



MASTER POLICY NUMBER: PEPGW40047

For policies issued from 1st September 2009 to 31st August 2010 with travel before 31st December 2010

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
 Union Reiseversicherung AG are authorised in Germany by BaFin and regulated in the United Kingdom by the Financial Services Authority
 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 Services Authority
 Travel Claims Facilities is a trading name of Travel Insurance Facilities plc

Harold Lawrence & Adam Taylor trading as Go Walkabout Travel Insurance is authorised and regulated by the Financial Services Authority
 Principal Office: 26A Reginald Road, Bexhill-on-Sea, East Sussex, TN39 3PH



If you need a claim form:
Contact Travel Claims Facilities
Phone: +44 (0) 8453 707 133
Fax: +44 (0) 870 620 5001
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) 8453 707 133**, by e-mail from **claims@tif-plc.co.uk** or write to Travel Claims Facilities, PO Box 420, Tonbridge, Kent, TN9 9DE.

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, 26A Reginald Road, Bexhill-on-sea, East Sussex, TN39 3PH

If we are unable to resolve the matter you may write to: The Branch Manager, URV, Oast Business Centre, North Frith Farm, Ashes Lane, Hadlow, Kent, TN11 9QU

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 +44 (0) 845 080 1800

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.

