



For policies issued from 13th February 2017 to 13th February 2018 with travel before 13th February 2019

Policy section	Cover provided	First amount you have to pay
1. Death due to natural causes	up to £1,000	£100
2. Vet's fees for emergency treatment	up to £2,500	£100
3. Unforeseen expenditure in transit	up to £2,500	£75
4. Theft of your animal	up to £2,000	£75
5. Personal liability	up to £1,000,000	£250

EXCLUDED BREEDS

American Bandog/Bandogge Mastif
American Bull Dogs
American Pit Bull Dogs
American Pit Bull Terriers
American Staffordshire Bull Terriers
Argentine Dogos
Canary Dogs
Cane Corsos
Czechoslovakian Wolfdogs
Tosa Inus
Dogue Brasileros
Fila Brasileros

Irish Staffordshire Bull Terriers
Japanese Tosas
Korean Jindos
Northern Inuit Dogs
Perro De Pressa Canarios
Pit Bull Terriers
Presa Canarios
Racing Greyhounds
Sarloos Wolfhounds
Dogo Argentinas
Utonagans
Wolf Hybrids

and any dogs used for trade or business purposes

Note: This insurance will not cover any payments for death or vet's fees on English Bull Dogs or Pugs.

URV, Branch Office of Union Reiseversicherung AG for the United Kingdom and the Republic of Ireland
Registered in England & Wales. Company No. FC024381 Branch No. BR006943 A public body corporate with limited liability
Registered Office: Maximilianstrasse 53, D-80530 Munich, Germany Registered with Amtsgericht Munich, Germany Registered Number: HRB 137918
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and in the Republic of Ireland by the Insurance Regulator.
Union Reiseversicherung AG are members of the Financial Services Compensation Scheme
Administered in the United Kingdom and Ireland by Travel Insurance Facilities plc
Registered Office: 10 Victoria Road South, Southsea, Hampshire, PO5 2DA Registered in England Registered Number: 3220410
Travel Insurance Facilities plc are authorised and regulated by the Financial Conduct Authority
Travel Claims Facilities is a trading name of Travel Insurance Facilities plc

Go Walkabout Ltd is authorised and regulated by the Financial Conduct Authority.FRN 580218
Principal Office: Innovation Centre, Highfield Drive, St Leonards, E Sussex TN38 9UH



If you need a claim form:
Contact Travel Claims Facilities
Phone: +44 (0) 203 829 6761
E-mail: claims@tif-plc.co.uk

Can I cancel my policy? If, having read the policies, you do not feel they meet your needs and an alternative is available that does, provided you have not travelled or made a claim, you can return your policies to the seller with a copy of your alternative policy within 14 days of purchase and obtain a full refund.

Where can I make a claim? If you need to make a claim please contact **Travel Claims Facilities**, our appointed claims handlers, to request a claim form on **+44 (0) 203 829 6761**, by e-mail from **claims@tif-plc.co.uk** or write to Travel Claims Facilities, 1 Tower view, Kings Hill, West Malling, Kent, ME19 4UY

What to do if you have a complaint? If you wish to register a complaint please contact us:

In writing: The Customer Services Manager, Go Walkabout, Innovation Centre, Highfield Drive, St Leonards-on-Sea, E Sussex TN38 9UH

If we are unable to resolve the matter you may write to: The Branch Manager, URV, 1 Tower view, Kings Hill, West Malling, Kent, ME19 4UY

If you remain dissatisfied, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). The FOS advice and helpline number is 0800 023 4 567 or 0300 123 9 123

Are we covered by the Financial Services Compensation Scheme (FSCS)? We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends upon the type of business and the circumstances of the claim. Further information about compensation scheme is available from the FSCS.

