UK** and **Agreed Countries** only.

The cost of **Veterinary Fees** incurred for the **Veterinary Treatment Your Pet** has received to treat an **Injury** and/or **Illness**.

When referred and endorsed by **Your Vet**, **We** also cover the **Treatment of a Behavioural Illness** and the cost of **Physiotherapy** to treat an **Injury** and/or **Illness** (**Physiotherapy** does not include any form of **Hydrotherapy**)

Illnesses and **Injuries** are covered for:

- **Twelve (12) months**, starting from the date during the **Period of Insurance** in which the **Injury** happened or the **Clinical Sign(s)** of the **Illness** first occurred, or
- until the **Maximum Benefit** is reached for each separate **Injury** and **Illness**, whichever happens first.

If **Your Pet** has multiple **Injuries**, and they are diagnosed as the same **Injury**, or they happen at the same time, or they are caused by, or relate to one another; the **Twelve (12) months** starts from the date the first **Injury** happened and one **Maximum Benefit** applies for all of the **Injuries**.

After this time or the benefit being reached all cover for that **Injury** or **Illness** will stop.

What You pay for Veterinary Fees

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, **You** must pay the **Excess** shown on **Your Certificate of Insurance**.

What We will pay for Alternative or Complementary Treatment

Alternative or Complementary Treatment cover whilst in the **UK** only.

When referred and endorsed by **Your Vet**, the cost of any examination, consultation, advice, test and legally prescribed medication for the following when it is deemed necessary by **Your Vet** to treat an **Injury** and/or **Illness**:

- **Acupuncture,**
- **Homeopathy,**
- **Herbal Medicine,**
- **Chiropractic Manipulation,**
- **Osteopathy,**
- **Hydrotherapy,**

for up to ten (10) sessions in total per **Period of Insurance**.

Illnesses and **Injuries** are covered for:

- **Twelve (12) months**, starting from the date during the **Period of Insurance** in which the **Injury** happened or the **Clinical Sign(s)** of the **Illness** first occurred, or
- until the **Maximum Benefit** is reached for each separate **Injury** and **Illness**, whichever happens first.

If **Your Pet** has multiple **Injuries**, and they are diagnosed as the same **Injury**, or they happen at the same

time, or they are caused by, or relate to one another; the **Twelve (12) months** starts from the date the first **Injury** happened and one **Maximum Benefit** applies for all of the Injuries.

After this time or the benefit being reached all cover for that **Injury** or **Illness** will stop.

Any amounts paid under **Alternative or Complementary Treatment** are part of **Your Veterinary Fees Maximum Benefit** and not in addition to **Your Veterinary Fees Maximum Benefit (Policy Aggregate)**.

What You pay for Alternative or Complementary Treatment

For each **Illness** or **Injury** that is treated during the **Period of Insurance** and is not related to any other **Illness** or **Injury** treated during the same **Period of Insurance**, You must pay the **Excess** shown on **Your Certificate of Insurance**.

Separate **Excesses** apply for **Veterinary Fees** and **Alternative or Complimentary Treatment** which means if **You** claim under both benefits for the same **Injury** or **Illness**, **You** will pay an **Excess** for each benefit.

What We will not pay for Veterinary Fees and Alternative or Complementary Treatment

- 1) More than the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded, subject to the **Policy Aggregate** (any amounts paid under **Alternative or Complementary Treatment** are part of **Your Veterinary Fees Maximum Benefit** and not in addition to) subject to exclusions of the **Policy**, less the applicable **Excess**.
- 2) The cost of any **Treatment** for a **Pre-Existing Condition**.
- 3) The cost of any **Treatment** for an **Illness which starts in the first fourteen (14) days of cover**.
- 4) To the extent permitted by law, costs of any **Treatment** for:
 - An **Injury** that happened or an **Illness** that first showed **Clinical Sign(s)** before **Your Pet's** cover started, or
 - an **Injury** or **Illness** that is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Injury, Illness** or **Clinical Sign(s)** **Your Pet** had before its cover started, or
 - an **Injury** or **Illness** that is caused by, relates to or results from an **Injury, Illness** or **Clinical Sign(s)** **Your Pet** had before its cover started, no matter where the **Injury, Illness** or **Clinical Sign(s)** occurred or happened in, or on **Your Pet's** body.
- 5) To the extent permitted by law, for the costs of any **Treatment** of:
 - An **Illness** that first showed **Clinical Sign(s)** within fourteen (14) days of **Your Pet's** cover starting, or
 - an **Illness** which is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Illness** that first showed **Clinical Sign(s)** within fourteen (14) days of **Your Pet's** cover starting, or
 - an **Injury** or **Illness** that is caused by, relates to or results from a **Clinical Sign(s)** that first occurred, or an **Illness** that first showed **Clinical Sign(s)** within fourteen (14) days of **Your Pet's** cover starting, no matter where the **Injury, Illness** or **Clinical Sign(s)** occurred or happened in, or on **Your Pet's** body.
- 6) For the cost of any **Treatment** **Your Pet** receives more than **Twelve (12) months** after the date the **Injury** happened or the **Illness** first showed **Clinical Sign(s)**.
- 7) For the cost of any **Treatment** resulting from an **Injury** or **Illness**, if the **Clinical Sign(s)** are the same as the **Clinical Sign(s)** of an **Injury** which happened or **Illness** which first showed **Clinical Sign(s)** more than **Twelve (12) months** before.
- 8) For the cost of any medicines or materials prescribed or supplied to be used more than **Twelve (12) months** after the date the **Injury** happened or the **Illness** first showed **Clinical Sign(s)**.
- 9) For the cost of any **Treatment** to prevent an **Injury** or **Illness**.

- 10) The cost of any **Elective Treatment, Routine or Preventative Treatment**, diagnostics or procedure or any **Treatment** that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including any complications that arise.
- 11) The cost of any **Treatment**, or complications arising from **Treatment**, that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including cosmetic dentistry.
- 12) For the cost of killing and controlling fleas, general health improvers and any **Treatment** in connection with breeding, pregnancy, giving birth or false pregnancy.
- 13) For the cost of any vaccinations, spaying and castration other than the cost of treating any complications arising from these procedures.
- 14) For the costs of having **Your Pet**:
 - Put to sleep, including any veterinary consultation/visit or prescribed medication specifically needed to carry out this procedure, or
 - cremated, buried or otherwise disposed of.
- 15) For the cost of a post mortem examination or voluntary euthanasia.
- 16) The cost of a house call unless the **Vet** or **Therapist** confirms that **Your Pet** is suffering from a serious **Injury** or **Illness** and that moving **Your Pet** would either endanger its life or significantly worsen the serious **Injury/Illness**, regardless of **Your Personal Circumstances**.
- 17) For the extra costs for treating **Your Pet** outside usual surgery hours; unless the **Vet** or **Therapist** confirms an emergency consultation is essential, regardless of **Your Personal Circumstances**.
- 18) The cost of periodontics, dental check-ups, Comprehensive Oral Health Assessment and Treatment (COHAT), dental x-rays, dental prophylaxis, dental scale and polish or teeth cleaning, gingival cures, gingival hyperplasia, removal of plaque or calculus or periodontal surgery.
- 19) The cost of prosthodontics, the removal or repair of misaligned or retained deciduous teeth, orthodontic appliances, crowns, caps or splints, luxation, horizontal bone loss, impacted teeth or embedded teeth.
- 20) Any cost relating to orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
- 21) Any cost of **Treatment** for dental and/or dental disease if an annual dental examination has not been undertaken within the **Twelve (12) months** preceding the problem requiring **Treatment** a **Vet** recommended resulting from the examination that had not been carried out. Evidence will need to be provided to **Us** if **Your Vet** has carried out an annual dental examination.
- 22) The cost of nasal fold, skin fold, stenotic nares and soft palate resections, enlarged tongue (macroglossia), everted laryngeal sacculles, Gastrointestinal Tract and Brachycephalic Airway Obstruction (BOAS), that occurs in the first **Twelve (12) months** of cover including a free introductory cover Policy, regardless of **Your Pet** showing **Clinical Sign(s)** of the **Condition** or not, prior to commencement of cover or within the fourteen (14) day **Waiting Period**.
- 23) The cost of the following procedures; experimental **Treatments**, or therapies; prosthetics or orthopaedic supports or braces, open heart surgeries, cancer vaccinations, therapeutic antibody for dog and cat cancers, stem cell therapy, organ transplants, gene therapies, probiotics, dental vaccines, cold laser **Treatments**, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
- 24) Any costs for **Alternative or Complementary Treatment** or **Veterinary Treatment** that does not improve the health or wellbeing of **Your Pet**.
- 25) Any prolonged course of veterinary medicines, **Alternative or Complementary Treatments** for more than three (3) months if there is a veterinary operation that would have improved or cured the **Condition** unless agreed by **Us**. The maximum payment will be limited to the equivalent cost of the operation.
- 26) The cost for **Your Vet** to write a prescription or charge a dispensing fee.
- 27) Any medicines that have not been approved by The Veterinary Medicines Regulations (VMR) or where there is no evidence to support the usage of this medicine for this **Condition**.

- 28) The cost of any medication or drug course to treat a **Condition** that is for more than four (4) weeks at a time. **We** may consider a longer period of time providing **Your Vet** has submitted a full **Treatment** plan to **Us** for review prior to the **Treatment** being carried out.
- 29) The cost of any ongoing **Treatment** that will require more than six (6) visits, without the letter from **Your Vet** setting out a **Treatment** plan for permanent cure of the **Condition**. Any further consultations and **Treatments** will require pre authorisation by **Us**.
- 30) Any bulk purchase of medicines that can't be used in full by the end of the current **Period of Insurance**.
- 31) Any claim where the full medical history is not provided when requested
- 32) For the cost of any additional veterinary attention required because **You** are unable to administer medication or **Treatment** due to **Your Pet's** behaviour or **Your Personal Circumstances**.
- 33) For the cost of hospitalisation and any associated **Treatment**, unless the **Vet** or **Therapist** confirms **Your Pet** must be hospitalised for essential **Treatment**, regardless of **Your Personal Circumstances**.
- 34) The cost of, bathing, grooming, clipping or de-matting **Your Pet**, other than bathing when a substance is being used which, according to manufacturer's guidelines, can only be administered by a **Member of a Veterinary Practice**, regardless of **Your Personal Circumstances**.
- 35) For any costs for treating an **Illness** or **Injury** after the last day of the **Period of Insurance**, unless a further **Period of Insurance** has been entered into by **You** and **Us** in which case the costs may be paid under the new **Policy** entered into with **You**.
- 36) For the cost of treating any **Injury** or **Illness** deliberately caused by **You** or anyone living with **You** or, while on a **Journey**, anyone travelling with **You**.
- 37) For the cost of **Treatment** for dental and/or dental disease unless **Your Pet** had a dental examination carried out by a **Vet** in the **Twelve (12) months** before the **Clinical Sign(s)** of the **Injury** or **Illness** giving rise to the claim were first noted. If any **Treatment** was recommended as a result of the check, this must have been carried out.
- 38) For the cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
- 39) For the cost of any **Treatment** while on a **Journey** if a **Vet** believes it can be delayed until **Your Pet** returns **Home**.
- 40) For the cost of any **Treatment** if the **Journey** was made to get **Treatment** outside of the **UK**.
- 41) For the cost of hiring a swimming pool, **Hydrotherapy** pool or any other pool or **Hydrotherapy** equipment.
- 42) For the cost of buying or hiring equipment or machinery or any form of housing, including cages.
- 43) For the cost of any surgical items that can be used more than once.
- 44) For the cost of any **Treatment** if a claim has not been submitted within one (1) year of **Your Pet** receiving **Treatment**, **We** may refuse or reduce the amount **We** pay to the extent that **We** are prejudiced by the late notification of the claim.
- 45) For the cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.
- 46) The cost of any charges made for the submission of claim(s) or the cost of any supporting documentation needed as part of **Your** claim.
- 47) The cost of transporting **Your Pet**, including any costs to get **Your Pet** to, or from, any **Veterinary Practice**.
- 48) The cost for a **Condition** where the diagnosis is inconclusive, but where the **Treatment** protocol is consistent with a **Treatment** protocol typically applied to a **Condition** which is not covered.

What We will not pay under Veterinary Fees only

- 1) More than the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded, subject to the **Policy Aggregate** (any amounts paid under **Alternative or Complementary Treatment** are part of **Your Veterinary Fees Maximum Benefit** and not in addition to), subject to exclusions of the **Policy** and less the applicable **Excess**.
- 2) For the cost of any food, including food prescribed by a **Vet**, unless it is:
 - Used to dissolve existing bladder stones and crystals in urine, which is limited to a maximum of 40% of the cost of food for up to six (6) months. A diagnostic test must be carried out to confirm the presence of the stones/crystals.
 - Liquid food, used for up to five (5) days while **Your Pet** is hospitalised at a **Veterinary Practice**, providing the **Vet** confirms the use of the liquid food is essential to keep **Your Pet** alive.
- 3) For the cost of pheromone products, including DAP diffusers and Feliway, unless used as part of a structured **Behaviour Modification Programme**, and then limited to a maximum period of six (6) months. If the **Behavioural Illness** recurs after these six (6) months, **We** will not cover the cost of any further pheromone products for that **Behavioural Illness**.
- 4) The cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.
- 5) The cost of spaying and castration for the **Treatment of a Behavioural Illness**.
- 6) For the cost of spaying or castration, unless:
 - The procedure is carried out when **Your Pet** is suffering from an **Injury** or **Illness** for which cover is provided under **Veterinary Fees** and it is essential to treat the **Injury** or **Illness**, or
 - the costs claimed are for the **Treatment** of complications arising from this procedure.
- 7) For the cost of any **Treatment** in connection with a retained testicle(s) if **Your Pet** was over the age of **twelve (12) weeks** when cover started.
- 8) The cost of surgical items that can be used more than once.
- 9) For the cost of **Hydrotherapy, Acupuncture, Homeopathy, Chiropractic Manipulation, Osteopathy** or any other **Alternative or Complementary Treatment**. This includes any **Veterinary Treatment** specifically needed to carry out the particular **Alternative or Complementary Treatment**.
- 10) For the cost of a post-mortem examination.
- 11) The cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
- 12) For the cost of any prosthesis, including any **Veterinary Treatment** needed to fit the prosthesis, other than hip, knee and/or elbow replacement(s).
- 13) The cost of any **Treatment** while on a **Journey** if:
 - A **Vet** believes the **Treatment** can be delayed until **Your Pet** returns **Home**, or
 - the Journey was made to get **Treatment** overseas.
- 14) The cost for superlorin implants.

What We will not pay under Alternative or Complementary Treatment only

- 1) More than the **Maximum Benefit** for **Alternative or Complementary Treatment Maximum Benefit** for **Injury** and **Illness** or which will result in the **Maximum Benefit** being exceeded, subject to the **Policy Aggregate** (any amounts paid under **Alternative or Complementary Treatment** are part of **Your Veterinary Fees Maximum Benefit** and not in addition to), subject to exclusions of the **Policy** and less the applicable **Excess**.
- 2) The cost of any food, including food prescribed by a **Vet**.
- 3) The cost of more than ten (10) sessions in total for the **Treatment** of an **Injury, Illness** or **Behavioural Illness** of **Acupuncture, Chiropractic Manipulation, Osteopathy, Hydrotherapy**.
- 4) The cost of **Treatment** for a **Behavioural Illness** if **Your Pet's** behaviour is caused by **You** failing to provide training.

Conditions applying to Veterinary Fees and Alternative or Complementary Treatment

- 1) The maximum amount **We** will pay for the cost of **Treatment** for an **Injury** and or **Illness** is the **Maximum Benefit** which applies on the date the **Injury** happened or the date the **Clinical Sign(s)** of the **Illness** first occurred, provided the relevant date falls within the **Period of Insurance**, subject to exclusions of the **Policy** and subject to the **Policy Aggregate** less the applicable **Excess**.
- 2) The period of **Twelve (12) months** and the **Maximum Benefit** will always start or be calculated from the date in the **Period of Insurance**:
 - The **Injury** first happened after **Your Pet's** cover started, or the first **Clinical Sign(s)** of the **Illness** or **Condition** occurring or existing in any form, after the conclusion of the fourteen (14) day **Waiting Period**, or
 - an **Illness** with the same diagnosis or **Clinical Sign(s)** first occurred. No matter how many times the same **Injury, Illness** or **Clinical Sign(s)** occur or happen in, or on, any part of **Your Pet's** body.
- 3) If a number of **Injuries, Illnesses** or **Clinical Sign(s)** are:
 - Diagnosed as one (1) **Injury** or **Illness**, or
 - caused by, relates to, or results from, another **Injury, Illness**, or **Clinical Sign(s)**.

The **Twelve (12) months** starts from the date the first **Injury** happened and one (1) **Maximum Benefit** applies for all of the **Injuries**.

In this case the period of **Twelve (12) months** and the **Maximum Benefit** will start or be calculated from the first date in the **Period of Insurance**:

- Any of the **Clinical Sign(s)** or any of the **Illnesses** occurred, after the conclusion of the fourteen (14) day **Waiting Period**, or
 - the first **Injury** happened, after **Your Pet's** cover started.
- 4) After **We** have paid the cost of **Treatment** for **Twelve (12) months** or the **Maximum Benefit** for an **Injury, Illness**, or **Clinical Sign(s)**, **We** will not pay the cost of any more **Treatment** for:
 - The same **Injury** or **Illness**, or
 - the same **Clinical Sign(s)**, or
 - an **Injury** or **Illness** with the same diagnosis or **Clinical Sign(s)** as the **Illness** or **Clinical Sign(s)** **We** have paid the limit for, or
 - an **Injury** or **Illness** that is caused by, relates to, or results from, an **Injury, Illness** or **Clinical Sign(s)** that **We** have paid the limit for.

No matter where the **Injury, Illness** or **Clinical Sign(s)** occur or happen in, or on, any part of **Your Pet's** body.

- 5) If the claim includes medication, these costs will be subject to the **Maximum Benefit** that applies on the date the medication will be used.

- 6) If **We** agree for a claim settlement to be paid direct to **Your Vet** and **You** allow this, then if the **Vet**, who has treated **Your Pet** or is about to treat **Your Pet**, asks for information about **Your** insurance that relates to a claim, **We** will tell the **Vet** what the insurance covers, what **We** will not pay for, how the amount **We** pay is calculated and if the premium is paid to date.
- 7) If **We** receive a request to pay the claim settlement direct to a **Veterinary Practice**, **We** reserve the right to decline this request.
- 8) **We** may refer **Your Pet's** case history to **Our Vet** and if **We** request, **You** must arrange for **Your Pet** to be examined by **Our Vet**.
- 9) If **You** decide to take **Your Pet** to a different **Vet** or **Therapist** for a second opinion because **You** are unhappy with the diagnosis or **Treatment** provided, **You** must tell **Us** before **You** arrange an appointment with the new **Vet** or **Therapist**.
If **You** do not, **We** will not pay any costs relating to the second opinion. If **We** request, **You** must use **Our Vet** or **Therapist** **We** choose. If **We** decide the diagnosis or **Treatment** currently being provided is correct, **We** will not cover any costs relating to the second opinion.
- 10) It is **Your** responsibility to ensure the **Veterinary Practice** or **Therapist** is paid within the required time frame:
 - If an additional charge is added to the cost of **Treatment** due to the late payment of fees, **We** will deduct this charge from the claim settlement.
 - If the **Veterinary Practice** or **Therapist** provides a discount for paying the cost of **Treatment** within a certain time frame, **You** must provide payment within this time frame. If **You** do not, **We** will deduct the discount, which would have been provided, from the claim settlement.
- 11) **We** will require fully itemised invoices.

Death from Injury & Death from Illness Cover

What We will pay for Death from Injury

This cover is an **Optional Extra Benefit** and this cover only applies if it is shown on **Your Certificate of Insurance**.

Death from **Injury** cover whilst in the **UK** only.

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Injury** caused by an **Accident**.

If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

What You pay for Death from Injury

The **Excess** shown on **Your Certificate of Insurance**.

What We will pay for Death from Illness

This cover is an **Optional Extra Benefit** and this cover only applies if it is shown on **Your Certificate of Insurance**.

Death from **Illness** cover whilst in the **UK** only.

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it either dies or has to be put to sleep by a **Vet** during the **Period of Insurance** as a result of an **Illness**.

If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

What You pay for Death from Illness

The **Excess** shown on **Your Certificate of Insurance**.

What We will not pay under Death from Injury or Death from Illness

- 1) Any amount which exceeds the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded, subject to exclusions of the **Policy** and less the applicable **Excess**.
- 2) To the extent permitted by law, if the death results from an **Injury** or **Illness** that happened prior to the **Period of Insurance**.
- 3) To the extent permitted by law, if **Your Pet's** death results from a **Pre-Existing Condition**.
- 4) To the extent permitted by law, if **Your Pet's** death results from an **Illness which starts in the first fourteen (14) days of cover**.
- 5) Any amount unless **Your Vet** confirms it was not humane to keep **Your Pet** alive because it was suffering from an **Injury** that could not be treated or an incurable **Illness**.
- 6) Any amount if **Your Pet** dies or is put to sleep more than **Twelve (12) months** after the date during the **Period of Insurance** the **Injury** happened or the **Illness** first showed **Clinical Sign(s)**.
- 7) Any amount if the death is caused by, relates to or results from an **Injury** or **Illness**, if the **Clinical Sign(s)** are the same as the **Clinical Sign(s)** of an **Injury** which happened or an **Illness** which first showed **Clinical Sign(s)** more than **Twelve (12) months** before **Your Pet's** death, no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happen in or on **Your Pet's** body.

- 8) Any amount if the death results from obesity, breeding, pregnancy or giving birth.
- 9) Any amount if the death results from an **Illness** or disease in any **Select Breed** aged five (5) years or over or any other **Pet** aged eight (8) years or over.
- 10) Any amount if a claim has not been submitted within one (1) year of **Your Pet's** death, to the extent that **We** are prejudiced by the late notification of the claim.
- 11) Any amount if the death results from an **Injury** or **Illness** specified as excluded on **Your Certificate of Insurance** or generally not covered within these terms and conditions.

Conditions applying to Death from Injury or Death from Illness

- 1) Unless otherwise specified in the **Policy** the calculation of the period of **Twelve (12) months** and the **Maximum Benefit** will always start or be calculated from the date in the **Period of Insurance**:
 - The **Injury** first happened after **Your Pet's** cover started, or the first **Clinical Sign(s)** of the **Illness** or **Condition** occurring or existing in any form, after the conclusion of the fourteen (14) day **Waiting Period**, or
 - an **Illness** with the same diagnosis or **Clinical Sign(s)** as the **Illness** or **Clinical Sign(s)** that caused **Your Pet** to be put to sleep or caused its death first occurred.

No matter how many times the same **Injury, Illness** or **Clinical Sign(s)** occur or happen in, or on, any part of **Your Pet's** body.

- 2) If a number of **Injuries, Illnesses** or **Clinical Sign(s)** are:

- Diagnosed as one (1) **Injury** or **Illness**, or
- caused by, relate to, or result from, another **Injury, Illness**, or **Clinical Sign(s)**.

The **Twelve (12) months** starts from the date the first **Injury** happened and one (1) **Maximum Benefit** applies for all of the **Injuries**.

In this case the period of **Twelve (12) months** and the **Maximum Benefit** will start or be calculated from the first date in the **Period of Insurance**:

- Any of the **Clinical Sign(s)** or any of the **Illnesses** first occurred, or
- the first **injury** happened.

- 3) When lodging a claim for Death for **Injury** or Death from **Illness**, please send **Us**:

- A letter or death certificate from **Your Vet**, noting **Your Pet's** microchip number, breed, colour and how **Your Pet** died,
- the pet's original Pedigree Certificate and purchase receipt from when **You** bought **Your Pet**, where applicable, and
- **Your** claim form.

We will not pay for this information.

- 4) If **You** make a claim for Death from **Injury** or Death from **Illness**, **We** will automatically cancel **Your Pet** from the **Policy** from the day after his/her death.

Theft or Straying & Advertising and Reward Cover

What We will pay for Theft or Straying

This cover is an **Optional Extra Benefit** and this cover only applies if it is shown on **Your Certificate of Insurance**.

Theft or Straying cover whilst in the **UK** only.

The price **You** paid for **Your Pet**, up to the **Maximum Benefit**, if it is stolen or goes missing during the **Period of Insurance** and is not recovered or does not return, within thirty (30) days. If **You** have no formal proof of how much **You** paid for **Your Pet**, **We** will pay the **Market Value** or purchase price, whichever is less. If **You** did not pay for **Your Pet** **We** will pay the **Market Value**.

What You pay for Theft or Straying

The **Excess** shown on **Your Certificate of Insurance**.

What We will not pay under Theft or Straying

- 1) Any amount which exceeds the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded.
- 2) Any amount if **You** or the person looking after **Your Pet** has freely parted with it, even if tricked into doing so, unless anyone was looking after or transporting **Your Pet** in return for money, goods or services.
- 3) Any amount if a claim has not been submitted within one (1) year of **Your Pet** being stolen or going missing, to the extent that **We** are prejudiced by the late notification of the claim.

What We will pay for Advertising and Reward

Advertising and Reward cover whilst in the **UK** and the **Agreed Countries** only.

If **Your Pet** is stolen or goes missing during the **Period of Insurance**, **We** will pay:

- The cost of advertising, and
- the reward **You** have offered and paid to get **Your Pet** back,
- if **Your Pet** is stolen or goes missing during **Your Journey**, **We** will also pay the cost of **Your** accommodation to stay and look for **Your Pet** if it has not been found or returned by the scheduled last date of **Your Journey**.

What We will not pay under Advertising and Reward

- 1) Any amount which exceeds the **Maximum Benefit** for all incidents covered under the relevant cover or which will result in the **Maximum Benefit** being exceeded or all incidents during the **Period of Insurance**.
- 2) More than £50 towards sundries to make **Your** own posters and advertising material.
- 3) Any costs for another party (for example a company, organisation or pet detective) to:
 - Search for **Your Pet** (either on foot, with search dogs or equipment).
 - To produce anything other than posters and leaflets.
 - To communicate with people about the loss or to report **Your Pet** missing to other people or organisations (other than to advertise on the internet and social media).
 - To distribute/display advertising materials.
- 4) For any reward that **We** have not agreed to before **You** advertised it.

- 5) For any reward not supported by a signed receipt giving the full name, address and telephone number of the person who found **Your Pet**.
- 6) For any reward paid to:
 - A member of **Your Family** or any person living with **You** or employed by **You**, including any person travelling with **You** during **Your Journey**.
 - The person who was caring for **Your Pet** when it was lost or stolen.
 - The person who stole **Your Pet** or any person who is in collusion with the person who stole **Your Pet**.
- 7) Any amount if a claim has not been submitted within one (1) year of **Your Pet** going missing, to the extent that **We** are prejudiced by the late notification of the claim.
- 8) If **Your Pet** is stolen or goes missing during **Your Journey**:
 - More than seven (7) days' accommodation costs and more than £50 for each day's accommodation.
 - Any amount if the cost of accommodation is at a property owned by **You** or **Your Family**.
- 9) Any amount unless **You** have provided **Us** with some official documentation to certify the theft or loss was reported to the police or the shipping, or aircraft operator if the loss or theft happened while **You** were travelling with them.

Conditions applying to Theft or Straying & Advertising and Reward

- 1) **You** must immediately take all reasonable steps to find or recover **Your Pet**.
- 2) **You** must take the following steps:
 - Within twenty-four (24) hours of **You** discovering **Your** dog or cat is stolen, **You** must tell the appropriate authority and obtain written confirmation of **Your** report. Depending on where **You** live the appropriate authority may be **Your** local Council or the police.
 - Tell all the **Vets** and local rescue centres within a reasonable distance of the area where **Your** dog or cat was last seen, within five (5) days of **Your Pet** going missing.
 - If **Your Pet** is microchipped, **You** must notify **Your** microchip provider within five (5) days of finding out **Your Pet** missing.
 - If **Your** dog or cat has not been found within thirty (30) days, fill in a claim form and return it to **Us** as soon as possible.
- 3) If **Your Pet** was lost or stolen while being transported by a shipping agent or aircraft, **You** must immediately report the loss to the operator and obtain written confirmation of **Your** report.
- 4) For Advertising and Reward only:
 - The **Maximum Benefit** covers the cost of both advertising and the reward. The full **Maximum Benefit** is available for **You** to use for advertising but the amount **You** can use for a reward is limited to 50% of the **Maximum Benefit**.
 - **You** must obtain **Our** approval before advertising a reward; if not, the cost of the reward will not be covered by the **Policy**.
 - **You** must provide **Us** with a receipt(s) for any amount which **You** are claiming for. Any costs not supported by a receipt will not be covered by the **Policy**.
- 5) For Theft or Straying only:
 - To submit a claim for Theft or Straying **You** must have advertised the loss of **Your Pet** for at least thirty (30) days and when **You** claim **You** must provide **Us** with evidence showing the advertising took place, the pet's original pedigree certificate and purchase receipt from where **You** bought **Your Pet**, where applicable; **We** will not pay for this information.
 - If **Your Pet** has not been found within thirty (30) days, please fill in a claim form and return it to **Us** as soon as possible.

- If the claim is paid the original pedigree certificate and purchase receipt will not be returned to **You**.
- If **Your Pet** is found or returns, **You** must repay the full amount **We** have paid **You**.
- If the loss or theft happened during **Your Journey** please also send **Us** the booking invoice for **Your Journey** or any other official documentation to show the dates of **Your Journey**.

There are other actions **You** can take, which although are not requirements of this insurance, may help to improve the chances of **Your Pet** returning **Home**. This includes notifying all **Vets**, local rescue centres, distributing flyers, do a letterbox drop in the area **Your Pet** went missing and searching the

Third Party Liability Cover

In this Third Party Liability Cover 'You' and 'Your' mean **You** or any person looking after or handling **Your Pet** with **Your** permission.

What We will pay for Third Party Liability

Third Party Liability cover for **Your** dog named on the **Certificate of Insurance** whilst in the **UK** only.
For

- **Your** legal liability for payment of compensation in respect of:
 - a) Death, bodily **Injury** or illness of another person, and/or
 - b) physical loss of or damage to property,occurring during the **Period of Insurance** and which is caused by an **Accident** caused by **Your Pet**.
- Legal costs and expenses **You** incur for a Third Party Liability claim covered under this Third Party Liability cover with **Our** consent for which **You** are legally liable, plus the cost of any lawyers (or a solicitor or a barrister) **We** appoint.

All **Accidents** of a series consequent upon or attributable to one source or original cause are treated by **Us** as one **Accident**. This cover applies in respect of an **Accident** occurring anywhere in the **UK**. The maximum amount **We** will pay for each claim under this Third Party Liability cover for dogs covered is £1,000,000. Where permitted by law, this limit will be reduced by any amount paid under any other insurance **You** have with **Us**, that provides cover for the same liability, loss, **Accident**, occurrence or incident.

What You pay for Third Party Liability

The **excess** shown on **Your Certificate of Insurance**.

What We will not pay under Third Party Liability

- 1) Any amount which exceeds the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded.
- 2) Any amount for:
 - If **You** are the person who is killed, **Injured** or falls ill,
 - damage to **Your** property,
 - bodily **Injury** to or death of any person who normally lives with **You** or is part of **Your Immediate Family**, or for damage to their property,
 - bodily **Injury** to **Your** employees or anyone who works for **You**, or for damage to their property,
 - loss of or damage to property in **Your**, a person who lives with **You** or a member of **Your Immediate Family's** care, custody or control or the care, custody or control of **Your** employees or any person who normally lives with **You**,
 - involving **Your** business trade or profession, or for events that happen where **You** work. This includes where **You** live, if **You** work from **Home** and **Your Pet** has access to **Your** work area,
 - any costs and expenses for defending **You** which **We** have not agreed beforehand,
 - because of the terms of an agreement (unless **You** would have been liable if the agreement did not exist),
 - claims caused by, arising out of, or in any way connected with asbestos,
 - claims caused by, arising out of or in any way connected with the discharge, dispersal, release or escape of pollutants defined as smoke, vapours, soot, fumes, acid, alkalis, toxic chemicals, liquids, gases, waste materials or other irritants, contaminants or pollutants into or upon land,

the atmosphere or any watercourse or body of water. This exclusion will not apply if such discharge, dispersal, release or escape is caused by an **Accident** which occurred during the **Period of Insurance** involving **Your Pet**,

- the prevention of such contamination or pollution.
- 3) Claims caused by, arising out of, or in any way connected with:
 - Pregnancy, or
 - the transmission of disease.
 - 4) Claims caused by, arising out of or in any way connected with an **Accident**, if **You** have not followed the instructions or advice given to **You** by the previous owners of **Your Pet**, or the rehoming organisation or a qualified behaviourist about the behaviour of **Your Pet**.
 - 5) Where **Your** legal liability is covered or indemnified, in any way under any:
 - Statutory or compulsory scheme, fund or insurance, or
 - compensation scheme or workers compensation policy of insurance, or
 - industrial award.
 - 6) Where **Your** legal liability is over that recoverable under any:
 - Statutory or compulsory scheme, fund or insurance, or
 - accident compensation scheme or workers compensation policy of insurance, or
 - industrial award.
 - 7) For any aggravated, exemplary or punitive damages, damages resulting from the multiplication of compensatory damages, fines or penalties.
 - 8) If **Your Pet** is kept or lives on a premises that sell alcohol, unless there is no access from the residential premises to the business premises.
 - 9) For an incident which takes place when **Your Pet** is in the care of a business or a professional and **You** are paying for their services. For example, but not limited to, when **Your Pet** is in the care of a dog minder, a dog trainer, a dog sitter or at the grooming parlour or boarding kennel.
 - 10) If the **Accident** happens in an area or place where dogs are specifically prohibited, unless **Your Pet** escapes and enters the area outside of **Your** control.

Conditions applying to Third Party Liability

- 1) **You** must not admit responsibility, agree to pay any claim or negotiate with any person following an incident which may give rise to claim under this Third Party Liability cover.
- 2) **You** must contact **Us** as soon as possible if:
 - An incident happens which could lead to a claim under this Third Party Liability cover. **You** must notify **Us** of an incident even if **You** don't believe that a claim is being made against **You** at this time.
 - **You**, or any other person, are advised of any prosecution, inquest or enquiry which could lead to a claim under this Third Party liability cover.
- 3) **You** must immediately send **Us** any writ, summons or legal documents **You** receive and **You** or any other person on **Your** behalf must not respond to any of these documents.
- 4) **You** agree to provide **Us** with any information connected with the claim **We** reasonably ask for including details of **Your Pet's** history.
- 5) **You** agree to tell **Us** or help **Us** find out all the circumstances of an incident that results in a claim, provide written statements and go to court if needed.
- 6) **You** must allow **Us** to take charge of **Your** claim and allow **Us** to prosecute in **Your** name for **Our** benefit.

- 7) If more than one of the dogs insured under the **Policy** are involved in, or contribute towards, an **Accident** which is covered under this Third Party Liability Cover only one **Maximum Benefit** will apply to the **Accident** for all of the dogs. This means that if:
- The dogs involved all have the same **Maximum Benefit**; the most **We** will pay for the **Accident** is that **Maximum Benefit**. For example, if all of the dogs insured each have a **Maximum Benefit** of £1,000,000, **We** will pay no more than £1,000,000 for the **Accident**.
 - The dogs involved are covered under a **Policy** which has different **Maximum Benefits**; the most **We** will pay for the incident is the highest of the **Maximum Benefits**. For example if one dog has a **Maximum Benefit** of £1,000,000, and another of £2,000,000, **We** will pay no more than £2,000,000 for the incident.
 - If dogs involved (all owned by **You**, but some are uninsured) **We** will pay no more than a pro ratio portion of the total amount of the claim, up to the **Maximum Benefit**.
- 8) If a business or a professional is being paid to care for **Your Pet** in any way (for example, but not limited to a dog minder, a dog trainer, a dog walker or a groomer) it is **Your** responsibility to:
- Make sure the business/person has the appropriate Third Party Liability insurance cover, and
 - tell them if **Your Pet** has any behavioural problems or requires any special handling so they are able to handle **Your Pet** in an appropriate manner.

Boarding Fees Cover

In this Boarding Fees Cover 'You' means **You** or **Your** husband, wife, civil partner, girlfriend, boyfriend or other life partner.

What We will pay for Boarding Fees

Boarding Fees cover whilst in the **UK** only.

The cost of boarding **Your Pet** at a licensed boarding kennel or cattery or £10 a day towards the cost of someone who does not live with **You** (or is a co-owner of the pet), looking after **Your Pet** while **You** are an inpatient in hospital during the **Period of Insurance**.

This cover is intended for unexpected visits to hospital. It does not cover pet minding fees if you are in hospital for a pre-planned admission.

What You pay for Boarding Fees

The **excess** shown on **Your Certificate of Insurance**.

What We will not pay under Boarding Fees

- 1) Any amount which exceeds the **Maximum Benefit** for the relevant cover for all hospitalisations or which will result in the **Maximum Benefit** being exceeded.
- 2) To the extent permitted by law, any amount if **You** are in hospital for less than four (4) consecutive days during each hospital stay.
- 3) To the extent permitted by law resulting from **You** having to go into hospital because of a sickness, disease, disability, **Injury** or illness that first occurred or manifested itself prior to or at the commencement of the **Period of Insurance** or was showing symptoms before **Your Pet** was covered.
- 4) If the person looking after **Your Pet** normally lives with **You** or is a member of **Your Family**, or is a co-owner of the pet.
- 5) Resulting from **You** being pregnant, giving birth or any treatment that is not related to an **Injury** or illness.
- 6) Resulting from **You** having to go into a hospital for the treatment of alcoholism, drug abuse, drug addiction, attempted suicide or a self-inflicted **Injury** or cosmetic surgery or other forms of elective surgery.
- 7) Resulting from care in a nursing home or from convalescence care that **You** do not receive in a hospital.
- 8) If a claim under this cover has not been submitted within one (1) year of the stay in hospital, to the extent that **We** are prejudiced by the late notification of the claim.

Conditions applying to Boarding Fees

- 1) When claiming for a benefit under Boarding Fees **You** must supply **Us** with the original fully itemised invoice from the boarding establishment, pet sitter or written confirmation from the person looking after **Your Pet**, showing the dates and daily costs of boarding.

Holiday Cancellation Cover

What We will pay for Holiday Cancellation

Holiday Cancellation cover whilst in the **UK** and **Agreed Countries** only.

Travel and accommodation expenses for **You** and **Your Immediate Family** that **You** cannot recover if **You** have to cancel **Your Journey** during the **Period of Insurance** because **Your Pet** is suffering from an **Injury** or **Illness** and is too ill to travel with **You**.

Any travel and accommodation expenses for **You** and **Your Immediate Family**, that **You** cannot recover if **You** have to cancel **Your Journey** during the **Period of Insurance** because **Your Pet** is **Injured** or shows the first **Clinical Sign(s)** of an **Illness** up to seven (7) days before **You** leave and so needs immediate lifesaving surgery.

Any travel and accommodation expenses for **You** and **Your Immediate Family** that **You** cannot recover if **You** have to cut short **Your Journey** during the **Period of Insurance** because **Your Pet**:

- Goes missing, or
- is **Injured** or shows the first **Clinical Sign(s)** of an **Illness** while **You** are away and needs immediate lifesaving surgery.

If **Your Pet** goes with **You** on the **Journey** during the **Period of Insurance** and is **Injured** or shows the first **Clinical Sign(s)** of an **Illness** during the **Journey** and has to return **Home** for **Veterinary Treatment**, which means **You** have to cut short **Your** holiday or trip, **We** will pay:

- The value of any unused travel and accommodation expenses that **You** and **Your Immediate Family** have paid for, and
- any extra travel expenses to return **Your Pet Home**.

What You pay for Holiday Cancellation

The excess shown on **Your Certificate of Insurance**.

What We will not pay under Holiday Cancellation

- 1) Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for all **Journeys** undertaken during the **Period of Insurance**.
- 2) To the extent permitted by law, any amount or expenses resulting from:
 - A **Pre-Existing Condition**, or
 - an **Illness** that first showed **Clinical Sign(s)** before **Your Pet's** cover started, or
 - an **Illness** that is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Illness** or **Clinical Sign(s)** **Your Pet** had before cover started, or
 - an **Injury** or **Illness** that is caused by, relates to or results from an **Illness** or **Clinical Sign(s)** **Your Pet** had before its cover started, no matter where the **Injury**, **Illness** or **Clinical Sign(s)** occurred or happen in or on **Your Pet's** body.
- 3) To the extent permitted by law, any amount or expense resulting from:
 - An **Illness which starts in the first fourteen (14) days of cover**, or
 - an **Illness** that first showed **Clinical Sign(s)** within fourteen (14) days of **Your Pet's** cover starting, or
 - an **Illness** that is the same as, or has the same diagnosis or **Clinical Sign(s)** as an **Illness** or **Clinical Sign(s)** **Your Pet** has before its cover started or within fourteen (14) days of **Your Pet's** cover starting, or

- an **Illness** that is caused by, relates to or results from an **Illness** or **Clinical Sign(s)** that first occurred, or an **Illness** that first showed **Clinical Sign(s)** within fourteen (14) days of **Your Pet's** cover starting, no matter where the **Injury, Illness** or **Clinical Sign(s)** occurred or happen in or on **Your Pet's** body.
- 4) Any amount payable for travel expenses to return **Your Pet Home** unless a **Vet** has certified **Your Pet** is too ill to travel or has to return **Home** for **Treatment**.
 - 5) Any amount if **Your Journey** was made to get **Veterinary Treatment** or **Alternative or Complementary Treatment** outside of the **UK**.
 - 6) As permitted by law, any amount **You** can claim back for anywhere else.
 - 7) For the cost of food.
 - 8) Any costs relating to a holiday or trip **You** booked less than twenty-eight (28) days before **You** were due to leave.
 - 9) Any costs resulting from an **Injury** or **Illness** **We** have specified as excluded on **Your Certificate of Insurance** or generally not covered by these terms and conditions.
 - 10) Any costs if a claim has not been submitted within one (1) year of **Your Journey** being cancelled, to the extent that **We** are prejudiced by the late notification of the claim.

Conditions applying to Holiday Cancellation

- 1) When claiming for a benefit under Holiday Cancellation **You** must supply **Us** with:
 - The booking invoice and cancellation invoice from the travel agent, tour operator or other holiday sales organisation if **You** have cancelled or cut short **Your Journey**, and
 - receipts for **Your** expenses if **You** are claiming for extra travelling expenses.

The invoices must show the date of the booking, the dates of the **Journey**, the date **You** decided to cancel or return **Home** and any expenses **You** cannot recover. **We** will not pay for this information.

Emergency Repatriation Cover

What We will pay for Emergency Repatriation

Emergency Repatriation cover whilst in the **UK** and **Agreed Countries** only.

If **Your Pet** is **Injured** or shows the first **Clinical Sign(s)** of an **Illness** during **Your Journey** and cannot travel **Home** the same way it travelled to **Your** destination.

We will pay:

- The extra costs to get **Your Pet Home**, and
- cost of accommodation for **You** to stay after **Your** scheduled date of travel **Home** until **Your Pet** is well enough to travel, and
- if **Your Pet** dies, the costs of returning **Your Pet's** body **Home** or the cost of disposal, charged by the **Vet** where **Your Pet** dies.

What We will not pay for Emergency Repatriation

- 1) Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for **all Journeys** during the **Period of Insurance**.
- 2) Any costs resulting from a **Pre-Existing Condition**.
- 3) Any costs resulting from an **Illness which starts in the first fourteen (14) days of cover**.
- 4) Any costs resulting from an **Injury** that happens or an **Illness** first showing **Clinical Sign(s)** before the start of **Your Journey**.
- 5) Any costs that can be reclaimed from anywhere else.
- 6) Any costs unless a **Vet** has certified **Your Pet** is too ill to travel **Home** the same way it travelled to **Your** destination.
- 7) Any amount if **Your Journey** was made to get **Veterinary** or **Alternative or Complementary Treatment** outside of the **UK**.
- 8) For more than seven (7) days' accommodation costs and more than £50 for each day's accommodation.
- 9) More than £50 for the cost of cremation or a coffin, casket or any other container for **Your Pet's** remains.
- 10) For the cost of food.
- 11) Any costs if a claim has not been submitted within one (1) year of the date **Your Pet** returns **Home**, to the extent that **We** are prejudiced by the late notification of the claim.

What You pay for Emergency Repatriation

The excess shown on **Your Certificate of Insurance**.

Conditions applying to Emergency Repatriation

- 1) When claiming for a benefit under Emergency Repatriation **You** must supply **Us** with:
 - The booking invoice or another official document showing the dates of **Your Journey**, and
 - the original invoices and receipts to show the costs involved.

Quarantine Expenses and Loss of Documents Cover

What We will pay for Quarantine Expenses and Loss of Documents

Quarantine Expenses and Loss of Documents whilst in the **UK** and **Agreed Countries** only.

If **Your Pet** is either unable to return to the **UK** or must be quarantined on return to the **UK** because of:

- An **Illness** first showing **Clinical Sign(s)** during **Your Journey**, or
- the failure of the microchip, or
- the **Pet Passport** being lost or stolen.

We will pay:

- The cost to keep **Your Pet** in quarantine, and
- the cost of getting a duplicate **Pet Passport**, and
- the cost of temporary accommodation while getting the duplicate **Pet Passport**, and
- extra costs to travel **Home** if the delay in getting duplicate **Pet Passport** has caused **You** to miss **Your** scheduled travel arrangements back to **Your Home**.

What You pay for Quarantine Expenses and Loss of Documents

The excess shown on **Your Certificate of Insurance**.

What We will not pay for Quarantine Expenses and Loss of Documents

- 1) Any amount which exceeds the **Maximum Benefit** for all **Journeys** or which will result in the **Maximum Benefit** being exceeded for all **Journeys**.
- 2) Any costs resulting from a **Pre-Existing Condition**.
- 3) Any costs resulting from an **Illness which starts in the first fourteen (14) days of cover**.
- 4) Any costs resulting from an **Injury** that happens or an **Illness** first showing **Clinical Sign(s)** before the start of **Your Journey**.
- 5) Any costs that can be reclaimed from anywhere else.
- 6) Any costs that result from the failure of any microchip that does not meet the standards ISO 11784 or ISO 11785.
- 7) Any costs that result from a microchip reader failing to read a microchip.
- 8) For more than seven (7) days' accommodation costs and more than £50 for each day's accommodation.
- 9) Any costs if a claim has not been submitted within one (1) year of the date **Your Pet** returns **Home**, to the extent that **We** are prejudiced by the late notification of the claim.

Conditions for Quarantine Expenses and Loss of Documents

- 1) When the **Pet Passport** is left unattended they must be kept in **Your** locked accommodation or in the locked boot, covered luggage area or glove compartment of a locked vehicle.
- 2) If the **Pet Passport** is lost or stolen, within twenty-four (24) hours of discovering them missing, **You** must report the incident to the police and obtain a police report. If the loss or theft occurred on a ship, aircraft, train or coach **You** must report the loss to the operator and obtain a report.

Claiming

Making a claim

It's distressing when a much loved pet suffers an **Injury** or **Illness** so **We** do all **We** can to make the claims process as quick and easy as possible. There's lots of useful information on **Our** website www.britishpetinsurance.co.uk to assist **You** making a claim.

We guarantee to handle **Your** claim fairly and promptly. **We** will provide a claims handling service for as long as **You** remain a client of **British Pet Insurance Services**, and **We** will assist **You** in the pursuance and settlement of **Your** claim.

Claim payments will be made directly into **Your** bank account or if another method of payment is required any costs incurred for administration will be deducted from the claim settlement.

How to claim

Notify **Us** of a potential claim as soon as possible by:

- 1) Downloading and completing a claim form from **Our** website: www.britishpetinsurance.co.uk/claims; or
- 2) Contact **Us** by telephone if **You** would like **Us** to send **You** a claim form.
- 3) Claims for **Veterinary Fees** only may be lodged with **Your Vet** (if mutually agreed by **Your Vet**) and **We** will pay the **Veterinary Practice** directly. **You** will need to pay **Your Vet** the applicable **Excess(es)** and any non-claimable items.
- 4) Claims for **Veterinary Fees** and **Alternative or Complementary Treatment** must be notified to **Us** no later than one (1) year after the **Treatment** date.
- 5) **We** will not guarantee on the phone if **We** will pay a claim. **You** must send **Us** a claim form that has been fully completed and **We** will then write to **You** with **Our** decision.
- 6) If **Your Pet** has been **Injured** or died after being attacked by another animal, please phone **Us** on 01444 708844 and talk to **Our** claims team to guide **You** through the process. **We** will also need:
 - Name, address and contact details of the owner of the other animal.
 - Confirmation of the current location of the animal which attacked **Your Pet**.
 - Confirmation (and if applicable any reference numbers) of the police and the Government or Public or Local Authority being advised of the attack.
- 7) Claims for **Advertising and Reward**, **You** must phone **Us** on 01444 708844 and talk to **Our** claims team, for the approval of any reward before **You** advertise it.
- 8) Contact **Us** immediately about any incident that happens involving **Injury** to a person, another animal or property even if **You** don't believe a claim will be made against **You** at the time. Call **Us** on 01444 708844 Monday to Friday 9am – 5pm. Do not admit responsibility, agree to pay any claim or negotiate with any person following an incident that may give rise to a claim. Any writ, summons or legal documents received by **You** need to be sent to **Us** immediately. **You** must not respond to any of these documents.

Please send Us the following supporting documentation related to Your claim or incident:

Veterinary Fees & Alternative or Complementary Treatment

For both **Veterinary Fees & Alternative or Complementary Treatment** cover:

- A fully completed claim form by **You**.
- The original full itemised invoices from the **Veterinary Practice** or **Therapist** which show what **You** are claiming for (Photocopies of fully itemised invoices are not acceptable).
- **Your Pet's** full clinical history. When **You** make the first claim for **Your Pet**, **We** will obtain its full clinical history. The full clinical history is a record of all visits **Your Pet** has made to a **Vet** and this information will be obtained from each **Veterinary Practice** **Your Pet** has attended.
- Claims for certain **Conditions** may also require additional information about **Your Pet's** full clinical history. **We** will advise **You** if **We** need this once **We** receive **Your** claim form.

For **Veterinary Fees** cover and **Treatment** in an **Agreed Country**, **We** would also need:

- The booking invoice for **Your Journey** or any other official documents which show the dates of **Your Journey**.

Death from Injury & Death from Illness

- A fully completed claim form by **You**.
- The death certificate from **Your Vet**.
- The purchase receipt from when **You** bought **Your Pet**.
- If **Your Pet** is a pedigree, the original pedigree certificate.

Theft or Straying

- A fully completed claim form by **You**.
- Evidence of the advertising carried out to try and find **Your Pet**.
- Confirmation and if applicable the report of **You** advising the appropriate authority, for example **Your** local Council or the police.
- Evidence of **You** notifying **Your** microchip provider within five (5) days of finding out **Your Pet** is missing.
- The purchase receipt from when **You** bought **Your Pet**.
- If **Your Pet** is a pedigree, the original pedigree certificate.

Advertising and Reward

- A fully completed claim form by **You**.
 - The original invoices and receipts to show the costs involved, including a receipt for any reward paid.
 - Confirmation and if applicable the report of **You** advising the appropriate authority for example **Your** local Council or the police.
 - Evidence of **You** notifying **Your** microchip provider within five (5) days of finding out **Your Pet** is missing.
 - If the loss or theft happened during **Your Journey**, the booking invoice or another official document to show the dates of **Your Journey**.
 - If applicable the police or operator's report.
- You** must phone **Us** on 01444 708844 and talk to **Our** claims team, for the approval of any reward before **You** advertise it.

Third Party Liability

- A fully completed claim form by **You**.
- A detailed description of the incident.
- Any correspondence that **You** may have received from a Third Party, this includes court documentation and legal documents.

Boarding Fees	<ul style="list-style-type: none"> • A fully completed claim form by You. • The original fully itemised invoice from the boarding establishment, pet sitter or written confirmation from the person looking after Your Pet, showing the dates and daily costs of boarding. • The medical certificate confirming You were an inpatient in hospital.
Holiday Cancellation	<ul style="list-style-type: none"> • A fully completed claim form by You. • The booking invoice and cancellation invoice from the travel agent, tour operator or other holiday sales organisation. The invoices must show the date of the booking, the dates of the Journey, the total cost of the holiday or trip, the date You decided to cancel or return Home and any expenses You cannot recover. • The receipts for Your extra travel expenses. • The original full itemised invoices from the Veterinary Practice or Your Pet's full clinical history. The full clinical history is a record of all visits Your Pet has made to a Vet.
Emergency Repatriation & Quarantine Expenses and Loss of Documents	<ul style="list-style-type: none"> • A fully completed claim form by You. • The booking invoice or another official document showing the dates of Your Journey. • The original invoices and receipts to show the costs involved. • If applicable the police or operator's report. • If applicable the quarantine receipt.

Making a complaint

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service.

If you wish to make a complaint, you can do so at any time by referring the matter in the first instance to us.

The address is:

British Pet Insurance Services

4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX

Telephone: 01444 708844

Email: info@petcover.uk.com

Website: www.britishpetinsurance.co.uk

Please note:

You must refer your complaint to the Financial Ombudsman Service within six (6) months of the date of our final response.

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at:

www.financial-ombudsman.org.uk.

If you have bought a product or service online you can also make a complaint via the European Commission's online dispute resolution (ODR) platform. The ODR platform will redirect your complaint to the appropriate alternative dispute resolution body. For further details visit

www.ec.europa.eu/odr.

Compensation

ETU Forsikring A/S are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if ETU Forsikring A/S is unable to meet its obligations to you under this insurance.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: www.fscs.org.uk.

Data Privacy Notice – Petcover EU Limited

Your information has been, or will be, collected or received by Petcover EU Limited. We will manage personal data in accordance with data protection law and data protection principles. We require personal data in order to provide good-quality insurance and ancillary services and will collect the personal data required to do this. This may be personal information such as name, address, contact details, identification details, financial information and risk details.

The full Data Privacy Notice can be found at www.britishpetinsurance.co.uk.

A paper copy of the Data Privacy Notice can be obtained by contacting us by email (info@petcover.uk.com) or at this address:

Petcover EU Limited

4 Bridge Road Business Park, Haywards Heath, West Sussex, RH16 1TX

Data Privacy Notice – ETU Forsikring A/S

By using Our services, you entrust us with your information. Our Privacy policy is intended to help you understand what data we collect, why we collect it, and what we use it for. This is important information so we hope you will take the time to read it. Also remember that as a customer on “Mine sider” (“My pages”) you access a lot of the information we have registered about you, including your master data, claims, insurance policies, etc.

We have a statutory duty of confidentiality under the Danish Financial Business Act (“Lov om finansiel virksomhed”) and therefore treat your personal information confidentially.

Our Privacy policy describes:

- What information We collect.
- How We use this information.
- The options we give you to enable and deselect data sharing and how to access and update the information.
- Your rights.
- Your redress options.
- Contact information for Our Data Protection Officer.

Data controller

ETU Forsikring A/S

Hærvejen 8

6230 Rødekro

CVR nr. 30072855

Data Protection Officer

Our Data Protection Officer can be contacted at dpo@etuforsikring.dk.

Our processing of your personal data

We collect information about you and possibly the injured party to the extent necessary to purchase and manage insurance products and other related services as well as claims processing. This may include information such as names, addresses, social security number (“CPR-number”) and e-mail address, insurance information, payment information or information related to damages.

In addition to the information you provide yourself, we collect information, for example, from the Central Person Register (for the purpose of updating address information) as well as from other publicly available sources and registers. We may obtain information from organizations, associations, etc., whose membership of the organization, association, etc. is a prerequisite for you to buy or keep your insurance with us. We may also obtain information from others if you have given your consent or based on the law.

We store and use your personal data for administration, providing you advice about insurance products and for marketing purposes. We may also use the information for surveys and analysis in order to improve our products, consultancy and technical solutions. We often combine personal data from one service with information from other parts of the group – for example in order to provide you with the most relevant offers.

Whenever possible, we have tried to strike a balance between being fully transparent and detailed while still keeping information concise and understandable, when describing what information we collect, but some of our services and apps also use technologies such as cookies, pixel tags and device fingerprinting to handle sessions and perform web audience measurements, so we can improve our electronic services based on how you use them and in some cases integrate them with social media.

Among other things, we use Google Analytics to help us analyze traffic to our services. When used with our advertising services, e.g. those that use the Google DoubleClick cookie, information from us as well as from Google will be linked to information about visits to multiple websites using Google technology.

We work continuously to maintain a balance between developing our business and protecting your personal data.

If there is anything regarding privacy you have questions or comments about, you are most welcome to contact our Data Protection Officer.

Retention / deletion periods

We intend to delete (or anonymize) your personal data as soon as it is irrelevant, however, we always retain personal data related to financial transactions for a minimum of 5 years + current financial year for the purposes of the Accounting Act (“bøgføringsloven”) and often we store information to the extent necessary longer for the sake of legal requirements regarding, among other things, provisions under the Financial Business Act (“Lov om finansiel virksomhed”).

Your rights according to the General Data Protection Regulation

In connection with our processing of your personal data, you have several rights:

- The right to receive information about the processing of your personal data (“disclosure obligation”)
- The right to access your personal data
- The right to correct incorrect personal data
- The right to have your personal data deleted
- The right to object to the use of personal data for direct marketing purposes
- The right to object to automatic individual decisions, including profiling
- The right to move your personal data (“data portability”)

All the above rights are handled manually by contacting us. When contacting us, remember to provide the customer number and insurance policy number.

We may reject requests that are unreasonably repetitive, require excessive technical intervention (such as developing a new system or substantially changing an existing process), affecting the protection of others' personal information, or anything that would be extremely impractical.

If we can correct information, we do this for free, except if it requires a disproportionate amount of effort. We strive to maintain our services in a way that protect information from accidental or harmful destruction. Therefore, when we delete your personal information from our services, we may not always be able to delete associated copies from our archive servers immediately, and the information may not be removed from our backup systems prior to expiration of the retention period.

You have the right to appeal to the Danish supervisory authority at any time ("Datatilsynet") (<https://www.datatilsynet.dk/borger/klage-til-datatilsynet/>).

Information we share

We do not disclose personal data to companies, organizations and individuals outside the Group, except in these cases:

- When necessary.
 - We disclose personal information to others under the Financial Business Act and other applicable law, for example, if it is necessary to execute or administer an agreement with you or to handle your insurance claim. For example, we may disclose personal data to business partners for administrative purposes or to organizations, associations, etc., whose membership of the organization, association, etc. is a prerequisite for you to buy or keep your insurance us.
 - If we need to pay you through the "Nemkonto", have your insurance payments processed through BetalingsService or MobilePay, we will pass on your CPR-number or bank registration and account number to our payment service providers, including Nets Denmark A/S and MobilePay A/S.
- With your consent.
 - We share your personal data to companies, organizations or individuals outside the group, if we have your consent to do so.
 - We always require use of consent before sharing sensitive personal data.
- For external data processing.
 - We disclose personal data to our data processors and other companies, providing us with administrative services, based on our instructions and in accordance with our privacy policy and other applicable privacy and security measures, such as our data processing agreement.
- For legal reasons.

We disclose personal information to companies, organizations or individuals outside the group if we believe in good faith that access, use, preservation or disclosure of the information is necessary to:

- Comply with applicable laws, regulations, legal proceedings or legal requests from public authorities.
- Enforce applicable terms of service, including investigation of potential violations.
- Register, prevent or otherwise protect against fraud, security or technical issues.
- Damage the group, our customers or the rights, property or security of the public, as required or permitted by law. If you breach your obligations to us, we may report you to credit reporting agencies and / or other warning records in accordance with applicable rules.

We may share anonymous information with the public and our partners - such as publishers, advertisers, and affiliate websites.

Technical and organizational security measures

We work hard to protect the group and our customers from unauthorized access, alteration, disclosure or destruction of personal data that we store. Therefore, we have implemented the following organizational and technical measures in general:

- We use strong encryption on our internet facing services.
- We apply antivirus / antimalware technologies to all IT systems that process personal data.
- We back up all IT systems that process personal data.
- We regularly review our procedures for gathering, storing and processing information, e.g. physical security measures to protect against unauthorized access to the systems.
- We have entered into data processing agreements with the suppliers who process personal data on our behalf and regularly carry out risk assessment and evaluation of them, including their level of security.
- We have conducted risk assessment and documentation of all systems that process personal data to ensure an informed basis for the level of security of the personal data processing, and we regularly review this.
- We restrict access to personal information to employees, subcontractors and representatives who need to know this information in order to process it for us. These individuals are subject to contractual confidentiality requirements and, if not complied with, may face sanctions or be fired.

Compliance and cooperation with regulators

We regularly review our own compliance with our Privacy policy. We also adhere to several self-regulatory security policies. When we receive formal written complaints, we contact the sender to follow up on the complaint. We cooperate with the relevant authorities, e.g. the Danish supervisory authority, to resolve complaints regarding the processing of personal data that we cannot resolve directly with our customers.

Changes

Our Privacy policy may change from time to time. Any changes to this Privacy policy are indicated on this page, and if significant changes occur, we will make them more noticeable (for some services we will, among other things, inform you about changes by email).

Last updated May 9th, 2018

Contact Us

If you need any help with your policy at any point, please contact us.

We are open Monday to Friday from 9am to 5pm.

British Pet Insurance Services

By Telephone: 01444 708844

By Email: info@petcover.uk.com

By Post: British Pet Insurance Services

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