

British Pet Insurance

Services



Your Policy Wording for your Dog or Cat

Lifetime Cover

Core

Vital

Key

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 3
Effective from May 2023

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 Alwyn Insurance Company Limited.

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 Alwyn Insurance Company Limited.

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.

Alwyn Insurance Company Limited, is a private limited company incorporated in Gibraltar incorporation number 106261 (Registered Office: PO Box 1338, First Floor Grand Ocean Plaza, Ocean Village, Gibraltar, GX11 1AA) and is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority (FCA). Details about the extent of our regulation by the FCA are available from us on request. FCA Firm Reference Number is 571591.

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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, over the life of their pet, 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 all documentation 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 any changes to your pet's health or your personal circumstances. This applies 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 / veterinary 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.

This is not an exhaustive list, but here are some examples of the type of information you should tell us about.

Who does the Duty apply to?

The '*Your Duty to Disclose to Us*' 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 the back cover. Occasionally, we may not be able to offer to renew your Policy. If this happens, we will write to you at least twenty-one (21) 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 708840 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. This refund will be a proportionate amount based on the number of days your policy was in force.

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. This refund will be a proportionate amount based on the number of days your policy was in force.

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. This refund will be a proportionate amount based on the number of days your policy was in force.

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 and specific event which occurs at an identifiable time and place. All Accidents arising from one event or one original cause will be treated by Us as one Accident . For the sake of clarity, an Accident does include physical damage or trauma of a gradual nature which happens over time. This includes, but is not limited to, conditions such as luxating patella; a rupture or strain of one or both cruciate ligaments; degenerative joint disease; hip dysplasia and hyperextending hocks; Juvenile Pubis Symphysiodesis (JPS).
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.• Homeopathy.• Herbal Medicine.• Chiropractic Manipulation.• Hydrotherapy.• Osteopathy.
Agreed Countries	means any country which is a member of the European Union.
Behavioural Illness	means any change to Your Pet's normal behaviour, resulting from a mental or emotional disorder.
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.
Day to Day Care	means certain elective or routine or preventative healthcare for Your Pet . The list of certain elective or routine or preventative healthcare and the Maximum Benefit for each healthcare are on Your Certificate of Insurance .

Elective Treatment

means a **Veterinary 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 **Veterinary Treatment** not related to an **Injury, Illness**, or trauma. Elective surgery or **Veterinary Treatment** that is beneficial to the pet but is not essential for **Your Pet's** survival or does not form part of **Veterinary Treatment** for an **Injury or Illness**, or any **Veterinary Treatment**, diagnostic or procedure **You** request, which the **Vet** confirms is not necessary to treat an **Injury or Illness**.

Excess

means the amount(s) shown on **Your Certificate of Insurance** that **You** must pay for each unrelated **Condition** claim made under **Your Policy** per **Period of Insurance**.

Veterinary Fees Excess is a fixed **Excess** only. The fixed **Excess** is the amount **You** must pay for each unrelated **Condition** per **Period of Insurance**.

Please see below an example of how **Your Excess(es)** can be applied:

Dog, aged nine (9) years old

Veterinary Fees Amount	£4,000
Fixed Excess amount	£120
Revised claimable amount after Excess deducted	£3,880
Percent of eligible Veterinary Fees to be covered	90%
Amount of eligible Veterinary Fees not to be covered	£388
Revised claimable amount	£3,492

Please see below an example of how **Your Excess(es)** can be applied:

Cat, aged five (5) years old

Veterinary Fees Amount	£4,000
Fixed Excess amount	0
Revised claimable amount after Excess deducted	£4,000
Percent of eligible Veterinary Fees to be covered	70%
Amount of eligible Veterinary Fees not to be covered	£1,200
Revised claimable amount	£2,800

Family

means **Your Immediate Family** and, grandparents, brothers, sisters, grandsons, and/or granddaughters including **Family** of step relationships.

Home

means the place in the **UK** and where **You** and **Your Pet** usually live.

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.

<p>Illness which starts in the first twenty eight (28) days of cover</p>	<p>means an Illness that:</p> <ul style="list-style-type: none"> • Showed Clinical Sign(s), • is the same as, or has the same Clinical Sign(s) or diagnosis as an 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). <p>In the first twenty eight (28) days of:</p> <ul style="list-style-type: none"> • Your Pet's first Period of Insurance, or • the cover being added to Your insurance. <p>No matter where the Illness or Clinical Sign(s) occur or happen in, or on, Your Pet's body. The twenty eight (28) day Waiting Period will cease at 00.01 on the twenty ninth (29th) day of cover.</p>
<p>Immediate Family</p>	<p>means spouse, civil partner, life partner, partner, parents, sons and daughters, including Family of step relationships.</p>
<p>Injury / Injuries / Injured</p>	<p>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.</p>
<p>Insurers</p>	<p>means Alwyn Insurance Company Limited, a private limited company incorporated in Gibraltar incorporation number 106261 (Registered Office: PO Box 1338, First Floor Grand Ocean Plaza, Ocean Village, Gibraltar, GX11 1AA) authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority (FCA). Details about the extent of our regulation by the FCA are available from us on request. FCA Firm Reference Number is 571591.</p>
<p>Journey</p>	<p>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.</p>
<p>Lifetime Cover</p>	<p>means the cover You can continue to claim for, for the Veterinary Treatment for on-going Illness or Injuries throughout Your Pet's lifetime, provided You renew the Policy annually without a break in cover.</p>
<p>Maximum Benefit(s)</p>	<p>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, if applicable the Percent of eligible Veterinary Fees to be covered and less the applicable excess.</p>
<p>Member of a Veterinary Practice</p>	<p>means any person legally employed by a Veterinary Practice under a contract of employment, other than a Vet who may be the insured.</p>
<p>Our Vet</p>	<p>means any Vet appointed or engaged by Us to carry out Veterinary Treatment to Your Pet or discuss Your Pet's Veterinary Treatment with Your Vet.</p>
<p>Optional Extra Benefit(s)</p>	<p>means an additional benefit that You can elect to include in addition to the basic insurance. The Optional Extra Benefit is:</p> <ul style="list-style-type: none"> • Day to Day Care. <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.
Percent of eligible Veterinary Fees to be covered	means a percentage of the amount of Veterinary Fees for an Injury or Illness , which then will be claimable. The percentage will be shown on Your Certificate of Insurance .
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) .
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. <p>• Before Your Pet's cover started, or prior to the Policy commencement date, or</p> <p>• during the twenty eight (28) day Waiting Period, or</p> <p>• before the cover was added to Your insurance.</p> <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 Veterinary 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. (If You have elected to take the Optional Extra Benefit of Day to Day Care Cover and paid an additional premium, some of the above may be claimable if the Day to Day Care Cover is shown as covered on Your Certificate of Insurance .)
Saying Goodbye Cover	means help for You to cope with the financial costs of giving Your Pet an appropriate goodbye.
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)	means a veterinarian, specialist veterinarian, Veterinary Practice , clinic, hospital, centre including referral hospitals: <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	means the cost of the following when required to treat an Illness or Injury : <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.
Waiting Period(s)	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. The following Waiting Periods apply to Your Policy . <ul style="list-style-type: none"> • Twenty eight (28) day Waiting Period - a period of twenty eight (28) 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 twenty eight (28) day Waiting Period will cease at 00.01 on the twenty ninth (29th) day of cover. • One hundred and eight (180) day Waiting Period - a period of six (6) months or one hundred and eighty (180) days starting from the commencement date of the Policy (excluding renewals), as shown on Your Certificate of Insurance during which a cruciate ligament, Illness or Condition first occurs or shows Clinical Sign(s) will be excluded from cover unless otherwise stated on Your Certificate of Insurance. The one hundred and eighty (180) days Waiting Period will cease at 00.01 on the one hundred and eighty first (181st) day of cover.

<p>Waiting Period(s) (cont).</p>	<ul style="list-style-type: none"> • 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 surgery, skin fold surgery, stenotic nares, soft palate resections, enlarged tongue (macroglossia), everted laryngeal saccules, Brachycephalic Gastrointestinal Syndrome (BGS) 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 twenty eight (28) day Waiting Period.
<p>We, Us, Our</p>	<p>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.</p>
<p>You, Your</p>	<p>means the person(s) named as the insured on the Certificate of Insurance.</p>
<p>Your Pet</p>	<p>means the dog or cat named on the Certificate of Insurance.</p>

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 Veterinary Treatment normally recommended by a Vet to prevent an Injury. Any Veterinary 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, or Illness.• 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 Your Pet receives may not be required, may be excessive, or for an excessive cost, when compared with the Veterinary 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 provided is reasonably required We may decide to pay only the cost of the Veterinary 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 to provide information</p>	<p>You agree that any Vet has Your permission to release any information We ask for about Your Pet. If the Vet 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 708840 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. This refund will be a proportionate amount based on the number of days your policy was in force. 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. This refund will be a proportionate amount based on the number of days your policy was in force. 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.</p>

<p>12. Cancelling Your Policy (cont).</p>	<p>This refund will be a proportionate amount based on the number of days your policy was in force. 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.</p>
<p>13. Paying Your Policy</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 'Your Duty to Disclose to Us' before each renewal.</p>
<p>15. Changing Levels of Cover</p>	<p>If You request to transfer Your Pet to a level of cover with higher or additional benefits (including but not limited to a higher Percent of eligible Veterinary Fees to be covered or lower Excess) then the additional or higher benefits will not apply to claims for Injuries, Illnesses or Conditions first noted, showed Clinical Sign(s), diagnosed, or treated prior to the cover upgrade.</p> <p>In such cases, benefits will be restricted to the lesser of the benefits payable under the:</p> <ul style="list-style-type: none"> • Current level of cover, or • Policy that applied during the Period of Insurance in which such Injuries, Illnesses or Condition(s) was/were first noted, showed Clinical Sign(s), diagnosed, or treated.

<p>15. Changing Levels of Cover (cont).</p>	<p>For the sake of clarity, benefits referenced in this General Condition include taking the following factors into consideration:</p> <ul style="list-style-type: none"> • The Maximum Benefit, • applicable sub-limits, • applicable Percent of eligible Veterinary Fees to be covered, • Excess, and • any applicable Policy exclusions. <p>If We agree to transfer Your Pet to a level of cover with additional benefits, then the twenty-eight (28) day Waiting Period will apply for the new cover. You cannot change Your level of cover in a Period of Insurance if a claim has been paid.</p>
<p>16. Changes at renewal</p>	<p>This document also applies for any offer of renewal We may make, unless We tell You otherwise.</p> <p>When 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>17. 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>18. Pre-existing conditions</p>	<p>Any Injury or Illness which occurred before Your Pet's cover started or before Saying Goodbye 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>19. Illnesses in the Waiting Period</p>	<p>Any Illness which starts in the first twenty eight (28) days of cover (Waiting Period). The twenty eight (28) day Waiting Period will cease at 00.01 on the twenty ninth (29th) day of cover. 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>20. 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>20. Exclusions (cont).</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>21. Policy Limits</p>	<p>Limits do apply to some items covered by the Policy. You should read the Policy carefully so that You are aware of what limits may be applicable to You in the event of a loss.</p>
<p>22. 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>23. Jurisdiction</p>	<p>This insurance contract is subject to the laws of England and Wales and the exclusive jurisdiction of the courts of England and Wales. Unless We agree otherwise, the language of the Policy and all communications relating to it will be in English.</p>
<p>24. 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>25. Provide and Update Information Previously</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 'Your Duty to Disclose to Us' in the Policy Terms and Conditions. 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>
<p>29. Sanctions</p>	<p>No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.</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:<ul style="list-style-type: none">a) The relevant legislation dealing with dangerous dogs or any further amendments to such legislation, orb) 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, riot, 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.

<p>9. When Your Pet is on a Journey in an Agreed Country</p>	<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. • 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>(If You have elected to take the Optional Extra Benefit of Day to Day Care Cover and paid an additional premium, some of the above may be claimable if the Day to Day Care Cover is shown as covered on Your Certificate of Insurance).</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 Veterinary 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 Veterinary Treatment for an Injury or Illness.</p> <p>(If You have elected to take the Optional Extra Benefit of Day to Day Care Cover and paid an additional premium, some of the above may be claimable if the Day to Day Care Cover is shown as covered on Your Certificate of Insurance.)</p>
<p>12. Care & 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 You 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.

<p>14. Vaccinations (cont.)</p>	<ul style="list-style-type: none"> • 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. 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 Cover

What We will pay for Veterinary Fees

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

A **Percent of eligible Veterinary Fee costs to be covered**, for the **Veterinary Treatment Your Pet** has received to treat an **Injury** and/or **Illness**, throughout **Your Pet's** lifetime.

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 not pay for Veterinary Fees

- 1) More than the **Maximum Benefit** for the relevant cover or which will result in the **Maximum Benefit** being exceeded, subject to exclusions of the **Policy**, the **Percent of eligible Veterinary Fees to be covered**, and less the applicable **Excess**.
- 2) The cost of any **Veterinary Treatment** for a **Pre-Existing Condition**.
- 3) To the extent permitted by law, costs of any **Veterinary 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.
- 4) To the extent permitted by law, for the costs of any **Treatment** of:
 - An **Illness** that first showed **Clinical Sign(s)** within twenty eight (28) 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 twenty eight (28) 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 twenty eight (28) 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.
- 5) For the cost of any **Veterinary Treatment** to prevent an **Injury** or **Illness**.
- 6) The cost of any **Elective Treatment, Routine or Preventative Treatment**, diagnostics or procedure or any **Veterinary Treatment** that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including any complications that arise.
- 7) The cost of any **Veterinary Treatment**, or complications arising from **Veterinary Treatment**, that **You** choose to have carried out that is not directly related to an **Injury** or **Illness**, including cosmetic dentistry.
- 8) For the cost of killing and controlling fleas, general health improvers and any **Veterinary Treatment** in connection with breeding, pregnancy, giving birth or false pregnancy.
- 9) For the cost of any vaccinations, spaying and castration other than the cost of treating any complications arising from these procedures.

- 10) 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.
- 11) For the cost of a post mortem examination or voluntary euthanasia.
- 12) The cost of a house call unless the **Vet** 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**, and that moving **Your Pet** would either endanger its life or significantly worsen the serious **Injury/Illness**, regardless of **Your Personal Circumstances**.
- 13) For the extra costs for treating **Your Pet** outside usual surgery hours; unless the **Vet** confirms an emergency consultation is essential, regardless of **Your Personal Circumstances**.
- 14) 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.
- 15) 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.
- 16) Any cost relating to dental **Illness**, orthodontics, malocclusion, wry bite, supernumerary teeth, reverse scissor bite, posterior cross bite, anterior crossbite, overbite, brachygnathia, open bite or level bite.
- 17) Any cost of **Veterinary Treatment** for dental **Injury** if an annual dental examination has not been undertaken within the **Twelve (12) months** preceding the problem requiring **Veterinary 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.
- 18) The cost of nasal fold surgery, skin fold surgery, stenotic nares and soft palate resections, enlarged tongue (macroglossia), everted laryngeal sacculles, Brachycephalic Gastrointestinal Syndrome (BGS) 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 twenty eight (28) day **Waiting Period**.
- 19) The cost of a cruciate ligament **Illness** or **Condition**, that occurs in the first one hundred and eighty (180) days / six (6) months of cover including a free cover **Policy**, regardless of **Your Pet** showing **Clinical Sign(s)** of the **Condition** or not, prior to commencement of cover or within the twenty eight (28) day **Waiting Period**.
- 20) The cost of more than one (1) incident of swallowing a foreign object that causes a blockage or obstruction requiring surgical or endoscopic removal per **Period of Insurance**.
- 21) The cost for **Conditions** attributable to **Behavioural Illness** regardless of the cause (including but not limited to anxiety disorders, phobias or chemical imbalance).
- 22) The cost for a **Condition** where the diagnosis is inconclusive, but where the **Veterinary Treatment** protocol is consistent with a **Veterinary Treatment** protocol typically applied to a **Condition** which is not covered.
- 23) The cost for superlorin implants.
- 24) The cost of the following procedures; experimental **Veterinary 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 **Veterinary Treatments**, 3D printing, Juvenile Pubic Symphysiodesis (JPS), any drugs not used in accordance with the manufacturers recommendations.
- 25) Any costs for **Alternative or Complementary Treatment** of **Your Pet**.
- 26) Any prolonged course of veterinary medicines 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.

- 27) The cost for **Your Vet** to write a prescription or charge a dispensing fee.
- 28) 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**.
- 29) 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 **Veterinary Treatment** plan to **Us** for review prior to the **Veterinary Treatment** being carried out.
- 30) The cost of any ongoing **Veterinary Treatment** that will require more than six (6) visits, without the letter from **Your Vet** setting out a **Veterinary Treatment** plan for permanent cure of the **Condition**. Any further consultations and **Veterinary Treatments** will require pre authorisation by **Us**.
- 31) For life long **Conditions** **You** are required to obtain an annual **Veterinary Treatment** report from **Your Vet**. Pre authorisation for one (1) years further **Veterinary Treatment** will be given upon receipt of this report or until the end of **Your Policy** period.
- 32) Any bulk purchase of medicines that can't be used in full by the end of the current **Period of Insurance**.
- 33) Any claim where the full medical history is not provided when requested.
- 34) For the cost of any additional veterinary attention required because **You** are unable to administer medication or **Veterinary Treatment** due to **Your Personal Circumstances**.
- 35) For the cost of hospitalisation and any associated **Veterinary Treatment**, unless the **Vet** confirms **Your Pet** must be hospitalised for essential **Veterinary Treatment**, regardless of **Your Personal Circumstances**.
- 36) 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**.
- 37) 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**.
- 38) 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**.
- 39) For the cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
- 40) For the cost of any **Veterinary Treatment** while on a **Journey** if a **Vet** believes it can be delayed until **Your Pet** returns **Home**.
- 41) For the cost of any **Veterinary Treatment** if the **Journey** was made to get **Veterinary Treatment** outside of the **UK**.
- 42) For the cost of hydrotherapy, hiring a swimming pool, hydrotherapy pool or any other pool or hydrotherapy equipment.
- 43) For the cost of buying or hiring equipment or machinery or any form of housing, including cages.
- 44) For the cost of any surgical items that can be used more than once.
- 45) For the cost of any **Veterinary Treatment** if a claim has not been submitted within one (1) year of **Your Pet** receiving **Veterinary Treatment**, **We** may refuse or reduce the amount **We** pay to the extent that **We** are prejudiced by the late notification of the claim.
- 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 **Veterinary Treatment** protocol is consistent with a **Veterinary Treatment** protocol typically applied to a **Condition** which is not covered.
- 49) 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.
- 51) For the cost of pheromone products, including DAP diffusers and Feliway, or the **Veterinary Treatment** of any **Behavioural Illness**.
- 52) 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 **Veterinary Treatment** of complications arising from this procedure.
- 53) For the cost of any **Veterinary Treatment** in connection with a retained testicle(s) if **Your Pet** was over the age of twelve (12) weeks when cover started.
- 54) The cost of surgical items that can be used more than once.
- 55) 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**.
- 56) For the cost of a post-mortem examination.
- 57) The cost of any transplant surgery, or stem cell transplants, including any pre and post-operative care.
- 58) For the cost of any prosthesis, including any **Veterinary Treatment** needed to fit the prosthesis, other than hip, knee and/or elbow replacement(s).
- 59) The cost of any **Veterinary Treatment** while on a **Journey** if:
- A **Vet** believes the **Veterinary Treatment** can be delayed until **Your Pet** returns **Home**, or
 - the **Journey** was made to get **Veterinary Treatment** overseas.

Conditions applying to Veterinary Fees

- 1) The maximum amount **We** will pay for the cost of **Veterinary 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 less the applicable **Excess**.
- 2) If the claim includes medication, these costs will be subject to the **Maximum Benefit** that applies on the date the medication will be used.
- 3) 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.
- 4) If **We** receive a request to pay the claim settlement direct to a **Veterinary Practice**, **We** reserve the right to decline this request.
- 5) **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**.
- 6) As **Your Pet** is insured on a **Lifetime Cover**, **We** fully appreciate that the amount **You** claim for **Your Pet's Treatment** can add up over the years, **You** can continue to claim for the life of **Your Pet** (providing **You** continue to renew the **Policy** without a break in cover).
- 7) If over the lifetime of **Your Pet** **You** have claimed over £15,000, to make sure **Your Pet** is receiving the best **Veterinary Treatment** available, **We** may require one of the following. If this is necessary **We** will contact **You**.
 - Before any further **Veterinary Fees** claims can be considered **We** may require **Your Pet** to be examined by a specialist/consultant **Vet**. **We** will pay any costs for this.
 - All future **Veterinary Treatment** (other than emergency life-saving **Veterinary Treatment**) may need to be authorised by **Us** before **Veterinary Treatment** is carried out. A pre-authorisation claim form may need to be submitted and **We** will then let **You** know if **Veterinary Treatment** can go ahead.
 - All future **Veterinary Treatment** may need to be carried out in conjunction with **Our Vet**, who is a specialist/consultant.
- 8) If **You** decide to take **Your Pet** to a different **Vet** for a second opinion because **You** are unhappy with the diagnosis or **Veterinary Treatment** provided, **You** must tell **Us** before **You** arrange an appointment with the new **Vet**.

If **You** do not, **We** will not pay any costs relating to the second opinion. If **We** request, **You** must use **Our Vet**. If **We** decide the diagnosis or **Veterinary Treatment** currently being provided is correct, **We** will not cover any costs relating to the second opinion.
- 9) It is **Your** responsibility to ensure the **Veterinary Practice** is paid within the required time frame:
 - If an additional charge is added to the cost of **Veterinary Treatment** due to the late payment of fees, **We** will deduct this charge from the claim settlement.
 - If the **Veterinary Practice** provides a discount for paying the cost of **Veterinary 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.
- 10) **We** will require fully itemised invoices.

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 as soon as possible 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.

Saying Goodbye Cover

What We will pay for Saying Goodbye

Saying Goodbye cover whilst in the **UK** only.

If a **Vet** recommends that **Your Pet** is put to sleep, the **Vet** costs of having **Your Pet** put to sleep and subsequent cremation and/or burial costs.

What You pay for Saying Goodbye

You have no excess for claims if you have to say goodbye to **Your Pet**.

What We will not pay under Saying Goodbye

- 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 the costs of Saying Goodbye resulted from **Your Pet** being treated for a **Pre-Existing Condition**.
- 3) Any amount if the costs of Saying Goodbye resulted from **Your Pet** being treated for an **Illness which started in the first twenty eight (28) days of cover**.
- 4) To the extent permitted by law, the costs of Saying Goodbye if **Your Pet** was being treated 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, the costs of Saying Goodbye if **Your Pet** was being treated for:
 - An **Illness** that first showed **Clinical Sign(s)** within twenty-eight (28) 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 twenty-eight (28) 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 twenty-eight (28) 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) Any amount if the costs of Saying Goodbye resulted from breeding, pregnancy or giving birth.
- 7) Any amount if the costs of Saying Goodbye resulted from a **Condition, Injury** or **Illness** that are excluded under the **Policy**.
- 8) Any amount if the costs of Saying Goodbye resulted from **Veterinary Treatment** for any **Behavioural Illness**.
- 9) Any amount if the costs of Saying Goodbye resulted from treating any **Injury** or **Illness** deliberately caused by **You** or anyone living with **You** or, while on a **Journey**, anyone travelling with **You**.

Conditions applying to Saying Goodbye

- 1) If **You** make a claim Saying Goodbye, **We** will automatically cancel **Your Pet** from the **Policy** from the day after his/her death.

Day to Day Care Cover

What We will pay for Day to Day Care

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

Day to Day Care whilst in the **UK** only.

The cost of **Day to Day Care Your Pet** received during the **Period of Insurance** up to the **Day to Day Care Maximum Benefits** shown on **Your Certificate of Insurance**.

Day to Day Care Maximum Benefits

Up to the **Maximum Benefit** per **Period of Insurance** for one (1) of the following needs:

- Up to £50 per **Period of Insurance** for de-sexing, or
- up to £50 per **Period of Insurance** for micro-chipping, or
- up to £50 per **Period of Insurance** for worming, or
- up to £50 per **Period of Insurance** for behavioural therapy, or
- up to £50 per **Period of Insurance** for teeth cleaning, or
- up to £50 per **Period of Insurance** for **Alternative or Complementary Treatment**, or
- up to £50 per **Period of Insurance** for prescription diets, or
- up to £50 per **Period of Insurance** for dew claw removal, or
- up to £50 per **Period of Insurance** for dog training at a recognised training centre, or
- up to £30 per **Period of Insurance** for vaccinations or health checks, or
- up to £10 per **Period of Insurance** for a worm test or blood screen, or
- up to £10 per **Period of Insurance** for FeLv, Fiv test or urinalysis, or
- up to £45 per **Period of Insurance** for flea or tick control.

What You pay for Day to Day Care

You have no excess for claims under **Day to Day Care**.

What We will not pay under Day to Day Care

- 1) Any amount which exceeds the **Maximum Benefit** for the relevant cover for all **Day to Day Care** or which will result in the **Maximum Benefit** being exceeded.

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.

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** 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 708840 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) Contact **Us** as soon as possible 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 708840 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** as soon as possible. **You** must not respond to any of these documents.

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

Veterinary Fees

For **Veterinary Fees** cover:

- A fully completed claim form by **You**.
- The original full itemised invoices from the **Veterinary Practice** 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**.

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

- 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.

Saying Goodbye

- A fully completed claim form by **You**.
- The original full itemised invoices from the **Veterinary Practice** 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.

Day to Day Care Cover

- A fully completed claim form by **You**.
- The original full itemised invoices 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** or therapist and this information will be obtained from each **Veterinary Practice** or therapist **Your Pet** has attended.

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 708840

Email: info@petcover.uk.com

Website: www.britishpetinsurance.co.uk

Please note:

If you are not satisfied after we have reviewed your complaint, you may refer it 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.

Compensation

Alwyn Insurance Company Limited are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if Alwyn Insurance Company Limited 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 (PO Box 300, Mitcheldean, GL17 1DY) and on their website: www.fscs.org.uk.

Pet Bereavement & Pet Loss Support Service

Blue Cross offers an invaluable service to support pet owners after a loss of their much-loved companions. They aid owners not only through a time of grief due to bereavement, but also in the stressful event of their pet's going missing or being stolen.

Blue Cross can be reached every day on 0800 096 6606 from 8.30am - 8.30pm to offer their assistance to those who are suffering a loss. Access is also possible via Webchat from 8:30am – 8:30pm every day at www.bluecross.org.uk/about-pbss. Alternatively, they can be contacted via email: pbss@bluecross.org.uk, where a trained volunteer will respond within 48 hours.

Please do not hesitate to reach out to Blue Cross if you need someone to talk to; it is important to get the help you need during challenging times.

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 – Alwyn Insurance Company Limited

The **Insurers** are a data controller (as defined by the UK Data Protection Act 2018 and all applicable laws which replace or amend it, including the General Data Protection Regulation) who may collect and process your personal information.

For full details of what data the **Insurers** collect about you, how they use it, who they share it with, how long they keep it and your rights relating to Your personal data, please refer to the **Insurers**

Privacy Notice which will be available on the **Insurers** website www.archcapgroup.com/privacy-policy

In summary:

The **Insurers** may, as part of their agreement with you under this contract, collect personal information about you, including:

- Name, address, contact details, date of birth and cover required
- Financial information such as bank details
- Details of any claim

The **Insurers** collect and process Your personal information for the purpose of insurance and claims administration.

All phone calls may be monitored and recorded and the recordings used for fraud prevention and detection, training and quality control purposes.

Your personal information may be shared with third parties which supply services to the **Insurers** or which process information on behalf of the **Insurers** (for example, premium collection and claims validation, or for communication purposes related to your cover). The **Insurers** will ensure that they keep your information secure and do not use it for purposes other than those that are specified in the Privacy Notice.

Some third parties that process your data on behalf of the **Insurers** may do so outside of the European Economic Area (“EEA”). This transfer and processing are protected by EU Model Contracts which aim to provide the equivalent level of data protection to that found in the EU.

The **Insurers** will keep your personal information only for as long as they believe is necessary to fulfil the purposes for which the personal information was collected (including for the purpose of meeting any legal obligations).

The **Insurers** will share your information if they are required to by law. The **Insurers** may share your information with enforcement authorities if they asked to do so, or with a third party in the context of actual or threatened legal proceedings, provided they can do so without breaching data protection laws.

If you have any concerns about how your personal data is being collected and processed, or wish to exercise any of your rights detailed in the Privacy Notice, please contact:

Data Protection Officer

Alwyn Insurance Company Limited

360 Hamilton Avenue

Suite 600

White Plains

New York

NY 10601-2908

Email: ArchDPO@archcapservices.com – including to contact our UK representative

British Pet Insurance

Services

01444 708840

info@petcover.uk.com

britishpetinsurance.co.uk



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

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