

# HEALTHY

## The Pet Insurance Specialists

# Pets!

### Terms & Conditions / Policy Wording

QIC Europe 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: QIC Europe Limited, Pendergardens Business Centre, Level 1, St Julian's, STJ 1901, Malta. QIC Europe Limited is authorised & regulated by the Malta Finance Services Authority is deemed authorised by

the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority & limited regulation by the Prudential Regulation Authority. QIC Europe Limited is permitted to operate in the United Kingdom subject to the Temporary Permissions Regime which allows EEA-based firms to operate in the United Kingdom for a limited period while seeking full authorisation.

#### 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](http://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**.

#### Excess

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

#### Co-insurance

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

#### Illness

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

#### Incident

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

- a) 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,

- b) 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

QIC Europe 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 illness 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, Illness 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, Illness 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.

**Lifetime 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 (BVRSM) 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, whichever 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 Illness 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 Illness 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. (a) The **Excess** and **Co Insurance** shown in your **Policy** schedule.  
(b) Any **Treatment** after the **Policy** has cancelled/lapsed/expired.
2. Veterinary fees in connection with:  
(a) Any **Pre-existing Conditions** or **Illness** unless previously agreed by **Healthy Pets**.  
(b) 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.)  
(c) 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.)  
(d) 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).
- (e) Organ transplantation and associated cost.
- (f) Behavioural problems and training unless caused as a direct result of an insured **Incident** occurring during the **Period of Insurance**.
- (g) Non-essential hospitalisation and / or house calls unless the **Vet** declares that to move **Your Pet** would seriously endanger its health.
- (h) Prescription foods, other than for a 4 week period or £100 limit for a specific incident.
- (i) 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.
- (j) Any claim for any form of special diet, housing, or bedding needed for the **Treatment** or general wellbeing of **Your Pet**.
- (k) Any claim for cryptorchism (Retained testicle(s)).
- (l) Any claim as a result of a 'notifiable' disease e.g. Rabies.
- (m) 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**.
- (n) The repair and treatment of umbilical hernias.
- (o) 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:

1. The first £250 of each and every claim.
2. Liability assumed under any agreement or contract unless liability would have existed otherwise.
3. Deliberate acts by **You** or members of **Your** family.
4. 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.

5. Accidental bodily **Injury** to or disease contracted by **You** or a member of **Your** family or persons permanently residing with **You**.
6. 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**.
7. Any event or incident occurring outside the United Kingdom (including Northern Ireland), the Isle of Man or the Channel Islands.
8. 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.
9. The cost of fines, penalties, punitive, exemplary, aggravated, liquidated and multiple damages.
10. 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.

1. 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.
2. 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**

1. 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**.
2. 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**

1. 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.
2. 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:

1. Hospitalisation of **You** or any member of **Your** family permanently residing with **You** as a result of pregnancy.
2. 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:

1. Non life-saving operations.
2. Any **Pre-existing Condition** or **Illness** likely to necessitate emergency life saving surgery.
3. Any costs or expenditure for any holiday booked less than 28 days prior to departure.
4. 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:

1. The first £100 of each and every claim.
2. 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.
3. Damage to property in the ownership of any person entrusted with the care, control and custody of **Your Pet**.
4. 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:

1. Any claims for a **Pet** not named in the schedule.
2. for claims resulting from **Pre-existing Conditions**
3. for claims made where the **Incident** and/or **Treatment** occurred outside of the **Period of Insurance**
4. 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 claims as a consequence of war, invasion, act of foreign enemy, hostilities (whether war be

declared or not), civil war, rebellion, **Terrorism**, revolution, insurrection or military or usurped power.

9. Any claim or liability directly or indirectly caused or contributed to, by or arising from:
  - a. Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - b. The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
10. 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.
11. Any animal which should be registered under the UK government's Dangerous Dogs Act 1991.
12. Malicious or wilful injury or gross negligence to **Your Pet** caused by **You**, **Your** agents, employees or members of **Your** family.
13. Any claims where medication has not been recommended by a **Vet**.
14. 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.)
15. The use of **Your Pet** for commercial guard, security, work or racing.
16. 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).
17. Any **Pet** sold or where any financial interest whatsoever is parted with by **You**, whether temporarily or permanently.
18. Any claim under section 3 (Death to **Your Pet** by illness) for dogs aged 9 and above and cats aged 11 and above.
19. Post Mortem charges.
20. Any fee charged by **Your Vet** to complete a claim form or provide information to support **Your** claim.
21. **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.
22. Any claims for quarantine costs or travel delays if **Your Pet** is quarantined or otherwise prevented from re-entering the UK.
23. 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).

#### The following are excluded from Accident Only Cover:

22. Any **Illness**;
23. 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.
24. Costs resulting from an **Accident** or **Injury** that first showed Clinical Signs before the Policy Start Date;
25. Costs resulting from an **Accident** or **Injury** that:
  - 25a 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;
  - 25b 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;*
  - 25c Costs resulting from or related to any excluded Condition as shown in the Schedule;
26. Any costs that is caused by, relates to, or results from:
  - 26a. Special Diet
  - 26b. CT/MRI Scans and Associated Costs
  - 26c. 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 illness 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 illness 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 Silver and Gold cover

If **You** renew **Your Policy** each year and **You** keep **Your** payments up to date cover for the treatment of an **Illness** 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 **Illness** were noticed.

If **You** change **Your Policy** type to one with a lower **Policy** limit, cover for the treatment of an **Illness** 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 **Illness** 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

(Telephone line is open 8.30am to 6.15pm weekdays.)

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 **Illness** 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

1. The loss of dogs should be reported to the Police within 24 hours of disappearance.

2. 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

1. 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.

2. 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, QIC Europe Limited of Pendergardens Business Centre, Level 1, St Julian's, STJ 1901, Malta 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](mailto: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)

QIC Europe 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](http://www.fscs.org.uk)).