

# Travel Insurance

## Insurance Product Information Document



Go Walkabout Travel Insurance is arranged and Underwritten by Travel Insurance Facilities Plc, which is authorised and regulated by the Financial Conduct Authority, FRN 306537 Registered in England & Wales, Number 3220410

The following summary does not contain the full terms and conditions of the contract which can be found in your policy documentation. The agreed sums insured are specified in your policy schedule.

### What is this type of insurance?

This is a travel insurance policy



#### What is insured?

We offer a single trip policy option through our Pet Emigration level of cover

The policy covers the following

✓	Death due to natural causes	£1,000
✓	Vet's fees for emergency treatment	£2,500
✓	Unforeseen expenditure in transit	£2,500
✓	Theft of your animal	£2,000
✓	Personal liability	£1m



#### What is not insured?

**Excesses** apply on the Pet Emigration policy and are shown in the Document of Insurance - you are responsible for paying this amount in the event of a claim.

- ✗ Travelling against the advice of your vet.
- ✗ Trips which have begun before your policy cover start date
- ✗ Events or situations you know about before taking out a policy or booking a trip which could mean you can't travel
- ✗ There are certain breeds which cannot be covered on the policy.



#### Are there any restrictions on cover?

- ! There is no cover for trips booked or travel to a destination outside the area of cover shown on your Policy Schedule
- ! Unless agreed with us there will be no cover if the FCO advise against travel to your destination
- ! There is no cover for death or vet's fees for certain breeds.



## Where am I covered?

**IMPORTANT:** this will depend on your needs - the cover you chose is shown on your Policy Schedule. We have two options available to you; please call on 01424 223 964 for full definitions:

- ✓ Worldwide
- ✓ Europe



## What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you
- Premiums must be paid on time
- If you need to make a claim you must provide us with a fully completed claim form as soon as possible



## When and how do I pay?

You must pay your premium before the policy can be issued. You can do this via Go Walkabout's Pet Migration website: [www.petmigration.co.uk](http://www.petmigration.co.uk) or you can call Go Walkabout on 01424 223 964.

## When does the cover start and end?



The cover starts from when your pet is checked in for the flight on the date shown on your insurance validation document which was issued following purchase of the policy, and ends 36 hours after your pet has landed in the destination country or after a 10 day period in quarantine. No further trips are covered.

## How do I cancel the Contract?



You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements and provided you have not travelled or claimed on the policy. You can do this by calling Go Walkabout on 01424 223 964 within 14 days of purchase to obtain a full refund of the premium paid.

Should you wish to cancel your policy outside of the 14 day cooling off period, provided you have not made a claim on the policy (irrespective of whether your claim was successful or not), you have not travelled, and you confirm in writing that there is no claim pending, in addition to a £15 administration charge, we will refund 50% of the policy premium and any additional premium applied to your existing medical conditions.