

HEALTHY *Pets!*

The Pet Insurance Specialists

Terms & Conditions / Policy Wording

Antares Insurance Company Limited, (hereinafter called "The Insurer") agree to indemnify you as hereinafter provided in accordance with & subject to the terms exclusions & conditions set out.

The Insurer

This insurance is underwritten by: Antares Insurance Company Limited, (Company Registration Number 13763689), 21 Lime Street, London, United Kingdom, EC3M 7HB. Authorised by the Prudential Regulation

Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Healthy Pets

Healthy Pets is a trading name of Atlanta Insurance Intermediaries Limited. Company number 756681. Registered address: Embankment West Tower, 101 Cathedral Approach, Salford, M3 7FB. Authorised & regulated by the Financial Conduct Authority, registered number 309599. For more information, visit www.fca.org.uk or contact the FCA on 0300 500 8082.

Claims are administered by Insurance Factory Ltd which 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. Statement of demands and needs
This product meets the demands and needs of those who wish to ensure that the veterinary needs of their Pet are met throughout the duration of the Policy.

Policy summary

See enclosed sheet.

Definitions

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this Policy. For ease of reading the definitions are highlighted by the use of bold print.

Accident

Sudden and unexpected event which happens during the **Period of insurance** which results in bodily **Injury** or death to Your **Pet**.

Alternative medicine

Herbal or homeopathic medicine.

Complementary medicine

Physiotherapy, acupuncture, osteopathy, hydrotherapy and chiropractic **Treatment**.

Computer system

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the Insured or any other party.

Co-insurance

Is a percentage of the **vet** fees you are responsible for from each claim once the fixed **excess** has been deducted.

Cyber act

Any unauthorised, malicious or criminal act(s), or the threat or hoax of such an act (or acts), involving access to, processing of, use of or operation of any **Computer system**.

Cyber incident

Any omission(s) involving access to, processing of, use of or operation of any **Computer system**; or any partial or total unavailability or failure to access, process, use or operate any **Computer system**.

Excess

This is the amount that You have to pay for each unrelated **injury** or **incident** in each **policy** year. This means that if Your **Pet** receives **treatment** for the same **injury** or **incident** in separate **policy** years, we will deduct a fixed **excess** from the first claim(s) paid for each **injury** or **incident** in each **policy** year.

Illness

Physical disease, sickness, infection or failure which is not caused by **Injury**.

Incident

A specifically identifiable **Accident, Injury** or **Incident**. Recurring and/or long lasting conditions shall be considered as one loss. Such conditions being defined as:

- clinical signs resulting in the same diagnosis (regardless of the number of Incidents or areas of the body affected) to which Your **Pet** is susceptible and which are in any way related to the original claim; or,
- conditions which are incurable and likely to continue for the remainder of Your **Pet**'s life.

Injury

Physical trauma caused by an **Accident**.

Period of insurance

The period between the dates shown on the schedule.

Pet

Domestic Dog(s) or Cat(s) specified in the schedule.

Overseas travel

The United Kingdom Government allows You to take Your **Pet** abroad to EU countries and to re-enter mainland United Kingdom without the need for Your **Pet** to go into quarantine, provided Your **Pet** is travelling with a valid health certificate as outlined in the Government web page linked to below. Policyholders traveling from and returning to Northern Ireland, Guernsey or the Isle of Man should follow pertinent government advice for Your area. We do not provide any cover for journeys with Your **Pet** outside the **Territorial limits**. In order for coverage to be granted under this section of Your **Policy** when travelling with Your **Pet**, You must follow the guidance from Your **Vet** and from the Government. This guidance can be found at <https://gov.uk/guidance/pet-travel-to-and-from-great-britain>
Policy
Your **Policy** booklet and most recent **Policy** schedule which includes any endorsement that applies.

Pre-existing condition

Signs of Incidents which were apparent prior to the inception of the **Policy** are not covered unless otherwise stated by **Us**.

Sub limits

A **Sub limit** places a maximum on the amount available to pay that type of loss, rather than providing additional coverage for that type of loss. That is, **Sub limits** do not provide extra coverage, but set a maximum to cover a specific loss.

Territorial limits

Your **Pet** is covered away from Your home while You are holidaying in the United Kingdom (including

Northern Ireland), the Isle of Man and the Channel Islands. This **Policy** also extends **Vet** fees cover whilst You are holidaying with Your **Pet** in any EU country, but:

- only for a maximum stay of thirty (30) days in total during the **period of insurance** in respect of Bronze, Silver or EXTRA cover.
- only for a maximum stay of twelve (12) months in total during the **period of insurance** in respect of Gold cover and six (6) months in total during the **period of insurance** in respect of PREMIER cover – providing that Your **Pet** is travelling with You with a current relevant health certificate, refer to <https://gov.uk/guidance/pet-travel-to-and-from-great-britain> or Your **Vet** for current guidelines.

Terrorism

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, medication, surgery, nursing and care provided by a **Vet** or a member of a professional organisation acting under their direction.

Vet

Qualified Veterinary Surgeon.

We/Us/Our/The Insurers

Antares Insurance Company Limited, for all sections.

You, Your

The person specified on the **Policy** schedule as the policyholder and owner of Your **Pet**.

Cover

We will pay the claim amount for normal and customary Veterinary Fees up to the maximum Benefit Limit as shown in Your Schedule for **Treatment** and/or for **Complementary medicine** and/or for CT/MRI scans and Associated Costs and/or for cruciate ligament damage up to a maximum Benefit Limit as shown in your Benefit Table. The Benefit Limit is applied separately to every unrelated **Accident** or **incident** claimed for.

For the avoidance of doubt, please note that the Benefit Limit for **Complementary medicine**, CT/MRI Scans and Associated Costs and cruciate ligament damage is included within the maximum Benefit Limit amount as shown in Your Schedule.

The Benefit Table

(Please refer to your policy schedule to establish the level of cover you have chosen)

Cover	Accident Only	Bronze	Silver	Gold	Lifetime reinstatement EXTRA	Lifetime reinstatement PREMIER
Cover for Accidents	✓	✓	✓	✓	✓	✓
Cover for Illness	-	✓	✓	✓	✓	✓
Vets' Fees - of which*	Up to £1,000	up to £1,000	up to £4,250	up to £7,500	£2,000 in total in each period of insurance £1,000 maximum each illness or injury in each period of insurance	£4,250 in total in each period of insurance £3,250 maximum each illness or injury in each period of insurance
- Complementary medicine	£400	£400	£500	£750	£500	£750
- Special Diet	-	£100	£100	£100	£100	£100
- CT/MRI Scans and Associated Costs	-	£500	£875	£1,875	£875	£1,875
- Cruciate Ligament Total	£500	£1,000	£1,500	£1,500	£1,000	£1,500
- Dentistry as a direct result of an accident or injury	-	£1,000	£4,250	£7,500	£2,000	£4,250
Cover for ongoing conditions	12 months**	✓	✓	✓	✓	✓
Pay Vet Direct	✓	✓	✓	✓	✓	✓
Third Party Liability (Dogs only)	£1,000,000	£1,000,000	£1,000,000	£1,000,000	£1,000,000	£1,000,000
Accidental Damage	-	-	-	£500	✗	£500
Death from Illness	-	-	£500	£1,000	£500	£1,000
Death from Accident	-	-	£500	£1,000	£500	£1,000
Advertising & Reward	-	-	£500	£1,000	£500	£1,000
Theft or Straying	-	-	£500	£1,000	£500	£1,000
Boarding Kennel Fees	-	-	£500	£1,000	£500	£1,000
Holiday Cancellation	-	-	£500	£2,000	£500	£2,000
Overseas travel	-	Up to 30 days	Up to 30 days	Up to 12 mths	30 days	Up to 6 mths

*For the avoidance of doubt, please note that the benefit limit, for **Complementary medicine**, special diet, CT/MRI scans and associated costs, cruciate ligament and dentistry is included within the maximum veterinary fees benefit limit as per the cover you have selected.

** For the costs of **treatment** for up to one calendar year from the date of the first **treatment** after your **pet** is hurt in an **accident**.

As well as the General Conditions, Claims Conditions and General Exclusions applying to all sections further exclusions apply to individual sections as shown below. Section 1 is applicable to Bronze, Silver, Gold and Lifetime covers only

Section 1:

Veterinary Fees Cover

We will pay You or Your **Vet** for all reasonable and customary charges made for **Treatment** carried out by a **Vet**. Cover is provided for an **Accident, Incident** or **Incident** occurring to Your **Pet**, subject to the indemnity limit of £1,000 (Bronze) or £4,250 (Silver) or £7,500 (Gold) or £2,000 (Lifetime extra) or £4,250 (Lifetime premier) dependent on the cover selected and **Excess** as specified below and subject to written notice of such **Accident, Incident** or **Incident** having been given to Healthy Pets within 60 days of occurrence.

The **Excess** charged is on a per **Incident** per **Policy** year basis.

Bronze, Silver, Gold

Cover remains in place for each **Incident** until the **Policy** limit is reached subject to the payment of relevant premiums. The limit of cover is on a per **Incident** basis.

Life time re-instatement Extra and Premier

All new medical conditions are covered up to the financial limit. If the limit is reached during the insurance year, the cover stops until the **policy** is renewed. At renewal the limit is fully reinstated and the condition will continue to be covered in the **policy** the following year. Please refer to the terms and conditions and your Schedule.

We will pay fees for **Treatment** to the teeth and gums of Your **Pet** which is as a direct result of an **Accident** or **Injury** to Your **Pet**.

We will pay fees for **Alternative medicine** or **Complementary medicine** which the **Vet** recommends and that are pre-approved by **Us**, including up to twelve sessions of hydrotherapy.

Complementary medicine means physiotherapy, hydrotherapy, acupuncture, osteopathy, chiropractic, homeopathic or herbal medicines or laser **Treatment** administered by a suitably qualified practitioner following a recommendation from a qualified **Vet**. Laser **Treatment** must be to treat a Condition and

the **Treatment** must be carried out by a qualified veterinary surgeon. The following practitioners are considered to be suitably qualified and members of the following listed associations: Association of Chartered Physiotherapists in Animal Therapy/ National Association of Veterinary Physiotherapists, The International Association of Animal Therapists, Canine Hydrotherapy Association, The Society of Osteopaths in Animal Practice (SOAP), International Veterinary Acupuncture Society (IVAS), Association of British Veterinary Acupuncturists (ABVA), the British Veterinary Rehabilitation and Sports Medicine Association (BVRMSA) and Register of Musculoskeletal Practitioners (RAMP).

Policy Sub limits

a. Complementary medicine

We will pay up to the Benefit Limit as shown in Your Benefit Table for **Complementary medicine**. This is not a separate benefit but is limited under Veterinary Fees.

b. Special Diet

We will pay up to the Benefit Limit as shown in your Benefit Table for special diet, or up to a four week period, whichever is the lesser amount. This is not a separate benefit but is limited under veterinary fee.

c. CT/MRI Scans and Associated Costs

We will pay up to the Benefit Limit as shown in Your Benefit Table for CT/MRI scans and associated costs. This is not a separate benefit but is limited under Veterinary Fees.

d. Cruciate Ligament Total

Within any 12 month period we will pay the total limit as shown in Your Benefit Table for Bilateral cruciate ligament damage. This is not a separate benefit but is limited under Veterinary Fees.

e. Dentistry As a Direct Result of an Accident or Injury

We will pay up to the Benefit Limit as shown in Your Benefit Table for dentistry as a direct result of an **accident** or **injury**. This is not a separate benefit but is limited under Veterinary Fees.

Section 1A is applicable to Accident Only

Benefit Limits will have the following meanings, wherever they appear in Your **Policy**, depending on the cover You have selected:

For **Our Accident Only policy** the Benefit Limit means the maximum amount **We** will pay for a single **Accident** or **Injury** subject to the maximum Benefit Limit amount as shown in Your Schedule. Payments for Veterinary Fees are limited to costs incurred within 1 calendar year from the date the condition first manifested or the maximum Benefit Limit, which ever is reached first and subject to renewal. If You stop making premium payments to **Us** then cover will cease.

Condition means any **Injury** sustained during, or resulting from, a single **Accident** or any manifestation of an **Incident** having the same diagnostic classification or resulting from the same disease process regardless of the number of incidents or areas of Your **Pet's** body affected. Please note that **Incident** is not covered on **Accident** Only cover.

1. Level of Veterinary Fees allowed

Every claim will be reviewed by a **vet** nurse and compared to charges for the same or similar **Treatment** to ensure that the **Treatment** and Veterinary Fees are reasonable, necessary, essential and not excessive.

We will only pay up to a maximum of 100% mark up on the manufacturer's price of veterinary medicines & non-prescription **Treatment** suggested by Your **Vet**.

2. Complementary medicine

We will pay up to the Benefit Limit as shown in Your Benefit Table for **Complementary medicine** and Associated Costs. This is not a separate benefit but is limited under Veterinary Fees.

3. Cruciate Ligament

Within any 12 month period we will pay the total limit as shown in Your Benefit Table for bilateral cruciate ligament damage. This is not a separate benefit but is limited under Veterinary Fees.

Veterinary Fee Exclusions

We will not be liable for:

(Please refer to Your current **Policy** schedule to establish the **Excess** and **Co-insurance** applicable.)

1.

- The **Excess** and Co Insurance shown in your **Policy** schedule.
- Any **Treatment** after the **Policy** has cancelled/ lapsed/expired.

2. Veterinary fees in connection with:

- Any Pre-existing Conditions or **Illness** unless previously agreed by Healthy Pets.
- Any **Illness** or condition (not **Accident**) arising prior to or within the first 10 days of the inception date of the insurance. (This exclusion is not applicable to renewed policies.)
- Any **Accident** or **Injury** arising prior to or within the first 48 hours of the inception date of the insurance. (This exclusion is not applicable to renewed policies.)
- Preventative and elective Treatments, or costs arising from routine examinations and **Treatment** including:
 - routine spaying or castration.
 - whelping or kitting.
 - spaying for false pregnancy.
 - spaying for mammary tumours.
 - routine removal of dewclaws.
 - routine worming and flea treatments.
 - routine blood tests.
 - any **treatment** in connection with pregnancy or parturition (giving birth).
- Organ transplantation and associated cost.
- Behavioural problems and training unless caused as a direct result of an insured **Incident** occurring during the **Period of insurance**.
- Non-essential hospitalisation and / or house calls unless the **Vet** declares that to move Your **Pet** would seriously endanger its health.
- Prescription foods, other than for a 4 week period or £100 limit for a specific **incident**.
- The cost of routine, preventative or cosmetic dental or gum **Treatment**; or scaling and polishing teeth; or dentistry caused by an **Illness**; or the cost of dentistry except as a result of an **Accident**.
- Any claim for any form of special diet, housing, or bedding needed for the **Treatment** or general wellbeing of Your **Pet**.
- Any claim for cryptorchism (Retained testicle(s)).
- Any claim as a result of a 'notifiable' disease e.g. Rabies.
- Any charges in respect of euthanasia except in the case of humane destruction to alleviate incurable and inhumane suffering.
- Any charges in respect of disposal, cremation, or burial of Your **Pet**.
- The repair and **treatment** of umbilical hernias.
- Fees for **Alternative medicine** or **Complementary medicine** that have not been approved by Healthy Pets.

Section 2 Applicable to **Accident** Only, Bronze, Silver and Gold Cover and Lifetime reinstatement EXTRA and PREMIER

Section 2:

Third Party Liability Cover (applicable to Dogs only)

The Insurers will pay up to £1 million (including costs) for any claim or series of claims arising from any one event if someone is injured or killed or their property is damaged as a result of an event involving Your **Pet** and for which You are liable during the **Period of insurance**.

For the purposes of this section the definition of 'You' and 'Your' is extended to include any person looking after Your **Pet** with Your permission.

The Third Party Liability Insurers will not be liable for:

- The first £250 of each and every claim.
- Liability assumed under any agreement or contract unless liability would have existed otherwise.
- Deliberate acts by You or members of Your family.
- Loss or damage to property in the ownership, custody or control of You or Your family or household or any person employed by members of Your household.
- Accidental bodily **Injury** to or disease contracted by You or a member of Your family or persons permanently residing with You.
- Accidental bodily **Injury** or disease contracted by any person who is under a contract of service or apprenticeship with You when such **Injury** or disease arises out of and in the course of employment by You.
- Any event or **incident** occurring outside the United Kingdom (including Northern Ireland), the Isle of Man or the Channel Islands.
- Liability where indemnity is provided under any

other insurance or security effected by You, unless the cover under such other Insurance or security has been exhausted.

- The cost of fines, penalties, punitive, exemplary, aggravated, liquidated and multiple damages.
- Any claim arising from loss or destruction of, or damage to, any property, or death of or bodily **injury** to any person, directly or indirectly caused by pollution or contamination, unless the pollution or contamination is directly caused by a sudden, identifiable, unintended and unexpected **incident** which occurs in its entirety at a specific time and place during the **period of insurance**.

All pollution or contamination which arises out of one **incident** shall be deemed to have occurred at the time such **incident** takes place;

Sections 3 – 8 are applicable to Silver Gold

and Lifetime reinstatement EXTRA and PREMIER

(Please refer to Your **Policy** schedule to establish the level of cover You have chosen.)

Section 3:

Death from Illness

This section does not apply in the case of Dogs that are 9 or more years old and cats that are 11 or more years old.

- We** will pay You up to the purchase price, or up to a maximum of £500 (Silver and EXTRA) or £1,000 (Gold and PREMIER) whichever the lesser dependent on the cover selected, in the event Your **Pet** dies from **Illness** or disease, or in the event of humane destruction, if certified by a **Vet** as necessary to alleviate incurable and inhumane suffering of Your **Pet**, due to **Illness** or disease.
- If no purchase receipt can be produced, **We** will pay the replacement cost of a similar **Pet** up to the above stated maximum limits of indemnity, dependent on the cover selected.

Section 4:

Death from Accident

- We** will pay You up to the purchase price, or up to a maximum of £500 (Silver and EXTRA) or £1,000 (Gold and PREMIER) whichever the lesser dependent on the cover selected, in the event Your **Pet** dies from **Accident**, or in the event of humane destruction, if certified by a **Vet** necessary to alleviate incurable and inhumane suffering of the **Pet**, due to **Accident**.
- If no purchase receipt can be produced, **We** will pay the replacement cost of a similar **Pet** up to the above stated maximum limits of indemnity, dependent on the cover selected.

Section 5:

Advertising and Reward

If Your **Pet** is lost or stolen during the **period of insurance**, **We** will pay the cost of advertising a reward and the cost of the reward if Your **Pet** is found; up to £500 for Silver and EXTRA and £1,000 for Gold and PREMIER.

Exclusions specific to this section:

- We** will pay no more than £100 as a reward for information leading to the recovery of your dog.
- We** will pay no more than £50 as a reward for information leading to the recovery of your cat.
- We** will pay no more than £200 towards the cost of printed material including leaflets, flyers and posters.
- We** will pay no more than £500 on Silver or EXTRA or £1,000 on Gold or PREMIER for overall advertising costs.
- We** will not pay any amount for reward to a person living with You.
- We** will not pay any amount for reward that **We** have not agreed to before You advertised it.
- We** will not pay any reward not supported by a signed receipt giving the full name and address of the person who found Your **Pet**.
- We** will not pay any reward paid to a person who was caring for Your **Pet** when it was lost or stolen.

All Exclusions stated in the General Exclusions are applicable to this section.

Section 6:

Theft and Straying

- We** will pay You up to the purchase price or a maximum of £500 (Silver and EXTRA) and £1,000 (Gold and PREMIER), whichever is the lesser in respect of permanent loss due to Your **Pet** being lost or stolen and after no recovery has been made

after 45 days despite reasonable and appropriate endeavours including advertising and reward.

- If no purchase receipt can be produced **We** will pay the replacement cost of a similar **Pet** up to the above stated maximum limits of indemnity, dependent on the cover selected.

Section 7:

Boarding Kennel Fees

We will reimburse You for boarding kennel or cattery fees, in a licensed boarding establishment, up to a maximum of £500 (Silver and EXTRA) £1,000 (Gold and PREMIER), (in any one **Period of insurance**) in the event that You or a member of Your family permanently residing with You, is hospitalised on medical advice for a period exceeding 4 consecutive days.

Exclusions: We will not be liable for:

- Hospitalisation of You or any member of Your family permanently residing with You as a result of pregnancy.
- Any pre-existing medical condition likely to give rise to hospitalisation at the inception date of this insurance.

Section 8:

Holiday Cancellation Costs

We will reimburse You for any non-recoverable cancellation and curtailment costs/expenditure up to a maximum limit of £500 (Silver and EXTRA) or £2,000 (Gold and PREMIER), (in any one **Period of insurance**), in the event that in Your **Vet**'s opinion Your **Pet** named in the schedule requires emergency life saving surgery, within

7 days of Your departure on holiday and this necessitates, in Your **Vet**'s opinion, cancellation or curtailment.

Exclusions: We will not be liable for:

- Non life-saving operations.
- Any **Pre-existing condition** or **Illness** likely to necessitate emergency life saving surgery.
- Any costs or expenditure for any holiday booked less than 28 days prior to departure.
- Any cancellation or curtailment costs or expenditure incurred that would be recoverable under Your Holiday Travel Insurance **Policy**.

Section 9 is applicable to Gold and Lifetime reinstatement PREMIER

Accidental Damage

We will compensate third parties for any accidental property damage up to a maximum of £500 per **Incident** caused by Your **Pet** named in the schedule.

Exclusions: We will not be liable for:

- The first £100 of each and every claim.
- Damage to property in the ownership, custody or control of You or Your family or household or any person employed by members of Your household.
- Damage to property in the ownership of any person entrusted with the care, control and custody of Your **Pet**.
- Damage while Your **Pet** is left in a home where no adult is present.

Applicable to **Accident** Only, Bronze, Silver, Gold and EXTRA and PREMIER cover.

Helplines

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

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 0330 102 5760

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

General Exclusions - Applicable to all sections of each Policy:

Any claims for quarantine costs or travel delays if Your **Pet** is quarantined or otherwise prevented from re-entering the UK.

We will have no liability for:

- Any claims for a **Pet** not named in the schedule.
- for claims resulting from Pre-existing Conditions
- for claims made where the **Incident** and/or **Treatment** occurred outside of the **Period of insurance**
- for death or destruction of Your **Pet** as a result of sickness or disease resulting from the failure to vaccinate Your **Pet** in accordance with the

- practice recommended by the British Small Animal Veterinary Association.
5. Any claims for a **Pet** under the age of 5 weeks. Cover in respect of pets aged between 5 and 8 weeks will be restricted to **Accident** only.
 6. Any claims under any section of cover for which premium has not been paid.
 7. Any claims arising whilst Your **Pet** is travelling with You outside the **Territorial limits**.
 8. Any claim resulting from intentional slaughter, irrespective of any order by Government, Local Authority or any person having jurisdiction in the matter, except in the case of humane destruction to alleviate incurable and inhumane suffering.
 9. Any animal which should be registered under the UK government's Dangerous Dogs Act 1991.
 10. Malicious or wilful **injury** or gross negligence to Your **Pet** caused by You, Your agents, employees or members of Your family.
 11. Any claims where medication has not been recommended by a **Vet**.
 12. The recurrence or continuation of **Illness**, disease or any condition from which Your **Pet** previously suffered arising prior to or within 10 days of inception of this insurance. (This exclusion is not applicable to renewed policies.)
 13. The use of Your **Pet** for commercial guard, security, work or racing.
 14. Any liability where the insured is entitled to indemnity under any other insurance will be dealt with on a rateable proportion basis (This General Condition does not apply to Section 2 -Third Party Liability).
 15. Any **Pet** sold or where any financial interest whatsoever is parted with by You, whether temporarily or permanently.
 16. Any claim under section 3 (Death to Your **Pet** by **illness**) for dogs aged 9 and above and cats aged 11 and above.
 17. Post Mortem charges.
 18. Any fee charged by Your **Vet** to complete a claim form or provide information to support Your claim.
 19. Your **Pet** suffering from a notifiable disease as named in the Animal Health Act 1981. These are Rabies, Foot-and-mouth disease, Swine vesicular disease, Peste des petits ruminants, Lumpy skin disease, Bluetongue, African Horse Sickness, Classical swine fever, Newcastle disease, Vesicular stomatitis, Rinderpest, Contagious bovine pleuropneumonia, Rift Valley Fever, Sheep pox and goat pox, African swine fever and highly pathogenic avian influenza.
 20. Any claims for quarantine costs or travel delays if Your **Pet** is quarantined or otherwise prevented from re-entering the UK.
 21. Any **Accident** or **Injury** arising prior to or within 48 hours of the inception date of the insurance. (This exclusion is not applicable to renewed policies).
 22. **We** will not cover any loss, damage, or liability directly or indirectly caused by, resulting from, or in connection with:
 - any nuclear reaction, nuclear radiation or radioactive contamination.
 - ionising radiation, or contamination by radioactivity from any nuclear fuel or nuclear waste.
 - any act of **terrorism**, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s), 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.
 - any act of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, nationalisation, requisition, destruction of, or damage to property by or under the order of any government or public or local authority
 23. **We** are not liable to pay any claim or provide any benefit in the event that doing so would expose **Us** 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.
 24. This **policy** does not cover any loss, damage or liability whatsoever directly or indirectly caused by or related to any:

Cyber act or **Cyber incident** including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any **Cyber act** or **Cyber incident**; or

Loss of use, reduction in functionality, repair, replacement, restoration, reproduction, loss or theft of any data, including any amount pertaining to the value of such data,

Except in the case of any actual or alleged liability for and/or arising out of any ensuing third party bodily **injury**; or any ensuing physical damage to or destruction of tangible third-party property.

The following are excluded from Accident Only Cover:

 25. Any **Illness**;
 26. Payments for Veterinary Fees are limited to costs incurred within 1 calendar year from the date the condition first manifested or the maximum benefit limit, whichever is reached first and subject to renewal.
 27. Costs resulting from an **Accident** or **Injury** that first showed Clinical Signs before the **Policy** Start Date;
 28. Costs resulting from an **Accident** or **Injury** that;
 - a. Is the same as or has the same diagnosis or Clinical Signs as an **Accident, Injury** or Clinical Signs Your **Pet** had before the **Policy** Start Date;
 - b. is caused by, relates to or results from an **Accident, Injury** or Clinical Signs Your **Pet** had before **Policy** Start Date; Please note if Your **Pet** first showed any Clinical Signs; or was diagnosed with an **Accident** or **Injury** prior to the **Policy** Start Date, **We** may apply an exclusion to Your **Policy** in respect of this **Accident** or **Injury**;
 - c. Costs resulting from or related to any excluded Condition as shown in the Schedule;
 29. Any costs that is caused by, relates to, or results from:
 - a. Special Diet
 - b. CT/MRI Scans and Associated Costs
 - c. Dentistry as a direct result of an **Accident** or **Injury**

General Conditions - Applicable to all sections of each policy:

You must comply with the following conditions, to the best of Your knowledge and belief, to have the full protection of Your **Policy**.

If You do not comply **We** may at **Our** option cancel the **Policy** or refuse to deal with Your claim or reduce the amount of any claim payment.

You must inform **us** of any changes and keep your **policy** up to date.

 1. It is a condition precedent to liability that Your **Pet** is free from any **Injury, Illness** or physical disability whatsoever at the commencement date of this insurance (except as declared by You and accepted by **Us**). It is further warranted that Your **Pet** has received, at the appropriate time, initial and booster vaccinations against distemper, hepatitis, leptospirosis and parvovirus in the case of dogs, against feline infectious enteritis, feline leukaemia and feline influenza in the case of cats or as advised by a **Vet**. All vaccinations must be administered under veterinary supervision. Further more no cover is provided for these conditions in the event that the appropriate vaccinations/boosters have not been administered to Your **Pet** at the appropriate time.
 2. It is a condition precedent to liability that You will provide proper care and attention at all times for Your **Pet**.
 3. You will agree that Your current or previous **Vet(s)** may release information or records regarding any **Pet** insured by **Us**.
 4. It is warranted that You are the owner of Your **Pet** and are permanently resident within the UK.
 5. In relation to any third party liability claims, **We** may pay up to the limit of indemnity 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.)
 6. You may cancel this **Policy** at any time by writing to Healthy Pets, 6 Ridgeway Office Park, Bedford Road, Petersfield, Hampshire GU32 3QF to confirm the date this instruction is to take effect. (Cancellation requests cannot be backdated.)
 7. If You decide not to proceed with this **Policy** within fourteen (14) days of receipt of the **policy** documents **We** will refund any premium and tax You have paid subject to:
 - a. notifying **Us** in writing
 - b. no claims having been made and no incidents having arisen that could result in a claim.
 8. This insurance may be terminated by **Us** and / or Healthy Pets, for any reason, by sending at least 7 days' written notice of cancellation to the address shown in the schedule.

A proportionate refund of any premium paid will be allowed to You providing:

 - You have not claimed in the current **Period of insurance**.
 - You have paid the annual premium in full.
 - If You or **We** cancel this **Policy** and there has been a claim in the current **Period of insurance** and the premium is being paid by instalments, the outstanding balance, including any interest charges, will become payable to Healthy Pets by You.

We will deduct any balance of premium from the claims settlement where possible.
 9. Cover under this **Policy** will terminate from the date that the payment was due in the event that premium is not received 10 days after the due date.
 10. In the event of any disagreement between Your **Vet** and **Our Vet**, an independent **Vet** mutually agreed upon by both sides will be appointed and act as arbiter and whose decision will be binding on both sides.
 11. Your **Pet** must not have previously displayed vicious or aggressive behaviour.

Claims conditions - applicable to Lifetime reinstatement EXTRA and PREMIER

All new medical conditions are covered up to the financial limit. If the limit is reached during the insurance year, the cover stops until the **policy** is renewed. At renewal the limit is fully reinstated and the condition will continue to be covered in the **policy** the following year. Please refer to your Schedule and Terms and conditions for the financial limits.

If you change your **policy** type to one with a lower **Policy** limit, cover for the **treatment of an incident or injury** will stop when you reach the new lower **Policy** limit subject to the terms of your previous **policy**.

If **we** increase your **policy** limit or if you change your **policy** to one with a higher limit, cover for the **treatment of an incident or injury** will stop when you reach the original lower **policy** limit subject to the terms of your previous **policy**.

Claims conditions - applicable to Accident only, Bronze Sliver and Gold cover

If You renew Your **Policy** each year and You keep Your payments up to date cover for the **treatment of an Incident or Injury** can continue until You reach the **Policy** limit. The **Policy** limit will be the limit in force when the **Injury** happened or the first clinical signs of an **Incident** were noticed.

If You change Your **Policy** type to one with a lower **Policy** limit, cover for the **treatment of an Incident or Injury** will stop when you reach the new lower **Policy** limit.

If You change Your **Policy** type to one with a higher **Policy** limit, cover for the **treatment of any Incident or Injury** ongoing at the time of the change will stop when You reach the original lower **Policy** limit.

Claims Conditions - Applicable to all sections of the policy:

You must comply with the following conditions, to the best of Your knowledge and belief, to have the full protection of Your **Policy**.

If You do not comply **We** may at **Our** option cancel the **Policy** or refuse to deal with Your claim or reduce the amount of any claim payment.

 1. In the event of any possible claim under any section of this insurance You must notify Healthy Pets as soon as possible and not later than 60 days after any possible **Incident** likely to result in a claim.

If You do not notify **Us** within 60 days and this

prejudices **Our** ability to verify the claim then, other than in exceptional circumstances, no payments will be made in respect of the claim.

2. If any liability under this insurance is covered by any other insurance **policy We** will not pay more than **Our** rateable proportion.
3. Following a claim **We** shall be entitled to take over and exercise any rights in Your name against any other party for **Our** own benefit and at **Our** own expense to recover any payment **We** have made under this **Policy**
4. You must not act in a fraudulent manner. If You or anyone acting for You:
 - Makes a claim under the **Policy** knowing the claim to be false or fraudulently exaggerated in any respect or
 - Makes a statement in support of a claim knowing the statement to be false in any respect or
 - Submits a document in support of a claim knowing the document to be forged or false in any respect or
 - Makes a claim in respect of any loss or damage caused by Your wilful act or with Your connivance.

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** may at **Our** option declare the **Policy** void.
- **We** shall be entitled to recover from You the amount of any claim already paid under the **Policy**.
- **We** may inform the police of the circumstances.
- **We** will not return any premium.

Claims Made Overseas

In the event that Your **Pet** requires **Vet treatment** whilst travelling with You in an EU country covered by the **Pet Passport Scheme** within the **Territorial limits**, payment of any **treatment** must be made by You to the treating **Vet**. On Your return home You should telephone the claims helpline immediately and report the claim. You will then be sent a claim form for completion and return with all the paid **Vet** receipts. If Your claim is accepted, settlement will then be made to You after the deduction of the **Excess** in Sterling at the current rate of exchange, such payment discharging **Us** from all further liability connected with such claim. CLAIMS HELPLINE: 01730 268 592 Option 1

For details of our opening hours, please visit www.healthy-pets.co.uk/about-us/contact-us/

Please note that telephone calls may be monitored or recorded to assist with staff training and for quality control purposes.

How We settle claims

1. Veterinary Fees

Upon commencement of **Treatment** You should telephone Healthy Pets and report the possible claim. Healthy Pets will then send You a claim form for completion by You and Your **Vet**. Please return the completed claim form to Healthy Pets with supporting receipts, once this **Treatment** has been completed.

Alternatively settlement can be made directly to the **Vet** after deduction of the **Excess**, such payment discharging **us** from all further liability connected with such claim.

We and/or Healthy Pets have the right to request further information either directly from the **Vet** or from You to confirm the validity of the claim at Your expense.

2. Third Party Liability

- i. You shall not admit or accept liability, negotiate or make any payment or promise of payment without **Our** written consent.
- ii. You should immediately contact Healthy Pets on the above number and advise them of any possible claim. Healthy Pets will then give You instructions on what to do with any letter, claim, writ or summons.
- iii. You are required to provide **Us** with all the information that **We** may reasonably require.
- iv. **We** will have the sole conduct and control of any claim and legal proceeding relating thereto including the right to prosecute in Your name for **Our** benefit for any claim, damages or liability.

3. Death from Accident and Illness

You must obtain a Veterinary Certificate at Your own expense stating the date and cause of death. In the event that Your **Pet** is put to sleep (euthanised), You must obtain a Veterinary Certificate stating that this was necessary for humane reasons to terminate incurable suffering.

Death from **Incident** cover does not apply in the case of dogs that are 9 or more years of age and cats that are 11 or more years of age.

4. Advertising and Reward

In the event of Your **Pet** becoming lost or being stolen, You should telephone Healthy Pets immediately and secure **Our** approval prior to promising any reward or incurring any expense.

5. Theft and Straying

- i. The loss of dogs should be reported to the Police within 24 hours of disappearance.
- ii. For cats and dogs you should telephone Healthy Pets and report the possible loss. A claim form should then be completed if there is no recovery of Your **Pet** after 45 days.

6. Accidental Damage

- i. You should call Healthy Pets immediately You are aware of any circumstances likely to give rise to a property damage claim. Then complete the claim form which is sent to You, detailing the exact circumstances including the description of the articles damaged and their purchase price if known.
- ii. You should not admit any responsibility for the damage until the claim has been reported and considered by **Us**.

7. Boarding Kennel Fees

You should obtain at Your own expense receipted bills from the licensed boarding kennel or cattery, detailing dates and expenses incurred.

You must also obtain at Your own expense confirmation of the period You or Your family members were in hospital and any additional information requested by **Us**.

8. Holiday Cancellation Costs

You should obtain at Your own expense the booking invoice and cancellation invoice from Your travel agent or tour operator. This should detail the total unrecoverable charges made and the date of cancellation/curtailment.

Caring for customers - Complaints Procedure

Our aim is to provide the highest level of service to You at all times in dealing with all aspects of Your insurance. **We** do, however, realise that things can go wrong occasionally. If You feel **We** have not achieved **Our** aim, please inform **Us**. Your feedback enables **Us** to monitor and improve the service **We** provide.

When You contact Us

If you have experienced a problem with any part of **our** service, **we** will sort this out as quickly and as fairly as possible. Please give **Us** Your name and a contact 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. You should in the first instance contact Healthy Pets at the following address:

Head of Healthy Pets, Healthy Pets, No. 6 Ridgeway Office Park, Bedford Road, Petersfield Hampshire GU32 3QF Tel: 01730 268 592

Email: heretohelp@healthy-pets.co.uk

Please ensure that You quote Your **policy** number in all correspondence and enclose any evidence or documentation that You wish **Us** to consider in reviewing Your complaint. **We** will do **Our** best to resolve Your complaint quickly and with the least inconvenience to You and within the following timescales:

- **We** will acknowledge Your complaint within 5 working days of receipt.
- **We** will aim to resolve Your complaint within eight weeks of receipt.
- If **We** are unable to resolve Your complaint within these timescales **We** will write to You to let You know why **We** have not been able to do so.

We aim to conclude **our** enquires and provide a Final Response Letter to you within 8 weeks from the date your complaint was received. **We** will keep you regularly informed of **our** progress towards resolving your complaint and may need to contact you during this time to request or verify information relating to your complaint.

We expect complaints to be satisfactorily resolved at this level; if, You feel that You have not received a satisfactory response, or Your complaint has not been resolved within eight weeks of **Our** receiving it, You may refer Your case to the Financial Ombudsman Service (FOS), set up by the Financial Conduct Authority to review unresolved Complaints. The FOS can be reached at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Tel: 0300 123 9123 or 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Law Applicable

You and **We** are free to choose the laws applicable to the **Policy**. As **We** are based in England, **We** propose to apply the laws of England and Wales and by purchasing this **Policy** You have agreed to this.

Data Protection

The insurer, Antares Insurance Company Limited, 21 Lime Street, London, United Kingdom, EC3M 7HB and Healthy Pets will use the information You have provided for the purposes of fulfilling this insurance contract. Your information will be held for no longer than is necessary. By providing this information, You consent to **Our** processing personal and sensitive data about You where this is necessary or appropriate. Your data may be sent to other companies in **The insurer's** Group or companies acting on **The insurer's** Instructions.

Use of Personal Data

Atlanta Insurance Intermediaries Limited is the Data Controller. Atlanta Insurance Intermediaries Limited is part of The Ardonagh Group of companies, and **we** may share your information within The Ardonagh Group (see <http://www.ardonagh.com> for details). **We** will use your personal information to:

- Assess and provide the products or services that you have requested
- Communicate with you in relation to servicing and administering your product
- Develop new products and services
- Undertake statistical analysis to help **us** improve **our** services and products
- Contact you about products that are closely related to those you already hold with **us**
- Provide additional assistance for these products or services
- Notify you of important changes to products and functionality changes to **our** websites. Only where you have provided **us** with consent to do so, **we** may also from time to time use your information to provide you with details of offers relating to additional products and services from The Ardonagh Group. **We** follow strict security procedures in the storage and disclosure of your personal information in line with industry practices.

Further information is contained in **our** Fair Processing Notice. This explains who **we** are, the types of information **we** hold, how **we** use it, who **we** share it with, how long **we** keep it for and informs you of certain rights you have regarding your personal information.

If you are unable to access this website, details can be obtained by contacting **us** at No 6 Ridgeway Office Park, Bedford Road, Petersfield. HANTS GU32 3QF telephone number 01730 268 592

Email: heretohelp@healthy-pets.co.uk

You can also contact **us** for general data protection queries via email to DataProtectionOfficer@swinton.co.uk or in writing to The Data Protection Officer, Atlanta Insurance Intermediaries Limited, Embankment West Tower, 101 Cathedral Approach, Salford, M3 7FB.

Financial Services Compensation Scheme (FSCS)

Antares Insurance Company Limited, and Healthy Pets are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event they cannot meet their 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).