



For policies issued from 14th February 2018 to 13th February 2019 with travel before 13th February 2020

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](mailto: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](mailto: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.

