



MiPetCover

Your Pet Insurance Policy

Policy wording for
LifetimeFlex and
365Flex

mipetcover.co.uk

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Your pet’s cover

Welcome to your policy of insurance that provides cover for your pet for veterinary fees and other expenses as detailed in your policy.

Your cover is made up of a number of sections. Please carefully read your policy and your schedule to understand which cover sections and payments limits apply to you. The cover for any given section only applies if that section heading appears under ‘Cover Benefits’ on the schedule. If no Section heading appears or the phrase ‘Not covered’ is shown against the heading then the cover by that section does not apply.

If the range of cover does not meet your needs then please telephone us to discuss the options available. We will be pleased to quote to change your level of cover. Words in bold type face (but not headings) such as ‘your’ have specific meanings attached to them as set out in What words mean. Please read the What words mean set out at the end of this policy. The schedule and policy together form a legal contract with us and define exactly what you are covered against and what is excluded. If you have any questions in relation to your cover please contact us on **0808 164 8000**.



MiPet Cover Benefit	LifetimeFlex £2k & £4k	LifetimeFlex £6k & £8k	LifetimeFlex £10k & £12k	365Flex £2.5k	365Flex £5k
Product type	Lifetime per year	Lifetime per year	Lifetime per year	12 Month	12 Month
Vet’s fees <small>Choose from</small>	£2,000 or £4,000 per year	£6,000 or £8,000 per year	£10,000 or £12,000 per year	£2,500 per condition	£5,000 per condition
Including complementary therapies up to	£1,000 per year	£1,500 per year	£2,000 per year	£250 per condition	£500 per condition
Fixed excess <small>(Per condition, per year. In £25 increments)</small>	Choose between £100-£200	Choose between £100-£200	Choose between £100-£200	Choose between £100-£200	Choose between £100-£200
Variable excess (optional*) <small>Payable in addition to the fixed excess</small>	10%	10%	10%	10%	10%
Death from illness <small>(max age 8)</small>	£1,000	£1,500	£2,000	£500	£750
Death from accident	£1,000	£1,500	£2,000	£500	£750
Advertising	£750	£1,000	£2,000	£500	£750
Reward	£500	£750	£1,000	£500	£750
Loss by theft	£1,000	£1,500	£2,000	£500	£750
Boarding and kennel fees	£750	£1,500	£2,000	£250	£500
Third party liability <small>(Dogs only)</small>	£1M	£2M	£3M	£1M	£1M
Holiday cancellation	£1,000	£1,500	£2,000	£500	£750
Quarantine costs	£500	£750	£1,500	£250	£500
Loss of Animal Health Certificate	£250	£250	£250	£250	£250
Emergency expenses abroad	£500	£750	£1,000	£250	£500
Repeat tick and worming	£500	£750	£1,000	£250	£500
Helplines	✔	✔	✔	✔	✔

*Once added, it cannot be removed for the lifetime of the policy. Variable excess is compulsory for dogs 6 years + and cats 8 years +.

LifetimeFlex
Lifetime policy explanation

LifetimeFlex cover are all lifetime policies, which means this cover provides one financial limit for all new accidents and illnesses, combined per year. When the financial limit has been reached, no further claims can be made until the policy is renewed. At which point, the financial limit resets and you can continue to claim. Lifetime cover is continually offered as long as your policy is renewed on time every year and you pay your premium when asked.

365Flex
12 month policy explanation

365Flex cover level is a “time-limited” policy which means from the earliest date you or your vet first see or note each accident or illness, you are covered either up to 12 months from this date or up to the veterinary fee limit (whichever of these limits is reached first). Once either the 12 month or veterinary fee limit is reached, the accident or illness is no longer covered under the policy.

What words mean

Certain words or phrases in your policy have a particular meaning whenever they appear in bold. These words and their meanings are explained below:

Accident: One sudden and unexpected event which happens during the **period of insurance** resulting in **injury** or death to **your pet**.

Alternative medicine: Herbal or homeopathic medicine recommended by **your vet** and prescribed by a suitably qualified **vet**.

Behavioural illness: A change in **your pet's** normal behaviour, directly caused by a medical, mental, or emotional disorder which could not have been avoided by training or medical intervention. **Treatment** to be carried out only after pre-approval and carried out by a member of approved behavioural training body.

Behavioural modification: A programme or training regime conducted by or under the supervision of a **veterinary** surgeon or a pre-approved program of **behavioural modification** carried out by a behaviourist who is a member of The Institute of Modern Dog trainers (IMDT), a Certified Clinical Animal Behaviourist (CCAB) or member of the Association of Pet Behaviour Counsellors (APBC) or Canine and Feline Behaviour Association (CFBA).

Complementary medicine/therapy/treatment: Acupuncture, hydrotherapy, osteopathy, physiotherapy and chiropractic therapy recommended by **your vet** and carried out by a suitably qualified person that has been specifically recommended by **your vet**.

Commercial breeding: Any **pet** that has had more than 2 litters in its lifetime.

Dental: Any **treatment** of the teeth gums or mouth.

Fixed excess: The amount **you** have to pay as part of certain claims made under the **policy** as shown in **your policy schedule** and will be payable each year for each **illness** or **injury**.

Guarding: **Your pet** being used for commercial security work or if **you** or anyone living with **you** hold a Security Industry Authority (SIA) license of any description and carry out any activity that the SIA license allows.

Holiday: Means a pleasure trip outside the **UK** to an EU country which starts from and ends at your address as shown in your **policy schedule**.

Illness: Changes in your pets state of health that are not caused by an accident, or any which may be resulting from gradual or biological cause.

Incident: Any clinical sign of **injury** or **illness** in **your pet**.

Injury: Clinical sign or symptoms of changes in **your pet's** normal state of health resulting from an accident including multiple **injuries** resulting from one **accident**.

Market value: The average price **we** are able to determine paid at the date of death based on age breed, pedigree, and breeding status of **your pet**.

Period of insurance: The period for which **your pet** is covered as shown on **your policy schedule**. Each renewal is the start of a new **period of insurance**.

Pet: **Your** dog or cat who lives with **you** all of the time at the address shown in **your policy schedule**.

MiPet Cover: MiPet Cover is a trading name of CVS (UK) Limited which is an appointed representative of Insurance Factory Limited. Insurance Factory Limited is authorised and regulated by the Financial Conduct Authority (No. 306164). Registered in England and Wales number 02982445. Registered office: Markerstudy House, 45 Westerham Road, Bessels Green, Sevenoaks, Kent, TN13 2QB. You can check this by visiting the Financial Services Register at www.fca.org.uk/register.

Policy: **Your policy wording** and most recent **policy schedule**.

Policy wording: This document tells **you** what **you** can or cannot claim for under **your policy**.

Policy schedule: The **policy schedule** shows details about **you**, **your pet**, **policy** limits and excesses that apply to the specific cover that **you** have purchased.

Pre-existing condition: Any **illness**, **injury** or complication resulting from another **injury** or **illness**, that has been identified or investigated by a **vet** or is otherwise known to **you** prior to the start of the insurance or within the first 14 days of the **policy** for **illness** or 24 hours in the case of **injury**, regardless of the area or parts of the body affected.

Terrorism: Means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Treatment: Any examination, consultation, advice, tests, x-rays, ultrasound, CT scan, MRI scan, drugs, or medication administered or prescribed surgery, nursing, or care; provided by, or under the direction of, a **vet**.

Unattended: Any occasion where **your pet** is left alone or out of sight.

United Kingdom/UK: England, Scotland, Wales, Northern Ireland, and the Isle of Man.

Variable excess: The percentage amount **you** are required to pay towards the costs of the **veterinary** fees in addition to the **fixed excess** (only if you have chosen to have this included on your policy). **Variable excess** becomes compulsory when **your** dog turns the age of 6 years or **your** cat turns the age of 8 years even if this happens mid policy year. If **treatment** spans your dogs 6th or cats 8th birthday, the **variable excess** will apply to any **treatment** taking place on and after this date for that claim and would then apply to all future claims made for any condition or treatment. If at any point **you** choose to have this included on **your policy**, this cannot be removed again at any time. This amount will be deducted from the claims settlement after the deduction of the fixed excess on the claimable amount, refer to **your policy schedule** if this is applicable.

Vet/Veterinary/Veterinary Surgeon: A member of the Royal College of Veterinary Surgeons actively working as a **veterinary surgeon** in the **UK** or **veterinary surgeon** registered and actively working outside the **UK**.

We/Us/Our: **Insurance Factory Limited** acting as administrators for the underwriters of **your policy**. For details of the underwriters of **your policy**, and the underwriters of the Third Party Liability (dogs only) section of **your policy**, please refer to the “About The Products We Offer” section of **your** Terms of Business Agreement document.

You/Your: The person named on the **policy schedule** who is the owner and carer for the **pet**.



Consumer Insurance (Disclosure and Representations) Act 2012

When taking out **your policy**, **you** must take all care in answering all questions asked honestly and to the best of **your** knowledge. This includes anything asked within your application for insurance as well as any information relating to **your pet's** medical history.

Your failure to supply truthful answers could mean **your policy** is cancelled or **your** claim is not paid or fully paid. If **you** are not sure about any questions asked or the answers you have given then please contact **our** Customer Services Department on **0808 164 8008**.

Introduction

This is a **pet** insurance **policy** that lasts for a year and **you** must pay the full year's premium in one payment or by monthly instalments. **Your** insurance contract is made up of this **policy wording**, **your policy schedule** and the information **you** gave when arranging this insurance or at any time after. To know exactly what is covered by **your** insurance contract **you** need to read **your policy wording** together with **your policy schedule**.

In return for having accepted **your** premium, **we** will in the event of **injury**, **illness**, loss, or damage happening within the **period of insurance** provide insurance cover as described in the following pages and referred to in **your policy schedule**.

Who provides your insurance?

MiPet Cover pet insurance is arranged and administered by Insurance Factory Limited, authorised and regulated by the Financial Conduct Authority under Financial Services Register number 306164, a company registered in England and Wales (company number 02982445); registered at 45 Westerham Road, Sevenoaks, Kent TN13 2QB. Insurance Factory Limited is part of the Markerstudy Group of companies. For details of the underwriters of **your policy**, and the

underwriters of the Third Party Liability (dogs only) section of **your policy**, please refer to the “About The Products We Offer” section of **your** Terms of Business Agreement document.

The law that applies to this policy

The law of England and Wales will apply to this policy unless **you** and **we** agree differently. Alternatively, if **you** live permanently in Scotland, Northern Ireland, the Channel Island or the Isle of Man, the law of that country will apply (unless agreed otherwise). This **policy** and all other information concerning it are written in the English language.

Data consent

By accepting the **policy** terms, **you** are giving **us** permission to obtain information from **your vet**, former **vets** or specialist to assist **us** with **your** claim. You agree to obtain any documents that we require to assess **your** claim from **your vet**, specialist, or third party that **we** request at **your** own expense.

Travelling with your pet

This **policy** is valid in the **UK** and includes cover while **you** travel on **holiday** with your **pet** in the EU for up to 30 days in each **period of insurance**. It also provides cover while **you** travel on **holiday** with **your pet** for 30 days under 365Flex £2,500, 365Flex £5,000, LifetimeFlex £2,000 and LifetimeFlex £4,000, cover levels and 180 days under LifetimeFlex £6,000, LifetimeFlex £8,000, LifetimeFlex £10,000 and LifetimeFlex £12,000 within in **each period of insurance**. Please visit the gov.uk website to follow the latest guidance on travel within the EU post-Brexit.

Renewal terms

If **we** offer further **periods of insurance**, **we** may change the premium and the **policy** terms and conditions as **your pet** gets older and to allow for future increases in **treatment** costs.

Making changes once the policy has started

Please contact **us** as soon as **you** are aware of any changes that need to be made to **your policy**, such as **your** postal address, phone number or email address.

A change in **your** or **your pet's** details may mean the premium for the rest of the **period of insurance** may change as well.

Upgrades or downgrades in cover level

Changes can be only be made at renewal. Whenever **you** do this **you** must be aware that if **you** change to a **policy** with more or better benefit limits those benefit limits will not apply if a condition is present before **you** make the change. If that is the case the benefit limits that **you** had when the **condition** happened will apply.

If **you** transfer **your pet** to a **policy** with lower benefit limits, the higher benefit limit will no longer apply to any claims/condition you are currently making. Should **you** choose to decrease **your** cover level all existing **conditions** will be subject to the new lower policy terms.

If you move to a **policy** with lower benefit limits those new limits will apply straight away and to any claim **you** are currently making.

Dual insurance

You must tell **us** if **you** have another insurance **policy** which covers **your pet** for anything this **policy** covers. 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. **We** will not make any payment for any **incident** covered by any other insurance policy.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme in the unlikely event **we** cannot meet **our** obligations to **you**. This depends on the type of insurance and circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).

What we ask of you

Like all insurance policies there are some things that **you** are not allowed to do if **you** want **us** to pay for the claims **you** make. **You** must do as we ask below, if you do not then we may cancel **your policy**, not deal with **your** claim or reduce the amount **we** do pay.

If there is anything **we** ask that **you** do not understand then please contact **us** as soon as **you** can.

Should **your** circumstances change in the **policy** year please contact **us** to confirm that **your** cover remains in force.

- To the best of **your** knowledge and belief that at the start of this insurance **your pet** is in good health and free from any **injury, illness** or physical disability and where **you** are aware of any health problem with **your pet you** agree to inform **us** of that condition and accept that the condition will be treated as a **pre-existing condition**.
- You** must own **your pet**, both **you** and **your pet** must live at all times at the address shown on **your policy** schedule, and **your pet** must be a minimum of eight weeks old and no older than the age set out in the **policy schedule** on the start date of the **policy**.

Please note the maximum age for new policies is a dog or cat's 15th birthday for 365Flex cover level and the 8th birthday for dogs and 10th birthday for cats in respect of LifetimeFlex cover.
- Your pet** must be named on the **policy schedule**.
- Your** pet must live with you at the **UK** address given in the **policy schedule**. **Your** cover will cease immediately if **your pet** is sold or where any financial interest whatsoever is parted with by **you**, whether temporarily or permanently or if **your pet** is no longer ordinarily resident in **your** home.
- You** must contact **us** as soon as **you** become aware of any circumstances that could result in a claim.
- You** must pay any premium when it becomes due.
- You** must take **your pet** for regular annual check-ups and keep **your pet** vaccinated:

DOGS; against distemper, hepatitis, leptospirosis and parvovirus.

CATS; against feline infectious enteritis, feline influenza, feline herpes virus, feline calicivirus and feline leukaemia

OR:

As advised by **your vet** due to the particular needs or circumstances of **your pet**. All vaccinations must be administered under **vet** supervision.
- Homeopathic vaccines are not acceptable.
- You** must provide proper care and attentions to **your pet** at all times and pay to have any **treatment** normally recommended by a **vet** to prevent **illness, injury**, or disease.
- You** must provide and pay for all information, documents, and assistance that **we** request; including **vet** certificates and records, details of any other relevant insurance that may apply, and supporting evidence of any claim and the circumstances around the claim.

- You** agree that **we** may take over any claim and deal with it in **your** name.
- We** will not make any payment for any claim covered by other insurance until that cover has been used up.
- You** agree to read and follow the terms of the Animal Welfare Act 2006, and Control of Dogs Order 1992. Any dog in a public place must wear a collar with the name and address of the owner engraved on it, or engraved on a tag. Your telephone number is also advisable.

What we will not cover

This **policy** will not cover:

- Any claims for a **pet** not named in the **policy schedule**.
- Any **pet** that has previously shown signs of aggressive behaviour, been trained to attack or is used for **guarding**.
- Your pet** being used for **commercial breeding** purposes (this is where **your pet** has had more than 2 litters in its lifetime) track racing, coursing, or used in connection with any business, trade, profession, or occupation (whether **you** are paid for such purposes or not).
- Any claims made for any **incident** that happens outside of the **period of insurance**.
- Any claims made for any **incident** that happens outside of the **UK** or EU.
- Any death or destruction of **your pet** as a result of **illness** resulting from the failure to vaccinate **your pet** in accordance with the practice recommended by the British Small Animal Veterinary Association.
- Any claims for a **pet** under the age of eight weeks.
- Claims where any **injury** or **illness** is due to war, invasion, act of foreign enemy, hostilities (whether war declared or not), civil war, rebellion, **terrorism**, revolution, insurrection or military or usurped power.
- Claims where any **injury** or **illness** due to ionising radiations or contamination by radioactivity from any fuel or from any nuclear waste from the combustion of nuclear fuel.
- The taking of **your pet** or it being put to sleep by Government or Public Authorities, or under the Animals Act 1971 United Kingdom and the Control of Dogs Act 1986 and Control of Dogs (amendment) Act 1992, Republic of Ireland or contravention of the Dogs (Protection of Livestock) Act 1953.
- Any claims if **your pet** is put to sleep due to a court order or the Contagious Diseases Act. Claims arising due to the intentional slaughter, irrespective of any order by Government, Local Authority or any person having jurisdiction in the matter.
- Any claim which is due to **you** breaking the **United Kingdom** or Republic of Ireland laws, or regulations, including laws or regulations which deal with the health of your pet, vaccinations or the moving of your pet from one country to another.
- Any claim for deliberate injury to **your pet** or where it has not been cared for properly by **you**, anyone who lives with **you**, employees, or members of **your** family. This includes **your pet** not being fed properly, not giving it proper shelter or medical attention when required.
- Any medication or **treatment** not recommended by a **vet**.
- Any pet that is an African Crested Dog, Akita, Alopekis, American

Bandogge, American Bulldog, American Bully, American Mancon, American Pit Bull Terrier, American Staffordshire Terrier, American Staghound, Argentinian Mastiff, Australian Dingo, Bandogge Mastiff, Bandogs, Boar Hounds, Boerboel, Bosanski Ostrodlaki Gonic, Bull Mastiff, Bulldog (American), Bully Kutta, Canadian Inuit, Canary Dog, Cane Corso, Cao Fila, Cattle Dog Azores, Chinese Shar Pei, Chow Chow, Cirneco Dell Etna, Cirneco Dell'Etna (Imp), Czechoslovakian Wolfdog, Dingo, Dogo Argentino, Dogue Brasileros, Dogue de Bordeaux, Fila Brasileiro, German Shorthaired Pointer, Grand Bleu de Gascogne, Hound Indian Bear, Inuit, Irish Staffordshire Bull Terrier, Japanese Akita, Japanese Tosa, Korean Jindo, Laika, Lybian Desert Dog, Mexican Hairless (Imp), Mexican Hairless (Miniature), Mexican Hairless (Standard), Mexican Hairless Intermediate, Neva Masquerade, New Guinea Singing Dog, New Zealand Herding Dog, Northern Inuit Dog, Ovtcharka, Ovtcharka Caucasian, Ovtcharka Central Asian, Ovtcharka Middle Asian, Ovtcharka South Russian, Perro Cimarron, Perro De Pastor Mallorqui, Perro De Pressa Canario, Pit Bull Terrier, Pocket Bully, Pointer, Portuguese Podengo, Portuguese Warren Hound (Declassified), Pressa Canario, Racing Greyhound, Rottweiler, Russian, Saarloos Wolfhound, Segugios Italiano, Shar Pei, Sheepdog Atlas, Sheepdog Caucasian, Sheepdog Central Asian, Sheepdog Croatian, Sheepdog Egyptian, Sheepdog Himalayan, Shepherd Dog Atlas, Shepherd Dog Caucasian, Staffordshire Bull Terrier, Tahltan Bear Dog, Tamaskan, Thai Ridgeback, Tosa Inu, Treeing Tennessee Brindle, Utonagan, Verelade, Wolf Dog, Wolf Hybrid, Wolfhound Belgian, Wolfhound Czechoslovaki, Wolfhound Kunming, Working Sheepdog, XL Bully Type, Yajivy, or a pet crossed with these, or any animal registered under the Dangerous Dogs Act 1991 and The Dangerous Dogs (Northern Ireland) order 1991 or Dangerous Dogs (amendment) Act 1997 or any subsequent amendments or a pet crossed with any of these.

- Illnesses** which **your pet** previously suffered before or during the first 14 days of the start of this insurance.
- Injuries** which **your pet** previously suffered before or during the first 24 hours of the start of this insurance.
- Your pet** being used for track racing, coursing, or used in connection with any business, trade, profession, or occupation.
- If **your pet** has **treatment** when abroad and **you** pay the **vet** bill then **we** will not be responsible for any money **you** lose because the exchange rate changes.
- Where fraud has been committed against **us** or where false information has been provided to **us**.
- Any claim where **you** have cover under any other insurance unless that cover is used up.
- Any **pet** sold or where any financial interest whatsoever is parted with by **you**, whether temporarily or permanently.
- Any claim under Section 3 – Death of your pet (**illness**) for dogs or cats aged 8 and above.
- Any **incident** in respect of pollution or contamination of buildings or other structures or of water or land or the atmosphere. **We** will however cover any **incident** caused by a sudden identifiable unintended and unexpected occurrence which takes place in its entirety at a specific moment in time and place during the period of insurance provided that:

(a) All pollution or contamination which arises out of one occurrence will be deemed to have occurred at the time such occurrence takes place;

(b) **Our** liability for all damages and claimants costs and expenses payable in respect of all pollution or contamination which is deemed to have occurred during the **period of insurance** shall not exceed £1,000,000 in the aggregate.

Section 1: Veterinary fees (treatment to your pet)

What is covered?

Cover level - 365Flex

We will pay **you** for charges made for **treatment** carried out by a **vet**. Cover is provided for an **accident, illness, or injury** occurring to **your pet**, subject to the **policy vet** fees limit shown on **your policy schedule**. The limit of cover, is on a per **accident, illness or injury** basis and is for a period of 12 months from the date that the **incident** is first noted.

The **fixed excess** and **variable excess** are on a per **incident**, per **period of insurance** basis.

Example of how to calculate the amount **you** will have to pay in the event of a claim.

A valid claim arises for a dog's **veterinary** fees totalling £300.00

Amount Claimed		£300
Less Fixed Excess	£100	£200
Less Variable Excess	10% = £20	£180
Total Excess paid by you	£120	
Total paid by us		£180

Cover level - LifetimeFlex – All covers

The cover is provided for an **accident, illness, or injury** occurring to **your pet**, subject to the limit of cover shown on **your policy schedule** for each **period of insurance** to cover all **injuries or illness** from the one annual **policy** limit.

The **fixed excess** and **variable excess** are on a per **incident**, per **period of insurance** basis.

Cover is continuous for each separate **illness or injury** up to the limit overall of the **policy** for the **period of insurance**, subject to cover still being in force and relevant premiums having been paid. **Treatment** in respect of any **illness or injury** can continue into the next **period of insurance**. Continuous **treatment** is subject to the **policy** remaining in force, being continuously renewed at each anniversary and premiums paid up to date.

We cover fees for any **alternative or complementary medicine** which the **vet** recommends and as approved by **us**, up to the limit shown in the table of benefits including up to ten sessions of hydrotherapy provided by hydrotherapy pool operators who are members of the CHA (Canine Hydrotherapy Association) or NARCH (National Association of Registered Canine Hydro-therapists).

Dental (all levels of cover) - **we** will pay fees for **dental treatment** as a result of an **accident** and subject to evidence of yearly **dental** check-ups where any work recommended is carried out at your own expense we will also cover **dental treatment** as a result of **illness**.

We will contribute to the cost of your **pet's** prescription food, up to a maximum of £100 per **period of insurance** as long as it is prescribed by **your vet** and can only be bought from a **veterinary** surgery or online pharmacy and it is to dissolve bladder stones or crystals in urine and for no other purpose.

We will not be liable for any other dietary costs under this **policy**. The maximum that **we** will pay for special diet is £100 for up to 60 days per **period of insurance**. Please note any special diet payment for bladder stones or crystals in urine will cease once these are dissolved. **We** will not continue to pay as a preventative measure to stop the stones re-occurring.

We will pay you for **your vets** recommended **treatment** for behavioural **illness** which could not have been avoided by training or medical intervention.

Behavioural modification treatment to be carried out only after pre-approval and carried out by a member of approved behavioural training body as listed on page 3.

Fees for putting **your pet** to sleep (Euthanasia) - It is a condition of this **policy** that we provide cover or benefit in respect of Euthanasia up to a maximum of £100 and only if it is recommended by **your vet** to alleviate incurable and inhumane suffering.

This insurance also extends to cover **your pet** whilst temporarily located within a member state of EU but only for a maximum stay of 30 days during the **policy** period for 365Flex £2,500, 365Flex £5,000, LifetimeFlex £2,000 and LifetimeFlex £4,000 and 180 days under LifetimeFlex £6,000, LifetimeFlex £8,000, LifetimeFlex £10,000 and LifetimeFlex £12,000.

What is not covered?

- Policy** excess, this is shown on **your policy schedule**.
 - The **fixed excess**, which is a fixed amount payable once per injury or **illness** per **period of insurance**, each separate **injury, or illness** not resulting from the same **incident** will require a separate **fixed excess**.
 - Depending on the age of **your pet**, or if you choose it, there may also be a **variable excess**- this will be detailed in **your policy schedule**.
 - If **treatment** is received at the same time for a number of **injuries or illnesses**, including **treatment** carried out under one anaesthetic. A **fixed excess** will apply and depending upon the age of your pet or if chosen, a variable excess will also apply to the **treatment** received for each **injury or illness**.
 - Where **treatment** for different, **injuries or illnesses** are carried out at the same time and the cost of **treatment** cannot be identified. The cost of **treatment** will be split equally between each **injury or illness** and the **fixed excess** and depending upon the age, breed of **your pet** or if chosen, a **variable excess** applied to each part.
- For 365Flex policies, any **treatment** where the **policy** limit per **injury or illness** has been used up.
- For 365Flex policies, any **treatment** more than 12 months from the date that the **injury or illness** has been first noted by **you** or **your vet**.
- For all LifetimeFlex policies, any **treatment** more than the **policy** limit shown on the **policy schedule** for all **incidents** in the **period of Insurance**.
- Any **treatment** after the **policy** has ended.
- Any **illness** arising prior to or during the first 14 days of the inception date of the insurance or **pre-existing condition**.
- Any **accident or injury** arising prior to or during the first 24 hours of the inception date of the insurance or **pre-existing condition**.

- More than 10 hydrotherapy sessions per **illness or injury**, or hydrotherapy as an aid to weight loss.
- For any cost of spaying, or partial cost of any **treatment** that includes ovarian hysterectomy as a preventative solution for any **illness**.
- Preventative or elective **treatments**, routine examinations and **treatment** including but not limited to :
 - Killing and controlling fleas.
 - Routine spaying or castration.
 - Whelping or kitting.
 - Routine removal of dewclaws.
 - Routine worming.
 - Routine blood tests.
 - Any **treatment** in connection with pregnancy or parturition.
 - Or any cost as a result of failure to carry out these procedures.
- We** exclude all costs for elective spay or castration, and in situations where the spay or castrate are in order to prevent future medical or behavioural issues of any sort. Cover will be provided when **your pet** is suffering an immediate and critical medical condition and the spay or castrate is essential and necessary for the **treatment** of that condition.
- In cases of false pregnancy or mammary tumours, **we** will cover the costs of **treatment** minus the cost of getting **your pet** spayed. In cases of Pyometra, **we** will cover the cost of **treatment** including the cost of getting **your pet** spayed if this is immediate treatment. In cases of testicular tumours, **we** will cover the cost of getting **your pet** neutered.
- Any claim or **treatment** for cryptorchidism (retained testicle(s)) unless **your pet** was under 12 weeks of age at the start of the **policy**.
- The cost of bathing, grooming or de-matting **your pet** unless a **vet** confirms only a **vet** or a member of a **veterinary** practice can carry out these activities.
- Behavioural problems and training unless caused as a direct result of an insured **incident** occurring during the **period of insurance**.
- The cost of spay or castrate as a **treatment** of a behavioural condition.
- Sex hormonal problems unless directly resulting from a valid claim.
- Any cost of pheromone products, including DAP diffusers and Feliway and/or similar feline facial pheromone products used in either a spray or an electric diffuser format unless pre-approved as part of a behavioural program for a maximum period of six months;
- The cost of **any treatment** outside normal surgery hours except for **treatment** that a **vet** considers cannot wait until normal surgery hours (necessary **treatment**) because it would seriously endanger **your pet's** health. The **vet** that treated **your pet** must also confirm this in writing when, **your veterinary** claim is submitted for necessary **treatment** outside of normal hours the additional charge is limited to a maximum of £150.
- Non-essential hospitalisation and/or ambulance charges and/or house calls unless the **vet** declares that to move **your pet** would seriously endanger its life.
- Travelling expenses incurred by **your vet** unless the vet deems that to move your pet would seriously endanger its health.
- Any charges greater than £100 in respect of euthanasia even in the case of **your vet** putting **your pet** to sleep to alleviate incurable

and inhumane suffering following an **accident or illness**.

- Any charges in respect of euthanasia in the event that this was caused by a **pre-existing condition** or **condition** not covered by the insurance.
- Any claim for any form of housing, cage, or bedding needed for the **treatment** or wellbeing of **your pet**.
- Every claim will be reviewed by an internal pet claims assessor and compared to charges for the same or similar **treatment** within the same area to ensure that the **treatment** and **veterinary** fees are reasonable, necessary, essential, and not excessive.
- Any charge for surgical equipment that can be used more than once.
- Any fee charged by **your vet** to complete the claim submission or any ancillary administration fees for example dispensing fees, late payment fees, claim completion fees, administration referral fees to specialist vets, or referral fees and x-ray referral fees.
- Prescription foods or diets of any type including obesity and weight control prescription foods except prescription food subject to a maximum of £100 to prevent the formation of bladder stones and crystals in urine.
- Nutritional supplements and vitamins unless prescribed by a **vet** and if they have a proven effect upon an **injury or illness** or something directly caused by an **injury or illness**.
- Any **treatment** administered outside the **period of insurance**.
- Fees for unapproved **alternative medicine** or **complementary medicine** (including but not limited to pulsed magnetic field therapy, matrix energy field therapy, the Bowen technique, Reiki massage, and faith healing).
- The cost of any **treatment or complementary therapy** connected to or resulting from organ transplants and fitting full or partial artificial limbs (prosthesis) with the exception of costs relating to replacement hip, elbow and or knee joints including pre and post-operative care.
- The cost of any **treatment**, or issues arising from **treatment**, that **you** choose to have carried out that is not directly related to an **injury or illness**, including cosmetic dentistry or surgery.
- Any overseas **treatment** costs where the journey abroad was specifically made to obtain **treatment** or where the **vet** confirms **treatment** can be delayed safely until **your** return home.
- Complementary treatments** that are not carried out under the direction of a **vet** or listed therapist and previously authorised by **us**.
- The cost of routine or investigative tests or diagnostic procedures, unless these are being undertaken specifically to diagnose an **injury or illness** due to specific existing symptoms or clinical signs and where such a diagnosis will potentially alter the course of **treatment**.
- The cost of any procedures involved in the diagnosis of an **injury or illness** that are carried out again when **your pet** is referred to another **vet**.
- The cost of routine blood tests including blood tests carried out before surgery, or before anaesthetic for surgery or routine blood tests before any other procedure if **your pet** is less than eight years old. Unless there is something in your pet's medical history to suggest your pet's health may be at risk from the anaesthetic, surgery, or procedure.

- 39. Fees resulting from an **injury** or **illness** that is excluded on **your policy schedule**.
- 40. The cost of dentistry except as a result of an **accident** unless **your pet** has had at least one **dental** check with **your vet** in the previous 12 month period and all **treatments** recommended by **your vet** have been carried out at **your** own expense.
- 41. Any claim as a result of a 'notifiable' disease (as defined by DEFRA <https://www.gov.uk/government/collections/notifiable-diseases-in-animals>) e.g. rabies.
- 42. Any post mortem costs.
- 43. Any charges in respect of disposal, cremation, or burial of **your pet**.
- 44. Incremental costs caused as a result of the late submission of **your** claim.

Signs of injury

You must arrange for a **vet** to examine and treat **your pet** as soon as possible after it shows clinical signs of an **injury**. If **we** decide this may not be the case **we** may refer the case to an independent **vet**. If it can be established that the delay in arranging **treatment** has or is likely to result in additional costs or expenses being incurred **we** reserve the right to either refuse to admit the claim or make a deduction from any settlement to reflect these increased costs or expenses.

Second Opinion Vets

There may be times when **you** wish to take **your pet** to a different **vet** as **you** are unhappy with their diagnosis or **treatment** suggestions, all requests for Second opinions must be agreed by **us** in advance of **treatment**, however should the second opinion **vet** agree with the first diagnosis or **treatment** then **we** shall only pay for one claim.

Cover Overseas

Cover whilst temporarily traveling within a member state of the EU is subject to the limit shown in **your policy schedule** and only applicable to cats and dogs.

In the event that your pet requires **veterinary treatment** whilst temporarily traveling within a member state of the EU, payment of any **treatment** will be made by **you** to the **vet** whilst **you** are there, upon return home, **you** should telephone **us** immediately and report the claim – **0808 164 8001**. The claim submission must be complete with all paid **veterinary** receipts. Settlement of eligible claims will be made to **you**, after any applicable deductions have been made, in sterling at the rate of exchange applicable at the date the bills were settled, such payments discharging **us** from all further liability connected with such claim.

Claims Information

Before **your pet** is treated check that **your vet** is willing to provide medical history and supply **us** with the supporting invoices. **We** will not pay for the **vet** to do this.

The invoices and full clinical history must be returned to **us** within 60 days of the **pet** receiving the **treatment** for **your** claim to be considered. Please make sure that **you** have indicated to whom **we** should make the payment. If **you** are submitting a claim for an on-going **injury your vet** must still complete a claim and supply **us** with the supporting invoices on each occasions that **treatment** is provided.

If **your pet** is referred to a specialist please make sure that the **vet** who normally treats **your pet** has completed a separate claim submission for the initial costs. **We** will not normally be able to assess the claim and supporting invoices from the referral practice until **we** have processed the initial **treatment** from **your** own **vet**.

With **your** authority **we** will pay **your** claim settlement directly to the **vet** on **your** behalf.

If **you** have asked **us** to pay **your vet we** will send payment directly to the practice and if there is any amount other than the **fixed excess** or **variable excess** that **we** cannot pay because the costs are not covered **we** will tell **you** in writing. **You** must settle with **your vet** any amount **we** cannot pay.

Section 2: Third party legal liability (claims against you or your dog) (UK and EU member states only)

Third party liability (dogs only) is underwritten by West Bay Insurance Plc, registered in Gibraltar No. 84085. Registered Office: 846-848, Europort, Gibraltar. Regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority in respect of underwriting insurance business in the UK (Financial Services Register Number 211787). These details can be checked on the Financial Services Register at www.fca.org.uk or the Prudential Regulation Authority on 020 7601 4444. West Bay Insurance Plc is a member of the Association of British Insurers.

What is covered?

The cover will only apply to incidents within:

- a. The **United Kingdom**, or;
- b. Whilst temporarily in a member state of The European Union, Northern Ireland, Andorra, Faroe Islands, Gibraltar, Greenland, Iceland, Liechtenstein, Monaco, Norway, San Marino, Switzerland and the Vatican City State, provided that **your** dog complies with all the relevant legislation relating to movement across international borders, but only for the maximum stay shown in **your policy schedule**. Guidance on taking your pet abroad can be found on the gov.uk website: <https://www.gov.uk/taking-your-pet-abroad/travelling-to-an-eu-country-or-northern-ireland>?

We will pay up to the amount shown in **your policy schedule** for damages and costs ordered to be paid by any court in the countries listed under a) and b) above. **We** will make this payment if **your pet** (dogs only) is found to be to blame for any injury or damage that happened during the **period of insurance**, to the following:

- 1. Bodily injury or death to any person who is not in **your** employment or who is not a member of **your** family or living with **you**, or,;
- 2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of **you**, anyone in **your** employment or any member of **your** family or anyone living with **you**.

The most **we** will pay under this section of the **policy** for all incidents occurring within the **period of insurance** will be the amount detailed in **your policy schedule**.

If someone else is looking after **your** dog when the injury or damage happens, **we** will still pay as long as:

- **You** asked them to look after **your** dog.
- **You** did not agree to pay them (or their family) or offered any thank you payment to look after **your** dog.
- The injury or damage was not to them or their property.

What is not covered?

- 1. **We** may not pay the claim or any claim for additional costs caused by **your** delays if **you** do not pay the £250 excess when asked by **us**.
- 2. Claims where **your pet** has not been found to be to blame by a court of law.
- 3. Claims for **incidents** that happened outside of those countries covered under “What is covered” item 2 above including the United States of America and Canada.
- 4. Claims for **incidents** that happen outside of the **period of insurance**.
- 5. Any payment if the injured person is part of **your** family, lives in **your** home, works for **you**, or is looking after **your pet** or is paid to look after **your pet**.
- 6. Any payment if the damaged property belongs to **you** or a person who is part of **your** family, lives in **your** home, works for **you**, is looking after **your pet** or is paid to look after **your pet**.
- 7. Any payment if **you** or someone listed above is looking after the property or holding it in trust or any liability when **your pet** is under the control or custody of a professional dog sitter, walker, groomer, or other similar professional caring for **your** dog where payment is made.
- 8. Any claim resulting from a period when **your pet** was left **unattended**.
- 9. Cover is not in force at any place where **you** or members of **your** family are subject to a contract of employment, carry out self-employed or voluntary work.
- 10. Cover is not provided at any event of confirmation show, agility event, working trial or Schutzhund competition.
- 11. Cover is not provided at any organised or recreational shooting or sporting event.
- 12. Any liability arising from an agreement, which imposes a liability on **you**, which **you** would not be under in the absence of such an agreement.
- 13. Any claim for injury or damage to property which **you** or a family member could have stopped but deliberately chose not to.
- 14. Any claim resulting from **your pet** passing on any disease or virus.
- 15. Any claim where **you** have not followed advice given to **you** by previous owners of **your** dog or by any rehoming organisation about **your** dog's behavioural traits.
- 16. Any claim whilst **your pet** is being transported in a motorised vehicle.
- 17. Fines, penalties, or **your** breach of quarantine restrictions or import or export regulations.
- 18. Any damages, costs or expenses if **you** are insured under any other liability **policy** which covers any liability relating to **your pet** (including **your** household insurance) unless that cover has been used up.
- 19. Any claim costs over the **policy** limit under this section of **your policy**.
- 20. Any amount over the amount shown on **your policy schedule** in respect of all **incidents** occurring during the **period of insurance**.

Special Conditions that apply to this Policy section

No claims under this **policy** section will be paid for any pedigree dog that is not on **our** breed list when **you** purchased **your policy** (unless

agreed by **us**), or a dog crossed with any pedigree breed not on **our** breed list. **We** specifically will not provide any cover if **your** dog is or has ever been crossed with African Crested Dog, Akita, Alopekis, American Bandogge, American Bulldog, American Bully, American Mancon, American Pit Bull Terrier, American Staffordshire Terrier, American Staghound, Argentinian Mastiff, Australian Dingo, Bandogge Mastiff, Bandogs, Boar Hounds, Boerboel, Bosanski Ostrodlaki Gonic, Bull Mastiff, Bulldog (American), Bully Kutta, Canadian Inuit, Canary Dog, Cane Corso, Cao Fila, Cattle Dog Azores, Chinese Shar Pei, Chow Chow, Cirneco Dell Etna, Cirneco Dell'Etna (Imp), Czechoslovakian Wolfdog, Dingo, Dogo Argentino, Dogue Brasileiro, Dogue de Bordeaux, Fila Brasileiro, German Shorthaired Pointer, Grand Bleu de Gascoigne, Hound Indian Bear, Inuit, Irish Staffordshire Bull Terrier, Japanese Akita, Japanese Tosa, Korean Jindo, Laika, Lybian Desert Dog, Mexican Hairless (Imp), Mexican Hairless (Miniature), Mexican Hairless (Standard), Mexican Hairless Intermediate, Neva Masquerade, New Guinea Singing Dog, New Zealand Herding Dog, Northern Inuit Dog, Ovtcharka, Ovtcharka Caucasian, Ovtcharka Central Asian, Ovtcharka Middle Asian, Ovtcharka South Russian, Perro Cimarron, Perro De Pastor Mallorqui, Perro De Pressa Canario, Pit Bull Terrier, Pocket Bully, Pointer, Portuguese Podengo, Portuguese Warren Hound (Declassified), Pressa Canario, Racing Greyhound, Rottweiler, Russian, Saarloos Wolfhound, Segugios Italiano, Shar Pei, Sheepdog Atlas, Sheepdog Caucasian, Sheepdog Central Asian, Sheepdog Croatian, Sheepdog Egyptian, Sheepdog Himalayan, Shepherd Dog Atlas, Shepherd Dog Caucasian, Staffordshire Bull Terrier, Tahltan Bear Dog, Tamaskan, Thai Ridgeback, Tosa Inu, Treeing Tennessee Brindle, Utonagan, Verelade, Wolf Dog, Wolf Hybrid, Wolfhound Belgian, Wolfhound Czechoslovaki, Wolfhound Kunming, Working Sheepdog, XL Bully Type, Yajivy, or any dogs listed under the Dangerous Dogs Act 1991 and The Dangerous Dogs (Northern Ireland) order 1991 or Dangerous Dogs (amendment) Act 1997 or any subsequent amendments.

- 1. **You** must contact us as soon as there is an **incident** that could lead to a claim.
- 2. **You** must not admit to anyone that **your pet** was at fault, offer any payment, make a payment, or try to agree a payment.
- 3. **You** must forward on to us any letters, writs, summons, or other legal documents **you** receive, immediately, and **you** must not answer them. Details as to how **you** can contact us can be found on **page 5** of this **policy** wording or on any mail **you** have received from **us**. Please remember to quote **your** claim or **policy** number.
- 4. **You** must tell us what happened or if **you** do not know, try to find out what happened following an **incident**. **You** must also give **us** a written statement as to what happened if **we** ask and go to court if required.
- 5. **We** may pay what **we** think is a fair amount to settle any claim made against **your pet**.
- 6. **We** will have complete control of any claim or the defence of any legal proceedings.
- 7. **You** must not give anybody information or anything that could help them claim against **you** other than giving them **your policy** number and **our** name and address. In relation to any third party liability claims, **we** may pay up to the limit of **your** stated **policy** cover or lesser amounts for which any claim can be settled (after deduction of any sum or sums already paid as compensation) and shall be released from any further liability under this **policy** (except for costs and expenses of litigation recoverable or incurred with **our** consent prior to the date of such payment).

Section 3: Death of your pet (illness)

This section does not apply in the case of dogs that are 8 or more years old and cats that are 8 or more years old.

What is covered?

If **your pet** dies because of an **illness**, or as a result of **your vet** putting **your pet** to sleep, if recommended by a **vet** as necessary to stop the suffering of **your pet**, due to **illness** during the **period of insurance**.

We will pay the purchase price **you** paid for **your pet** as declared by **you** and detailed on the **policy schedule**. This payment is subject to the maximum **policy** limit shown on **your policy schedule**.

If **you** are unable to provide **us** with formal proof of the amount paid for **your pet** we will pay a current **market value** based on average prices at the time of **your pet's** death

What is not covered?

- 1. Death caused by an **accident**.
- 2. Death caused by from any **illness** that occurs prior to or within 14 days of **your pet's** insurance first starting.
- 3. Any claim where the **illness** is excluded from claim under Section 1 **veterinary** fees.
- 4. If at the time of death **your pet** 8 years of age.
- 5. Any claim where **your pet** is put to sleep due to aggression unless this can be attributed to an **illness**.
- 6. Any claim if a **vet** believes it is more humane to keep **your pet** alive rather than put it to sleep, but despite this **you** still have **your pet** put to sleep.
- 7. Any claim where **you** are not able to provide **us** with confirmation from **your vet** or statement from an independent witness.

Section 4: Death of your pet (injury) (UK only)

You can claim under this section of the policy no matter the age of your pet.

What is covered?

If **your pet** dies because of an **injury**, or as a result of **your vet** putting **your pet** to sleep, if recommended by a **vet** as necessary to stop the suffering of **your pet**, due to **injury** during the **period of insurance**.

We will pay the purchase price **you** paid for **your pet** as declared by you and detailed on the **policy schedule**. This payment is subject to the maximum **policy** limit shown on **your policy schedule**.

If **you** are unable to provide **us** with formal proof of the amount paid for **your pet** we will pay a current **market value** based on average prices at the time of **your pet's** death.

What is not covered?

- 1. Death caused by from **illness**.

- 2. Death caused by from any **injury** that happens prior to or within 24 hours of **your pet's** insurance first starting.
- 3. Any claim where **your pet** is put to sleep due to aggression unless this can be attributed to an **injury**.
- 4. Any claim if a **vet** believes it is more humane to keep **your pet** alive rather than put it to sleep, but despite this **you** still have **your pet** put to sleep.
- 5. Any claim where **you** are not able to provide **us** with confirmation from **your vet** or statement from an independent witness.

Section 5: Advertising Costs (if your pet is lost or stolen, UK only)

What is covered?

If **your pet** is lost or stolen, **we** will pay **you** back what **you** spent for advertising in a local newspaper or other approved costs for recovery of **your pet** (previously agreed by us) up to the maximum sum as shown in **your policy schedule** per **period of insurance**.

We will not be liable for:

- 1. Paying back any money **you** spend trying to find **your pet** if **we** have not agreed to the way **you** are doing this.
- 2. More than £50 for cost of advertising materials.
- 3. Any amount in excess of the **policy** limit under this section of **your policy**.

Section 6: Reward Costs (if your pet is lost or stolen, UK only)

What is covered?

If **your pet** is lost or stolen, **we** will agree an amount for a reward for the recovery of **your pet** (previously agreed by **us**) up to the maximum sum as shown in **your policy schedule** per **period of insurance**.

Although **you** are free to decide the amounts **you** wish to offer as a reward we apply a maximum of the lower of the full maximum benefit available for rewards or the purchase price declared on **your policy schedule**.

What is not covered?

- 1. Any reward to anyone who is a member of **your** family or household or by any person employed by **you** or living with **you**.
- 2. Any reward paid to the person who was caring for **your** pet when it was lost or stolen.
- 3. Any reward to the person or persons who stole or was involved in the theft of **your pet**.
- 4. Any reward greater than the declared value of **your pet** as shown on **your policy schedule**.
- 5. Any reward payment where **you** can't give us a signed receipt giving the full name, address and telephone number of the person who found **your pet**.
- 6. Any amount in excess of the **policy** limit under this section of **your policy**.

Section 7: Theft and Straying (if your pet is lost or stolen, UK only)

What is covered?

We will pay **you** up to the purchase price or the maximum sum shown on **your policy schedule**, whichever is the lesser amount in respect of permanent loss due to **your pet** being lost or stolen and after no recovery has been made after 45 days despite appropriate endeavours including advertising and reward, notifying local rescue centres and in the case of theft the notifying the Police to report the theft obtaining a crime reference number. This benefit can be paid once per **period of insurance**.

If **you** are unable to give us formal proof of the amount paid for **your pet** we will pay a current **market value** based on average prices at the time of **your pet's** death.

We will not be liable:

- 1. If **your pet** is lost, stolen or strays before or during the first 14 days of taking out this **policy**.
- 2. Any amount if **you** or the person looking after **your pet** has deliberately lost them, given them away or sold them.
- 3. Any claim for theft where the loss was not reported to the police or case of straying where the missing pet was not reported to local rescue centres.
- 4. Any claim that is not submitted within 1 year of **your pet** going missing.
- 5. We will not pay a claim for loss or theft unless **you** can provide evidence of advertising or a reward being offered.
- 6. For any amount in excess of the **policy** limit per **period of insurance** under this section of **your policy schedule**.

Section 8: Boarding fees (UK Only)

What is covered?

We will pay **you** back for boarding fees for **your pet** in a licensed boarding establishment, or daily minding in **your** own home up to the amount shown on **your policy schedule** if boarding and subject to a limit of £5 per day in pet sitting in **your** own home if during the **period of insurance**:

(a) **You** have an illness or injury which requires **you** to go into hospital for more than 96 hours; or

(b) a family member who permanently resides with **you** has an illness or injury which requires you to attend hospital for periods of time of no less than seven hours a day over a continuous period of no less than 96 hours and **your pet** stays in a licensed kennel /cattery while **you** are in or attending hospital and no other member of **your** family permanently residing with **you** is able to look after **your pet**.

What is not covered?

- 1. Claims during the first 14 days of the commencement of insurance.
- 2. Any costs if **you** are in hospital for less than 96 hours.

- 3. Any costs if **you** or **your** family member who permanently resides with **you** goes into hospital if **you** or they had symptoms of being ill or injured before **your policy** first started.
- 4. Any costs for dates before **you** or **your** family member went to hospital or dates following **your** or **your** family member's discharge from hospital.
- 5. Any costs if **you** or **your** family member who permanently resides with you goes into hospital as a result of pregnancy, giving birth, alcoholism, drug abuse, drug addiction, attempted suicide, self-harm or hospitalisation that is not directly related to being ill or injured.
- 6. Any costs resulting from nursing home care or any convalescence care that **you** do not receive in a hospital.
- 7. Boarding fees if **you** or **your** family member who permanently resides with **you** have previously gone into hospital for the same illness or injury.
- 8. Any stay in hospital that **you** were aware could happen when **you** arranged the **policy**.
- 9. Transportation costs for **you** and **your pet** to or from the boarding kennel/cattery establishment.
- 10. Where the **incident** which led to the incurring of boarding fees occurred outside of the **period of insurance**.
- 11. Any payment to a person permanently living at the address shown in **your policy schedule** or member of **your** family.
- 12. Any claim in excess of the limit shown on **your policy schedule** per **period of insurance**.
- 13. Any costs if **you** do not attend hospital for a continuous period of more than seven hours a day over a continuous period of no less than 96 hours whilst a family member who permanently resides with **you** have an illness or injury which requires **you** to attend hospital.

Claims Conditions

When **you** or **your** family member who permanently resides with **you** leave hospital, **you**/they should obtain a medical certificate and send **us** the medical certificate and the receipt from the boarding kennels/cattery.

- 1. If **you** can get these expenses back from anywhere else, for example, from **your** travel insurance.
- 2. Any cost for food for **you** or your **pet**.
- 3. Any additional cancellation charges incurred because **you** did not tell the company providing **your** transport or accommodation, their agents or any person acting for **you**, as soon as **you** knew **you** had to cancel **your** holiday.
- 4. Any amount for a **holiday** that does not start and finish in the **period of insurance**.
- 5. Any claim more than one year after **your** return.

Forward to **us** all receipts for the expenses **you** are claiming, along with a booking invoice for the **holiday** detailing any cancellation charges. **You** must provide **us** with confirmation that you are unable to claim these costs back from **your** travel providers.

Section 9: Holiday cancellation/curtailment

What is covered?

We will pay **you** back up to the amount shown on **your policy schedule** (in any one **period of insurance**) for the non-recoverable cancellation and curtailment costs incurred by **you** if during the **period of insurance**:

1. **You** cancel **your holiday** within 7 days of **you** leaving to go on holiday or;
2. **You** come home early because **your vet** believes **your pet** needs lifesaving **treatment** or lifesaving surgery.

What is not covered?

1. Claims during the first 14 days of the commencement of **your policy**.
2. Any claims for **incidents** occurring in non-EU countries.
3. Any amount if **your pet** does not have lifesaving **treatment** or lifesaving surgery.
4. Any claim where the **veterinary treatment** is not covered by a **vet** fee claim.
5. Any amount as a result of an **illness** or **injury** that first showed clinical signs or happened more than 7 days before the start date of **your holiday**.
6. Costs for anyone else who is on **holiday** or who is going to be on **holiday** with **you**. Unless they are under 18 years of age and no other adult is able to take care of them.
7. If **you** booked **your holiday** less than 28 days before **you** were due to leave.
8. If **you** cancel **your holiday** or come home early as a result of any **pre-existing condition**.
9. If **you** knew about the **injury** before going on **holiday** and the **injury** was likely to necessitate emergency **treatment** and/or surgery.
10. Any additional costs which are incurred, e.g. if **you** fail to arrive on time at the airport/ferry port.
11. If **you** can get these expenses back from anywhere else, for example, from **your** travel insurance.
12. Any cost for food for **you** or **your pet**.
13. Any additional cancellation charges incurred because **you** did not tell the company providing **your** transport or accommodation, their agents or any person acting for **you**, as soon as **you** knew **you** had to cancel **your holiday**.
14. Any amount for a **holiday** that does not start and finish in the **period of insurance**.
15. Any claim more than one year after **your** return.

Claims conditions.

Forward to **us** all receipts for the expenses **you** are claiming, along with a booking invoice for the **holiday** detailing any cancellation charges. **You** must provide **us** with confirmation that **you** are unable to claim these costs back from **your** travel providers.

Section 10: Quarantine costs

What is covered?

We will pay up to the limit shown in **your policy schedule** per trip for:

1. Quarantine kennelling costs and costs incurred in obtaining a replacement health certificate for **your pet** should a microchip of ISO Standard 11784 or Annex A to ISO Standard 11785 fail to operate as intended.
2. Quarantine kennelling costs should, despite compliance with the relevant regulations, **your pet** be placed in quarantine due to **illness**.

All claims under this section of the **policy** must be supported with all relevant receipts and documentary evidence that **your pet** was micro-chipped prior to **your** journey with a microchip of ISO Standard 11784 or Annex A to ISO Standard 11785.

What is not covered?

We will not pay for:

1. Any costs incurred where it was established that the microchip was not functioning prior to departure.
2. Any costs incurred in non-EU countries.
3. Any costs incurred where it can be established that **your pet** was suffering from an **illness** or **injury** prior to departure.

Section 11: Loss of Animal Health Certificate

What is covered?

We will pay up to £250 per trip for the cost of a replacement health certificate should the original become lost during the trip. This includes any quarantine costs incurred as a direct result of such a loss.

All claims under this section of the **policy** must be supported by all relevant receipts and evidence of expenditure.

What is not covered?

We will not pay for:

1. Any claims made for any **incident** that occurs outside of the **UK** or **EU**.

Section 12: Emergency expenses cover abroad

What is covered?

We will pay up to the level shown in **your policy** per trip in reimbursement for emergency expenses incurred by **you**. Cover is provided for:

1. Additional accommodation for up to 14 days and repatriation fees incurred by **you** should **your pet** require emergency **veterinary treatment** which results in **you** missing **your** return journey.



2. Reimbursement of accommodation and transportation costs incurred by **you** up to the limit shown on **your policy schedule** following **your pet** becoming lost during a journey, whilst **you** endeavour to find **your pet** prior to **your** due return date to the **UK**.
3. Reimbursement of additional accommodation and transportation costs incurred by **you** up to the limit shown on **your policy schedule**, for up to 4 days, should **your pet** become lost or stray prior to **your** return journey to the **UK** resulting in **you** remaining abroad whilst endeavouring to locate **your pet**.

All claims under this section of the **policy** must be supported by all relevant receipts and evidence of expenditure. Additionally, **you** must notify the Police or relevant transport operator within 24 hours of the incident and obtain, at **your** own expense, a written report should **you** wish to claim following the loss or theft of **your pet**.

What is not covered?

We will not pay for:

1. Any claims made for any **incident** for trips to and from non-EU countries.

Section 13: Repeat tick and worming

What is covered?

We will pay up to the maximum amount shown on **your policy schedule** dependent on the cover level selected **veterinary treatment** costs incurred in arranging repeat tick and worming **treatment** where **your** return departure to the **UK** is delayed by **your** carrier.

What is not covered?

1. Any **veterinary** fees incurred in obtaining the initial tick and worming **treatment**.
2. Any **veterinary** fees incurred if the initial tick and worming **treatment** was not performed in the time scale required by the relevant regulations, laws and/or legislation of your country of travel.
3. Any **veterinary** fees incurred if the repeat tick and worming **treatment** was not necessary in order to comply with the relevant regulations, laws and/or legislation of your country of travel.

Cancellation

You may cancel this policy within 14 days of receipt of the **policy** documents (new business) or the renewal date by writing to **us** at the address given below. Any premium already paid by **you** will be paid back to **you** providing no claim has been made or is intended to be made and no **incident** likely to give rise to a claim has happened. If **you** do not cancel **your** policy during the 14 day period, **your** policy will continue as normal.

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2nd Floor, 5000 Lakeside
North Harbour
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Portsmouth
PO6 3EN

If **you** make a claim during the first 14 days of the **policy** start date then this will be taken as accepting the **policy** cover, no refund would then be available.

The **policy** is an annual contract of insurance that can be paid monthly. If the premium is paid under a monthly instalment option and a claim has been settled during the **period of insurance**, **you** must continue with the instalment payments. Alternatively **we** will deduct outstanding instalments from any claim payment that may be due to **you**. This will not apply in the event of the death or loss of **your pet**.

If the annual payment option is chosen and a claim is paid, no premium will be refunded if the **policy** is cancelled during the same **period of insurance**.

This will not apply in the event of the death or loss of **your pet**. Provided there has been no claim or **incident** likely to give rise to a claim during the current **period of insurance** and **you** cancel **your policy**, **we** will calculate the proportionate premium for the period **you** have been insured and refund any balance.

If a claim has been submitted or there has been any **incident** likely to lead to a claim during the current **period of insurance** no premium refund will be given. This will not apply in the event of the death or loss of **your pet**.

We can cancel this **policy** if there are serious reasons to do so, for example:

- Where **we** have been unable to collect a premium payment (payment terms including the procedures in the event of non-payment of the premium will have been agreed between **you** and **us** when **you** took out this **policy**); or
- You** have not supplied truthful answers as requested on page 3 of this **policy wording** under the Consumer insurance (Disclosure and Representations) Act 2012 section.
- You** have failed to give **your** help or provide information when **we** are entitled to request **your** help in dealing with a claim or with the running of this **policy**.
- Where **you** have had a previous insurance policy that has been declined, declared void or had special terms imposed, by the insurer.
- Where **you** fail to take **your pet** for annual check-ups and **keep your pet** vaccinated against distemper, hepatitis, leptospirosis and parvovirus in the case of dogs; against feline infectious enteritis, feline influenza, feline herpes virus, feline calicivirus and feline leukaemia in the case of cats; and as advised by **your vet** in accordance with General Conditions 7 of this **policy**; or

- Where **we** suspect fraud; or
- Where **you** use threatening or abusive behaviour towards a member of **our** staff or a member of staff of **your vet** or **our** supplier.

We will do this by giving notice in writing to **your** last address notified to us. We have the right to terminate this **policy** with immediate effect in the event that **your** premium is not received ten days after the due date. **Your** last given address may include an email address given by **you** to accept mail.

I'm having financial difficulty

If **you** are paying for this insurance monthly and you think **you** may be unable to meet your regular **policy** payments, please contact **us** as soon as possible.

We have specialists on hand who can agree how best **we** can help with **your** financial situation.

There are several ways **we** may be able to help, including moving **your** payment dates.

Don't wait until you miss a payment as **we** can help you in advance. **We** ask that **you** don't cancel **your** payments or direct debits as this can result in **your policy** being cancelled and **we** don't want **you** to be left uninsured, please get in touch with **us** as soon as you can.

If **you're** paying annually, please review your cover and check that it meets **your** requirements, and again, please contact **us** to discuss how **we** can help you.

Additional financial help is available externally from Money Helper which is a free service provided by the Money and Pensions Service: www.moneyhelper.org.uk/debt-advice-locator.

Claims

If **your vet** and **our vet** disagree about any **veterinary** issues connected to **your** claim **we** may appoint another **vet** as an independent expert that **we** both agree to use and whose decision **we** both agree to accept.

In the event of any possible claim under any sections of this insurance **you** must notify **us** as soon as possible and no later than 60 days after discovery of any possible **incident** likely to result in a claim.

Telephone: 0808 164 8001

If **you** do not contact **us** within 60 days of discovery of the **incident** and this prejudices **our** ability to verify the claim then, other than in exceptional circumstances, **we** will be unable to deal with **your** claim.

You do not need to contact **us** before any **treatment** begins except for **alternative medicine** or **complementary treatment**. **We** will require **your policy** number when **you** call so please have this ready.

Please note that calls may be monitored or recorded for training and quality purposes.

Claim form completion

We will never guarantee payment of a claim over the telephone. If **you** want to make a claim **you** must complete **your** sections of the claim form and for **veterinary fees**, arrange for **your vet** to fill in their part along with a full medical history and return to **us** within 60 days of the **pet** receiving the **treatment** or as soon as possible thereafter.

For death claims **we** will additionally require the original purchase receipt, **vet's** death confirmation, or independent witness statement. **We** only accept invoices that are on a **veterinary** practice headed paper and

contain VAT amounts and a VAT number if **your vet** is VAT registered. Financial and **treatment** histories headed "Insurance report" or similar are not acceptable.

You will be responsible for any costs charged for the completion of the form. If all or part of **your** claim cannot be paid **we** will tell **you** in writing.

Send **your** claim form and supporting documents to:

MiPet Cover Pet Insurance
2nd Floor, 5000 Lakeside
North Harbour
Western Road
Portsmouth
PO6 3EN

Subject to **policy** terms and conditions **we** will pay **your** claim if the claim form is correct and complete:

- When **we** have all the information **we** need to.
- When we are sure that the claim is covered.
- When any legal action or other action has been settled.

If it is more convenient and **your vet** agrees, **we** can pay claims directly to **your vet**, after deductions. **You** can tell us to do this when **you** make a claim. **We** will not pay **veterinary** fees directly to anyone who is not a **vet**.

If **you** have asked **us** to pay **your vet** **we** will send payment directly to **your vet** and if there is any amount other than the **fixed excess** and **variable excess** that **we** cannot pay because the costs are not covered we will tell **you** in writing.

You must settle with **your vet** any amount not covered under this **policy**. If **we** have made any overpayment regarding claim settlements, **we** will contact **you** to discuss the best way for that money to be paid back to **us**.

If any liability under this insurance is covered by any other insurance **policy** **we** will not pay any claims until that cover is exhausted. Following a claim **we** may try to get back any money **we** have paid from the person(s) that injured **your pet**.

Data consent

When dealing with any claim **we** may have to do the following which **we** must ask **you** to agree to:

- Ask **your** current or previous veterinary practice, specialist, breeder or rescue centre for details about **your pet** which relate to the claim **you** have made. If the **vet** charges for this information, **you** will be responsible for the costs.
- Transfer details of **your** claim between **us** and **your veterinary** practice using a third party system by electronic means.

Fraud

It is unfortunate that with all types of insurance, fraud and attempted fraud can occur. **We** employ sophisticated fraud detection and prevention techniques to ensure **we** only pay out on genuine claims. By doing this **we** are protecting the interest of all policyholders and are able to offer a comprehensive **policy** with competitive premiums.

You must not act in a fraudulent manner. If **you** or anyone acting for **you**:

- Make a claim under the **policy** knowing the claim to be false or fraudulently exaggerated in any respect.
- Make a statement in support of a claim knowing the statement to be false in any respect.

- Submit a document in support of a claim knowing the document to be forged or false in any respect.
- Make a claim in respect of any loss or damage caused by **you** on purpose or **you** knew it was caused on purpose.

Then:

- We** shall not pay the claim.
- We** shall not pay any other claim which has been or will be made under the policy.
- We** will immediately cancel this and all other policies you have with **us**.
- We** may ask **you** to return the amount of any claim already paid under the **policy** since the last renewal date.
- We** will not give back premium already paid.
- We** may inform the police of the circumstances.

Preventing fraud

We and/or **our** agents, along with other insurers pass information to fraud prevention and credit reference agencies. **We** may pass **your** details to the Claims and Underwriting Exchange Register run by the Motor Insurers' Bureau and Insurance Hunter, a central insurance anti-fraud system and other databases, to which other insurers may have access.

Complaints procedure

We are committed to providing **you** with an exceptional level of service and customer care.

We realise, however, that things can go wrong and there may be occasions when **you feel** that **we** have not provided the service **you** expect. When this happens **we** want to hear about it so that **we** can try to put things right. Although it can help to make complaints in writing **we** are happy to receive complaints communications in whatever form or medium is appropriate for **your** circumstances.

Who to contact

The most important factors in getting **your** complaint dealt with as quickly and efficiently as possible are to be sure **you** are talking to the right person, and that **you** are giving them the right information.

When you contact them please give them **your** name and a contact telephone number. Please quote **your** policy and/or claim number and the type of policy **you** hold.

Please explain clearly and concisely the reason for **your** complaint.

Step one – Initiating your complaint:

Does **your** complaint relate to:

A: **your policy**?

B: a claim on **your policy**?

If A, **you** need to contact the customer service team on 0808 164 8008 and state **your** complaint.

If B, **you** need to contact whoever is currently dealing with **your** claim by calling the claims team on 0808 164 8001 and state **your** complaint.

In either case, if **you** wish to provide written details, the following checklist has been prepared for **you** to use when drafting **your** letter.

- Head **your** letter 'Pet insurance COMPLAINT'.
- Give **your** full name, post code and contact telephone number(s).

- Advise them that **you** have a **MiPet Cover** Pet Insurance **policy** and quote **your policy** and/or claim number.
- Explain clearly and concisely the reason(s) for **your** complaint.

The letter should be sent to the Complaints Manager at the following address:

MiPet Cover Pet Insurance
2nd Floor, 5000 Lakeside
North Harbour
Western Road
Portsmouth
PO6 3EN

We will acknowledge **your** complaint promptly, normally within five days unless exceptional circumstances apply. The Complaints department will investigate **your** complaint impartially taking into account all relevant factors and will provide **you** with a written response to **your** complaint within eight weeks.

It is expected that the majority of complaints will be quickly and satisfactorily resolved at this stage, but if **you** are not satisfied, or if **you** have not heard from us within 8 weeks, **you** can take the issue further:

Step two - The Financial Ombudsman Service

If **we** have given **you our** final response, or if **you** have not heard from **us** within 8 weeks, or if **you** are still not satisfied **you** may refer **your** case to the Financial Ombudsman Service (FOS).

The Ombudsman is an independent body that arbitrates on complaints about general insurance products and other financial services. It will only consider complaints after you have been provided with written confirmation that all internal complaints procedures have been exhausted.

Insurance Division
Financial Ombudsman Service
Exchange Tower, Harbour exchange square
London, E14 9SR
Tel: 0300 123 9123
Fax: 020 7964 1001

Please note that **you** have six months from the date of the final response in which to refer **your** complaint to the Ombudsman. Referral to the Ombudsman will not affect **your** right to take legal action.

Our promise to you:

- We** will acknowledge all complaints promptly.
- We** will investigate quickly and thoroughly.
- We** will keep **you** informed of progress.
- We** will do everything possible to resolve **your** complaint.
- We** will learn from **our** mistakes.
- We** will use the information from complaints to continuously improve **our** service.
- To help **us** improve **our** service, **we** may record or monitor telephone calls.

Data Protection

We believe in keeping your information safe and secure. Full details of what data **we** collect and how **we** use it can be found in **our** Privacy Policy which **you** can access via <https://mipetcover.quote-my-pet.co.uk/> or by requesting a copy from **our** Data Protection Officer (contact details below). This section provides **you** with some basic information and

briefly explains what **we** do with **your** information.

We are governed by the Data Protection legislation applicable in both the **United Kingdom** and Gibraltar.

We collect details in order to consider **your** application for insurance and to administer insurance services to **you**, including claims investigation and management.

We may use **your** information for a number of purposes. These include: providing **you** with our services; dealing with **your** claim; carrying out checks such as fraud checks and credit checks; and where agreed, providing **you** with information about **our** products and services.

In order to provide **our** services to **you**, we may share **your** information with other insurance companies, solicitors, regulators, business partners and third party suppliers. **We** may also have a legal obligation to provide **your** information, in certain circumstances, with regulators, police and other public bodies. Information **you** supply may be used for the purposes of insurance administration by **us** and third parties. These third parties may share **your** information with their **own** agents.

Providing you with details on our products and services

Where **you** have given us **your** consent to do so, **we** will send **you** information about products and services of **ours** or other third parties which may be of interest to **you** via telephone, letter or email (as **you** have indicated). **You** have a right at any time to stop us from contacting **you** for marketing purposes or giving **your** information to other third parties.

If **you** no longer wish to be contacted for marketing purposes then please contact **us** by e-mailing customerqueries@insurancefactory.co.uk.

Your rights as a Data Subject

Under Data Protection laws **you** have certain rights; these include for example, a right to understand what data **we** hold on **you** and a right to ask **us** to amend that data if it is incorrect. If **you** would like to exercise any of **your** rights please contact **our** Data Protection Officer (contact details below).

Data Protection Officer

If **you** have any questions about how **we** use **your** data, or to exercise any of **your** data rights please contact **our** Data Protection Officer at:

Data Protection Officer
Insurance Factory Limited
45 Westerham Road
Bessels Green
Sevenoaks
Kent
TN13 2QB

Please make sure **you** provide your name, address, policy number and other relevant information to allow **us** to respond to **your** query.

You understand that all personal data **you** supply must be accurate.

If **you** would like any other person to discuss **your policy** or make amendments then **we** must have **your** permission.

Updating your records

If **you** think **our** records are wrong or out of date, particularly **your** contact details, **you** must contact us immediately to correct them. **You** can do this by calling 0808 164 8000 or by emailing customerqueries@insurancefactory.co.uk.

Helplines

All policies include access to the following help lines (calls may be monitored or recorded):

Find a CVS Practice

If **you** or **your pet** are away from home whilst in the **United Kingdom**, Northern Ireland and the Isle of Man and **your pet** needs urgent veterinary care, this Policy gives **you** access to our help lines so **we** can identify the nearest **vet** for **you**.

Telephone 0808 164 8008

(Telephone lines are open from 8.00am to 6.00pm weekdays and 9.00am to 2.00pm Saturdays)

Bereavement Counselling

An understanding, confidential and professional service for **you** to talk for as long as **you** need about the death or illness of **your pet**. Help and advice to address the symptoms brought about by bereavement is available 24 hours a day, 365 days a year.

Telephone 0333 03 2258

(Telephone lines are open 24 hours a day, 365 days a year)

Pet Legal

Lawyers are available to provide advice and explain legal issues in plain English and in a friendly and helpful way - available 24 hours a day, 365 days a year.

Telephone 0333 003 2258

(Telephone lines are open 24 hours a day, 365 days a year)

Pet Minders

This enables **you** to locate a registered pet minder (on a national basis) for either a few minutes or indeed weeks, in order to look after **your pet** while **you** are away.

Telephone 0808 164 8001

(Telephone lines are open from 8.00am to 6.00pm weekdays and 9.00am to 2.00pm Saturdays)





MiPetCover

0800 164 8000
mipetcover.co.uk

