

## Policy Information - Pet Walkers & Sitters

This Policy Information document is designed to guide you through the main parts of the policy and does not give the full terms and conditions of the insurance policy. These will be shown in your Policy Documents and Schedule of Insurance; you may request a full copy of the Policy Documents before you take out the insurance by telephoning **Brooks Braithwaite (Sussex) Ltd on 0845 071 0543**.

### Policies are Underwritten by:

#### In respect of sections 1 to 6

Great Lakes Reinsurance (UK) PLC, Plantation Place, 30 Fenchurch Street, London EC3M 3AJ.

Great Lakes Reinsurance (UK) PLC is authorised and regulated by the Financial Services Authority (FSA), register number 202715. This can be checked by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register).

#### In respect of sections 7 to 8

International Insurance Company of Hannover Ltd, L'Avenir, Opladen Way, Bracknell, Berkshire RG12 0PE.

International Insurance Company of Hannover Ltd is authorised and regulated by the Financial Services Authority (FSA), register number 202640. This can be checked by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register).

#### In respect of section 9

Allianz Insurance plc, Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX. Company Registered in England No. 84638.

Allianz Insurance plc is authorised and regulated by the Financial Services Authority (FSA), register number 121849. This can be checked by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register).

**The Scheme Administrator:- Brooks Braithwaite (Sussex) Limited** is authorised and regulated by the Financial Services Authority (FSA), register number 304839. This can be checked by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register).

Brooks Braithwaite (Sussex) Ltd is Registered in England Number 1416900.

**Your policy can include the following sections. The sections you have chosen will be shown on your Schedule of Insurance as 'Insured'.**

### General Exclusion that applies to all sections of the policy

- Any loss or damage as a result of; war (whether declared or not), riot, strikes, nuclear reaction, radiation or radioactive contamination or any act of terrorism.
- This insurance does not cover any loss, damage, claim, cost, expense or other sum directly or indirectly attributable to or as a consequence of fair wear and tear.

### Section 3

#### Money

- Loss of money (including cheques, cash, money orders, postal orders etc.) in connection with your business, up to £4,000.
- Cover under this section extends to provide compensation as a result of theft resulting in injury to the Insured.
- Cover level may be extended to £8,000 for the payment of an additional premium.

#### What Insurers Will Not Pay

- Loss of any money whilst in transit unless due to assault, violence or threat of violence.
- Loss of any money by shortage due to error, omission or mysterious disappearance.
- Loss of any money caused by the dishonesty of any officer, member or employee of the Insured.
- Loss of money from an unattended vehicle or an unattended stand at a show or exhibition.
- An excess of £50 each and every claim or as stated on your Schedule of Insurance.

### Section 4

#### Own Goods in Transit

- Cover up to £2,000 for damage or theft of goods being transported in your vehicle(s) in connection with your business.
- Cover level may be extended to £4,000 for the payment of an additional premium.

#### What Insurers Will Not Pay

- Loss by theft unless by forcible and violent entry to the vehicle or by threat of violence.
- An excess of £50 each and every claim or as stated on your Schedule of Insurance.

### Section 6a

#### Loss or Theft of Keys

- Cover for the replacement loss or theft of keys for buildings used in connection with your business.
- Maximum benefit £1,500.
- Replacement of locks necessary to keep the premises secure.

#### What Insurers Will Not Pay

- Loss by theft unless by force and/or violence.
- Insured's personal keys.
- More than the maximum benefit £1,500.
- An excess of £50 each and every claim or as stated on your Schedule of Insurance.

### Section 7

#### Employers' Liability

(Please note: It is a legal requirement under the Employers' Liability (Compulsory Insurance) Act 1969 that you have Employers' Liability Insurance if you employ anyone who is not a close family member on a full or part time basis or a work experience placement).

- This section provides cover for your employers' legal liability to your employees in the event of death, injury or disease sustained whilst working in your business.
- Cover up to £10,000,000 including related legal costs (£5,000,000 in the event of terrorism and asbestos).
- Excess Nil.

### Section 8

#### Public/Products Liability

- Cover up to £2,000,000 (or as requested and stated on your Schedule of Insurance) in respect of your business's legal liability to third parties including related legal costs if a third party is killed, injured or their property is damaged.

#### What Insurers Will Not Pay

- Any damage to the Insured's personal property or injury to or death of animals in the care, custody or control of the Insured.
- Any liability in respect of the rehoming of animals.
- Legal liability to animals boarded with you or otherwise in your care.
- An excess of £250 for Third Party Property damage only.

#### Professional Indemnity

For payment of an additional premium, you can extend your Public Liability cover to cover Professional Indemnity if you are carrying out such activities as dog training, dog and cat grooming, hydrotherapy treatments etc. The limit of indemnity under this cover is £100,000.

#### What Insurers Will Not Pay

- Claims involving any allegation of libel or slander.
- Any liability in respect of advice given or recommendations made with regard to the rehoming of animals.
- An excess of £250 each and every claim or as stated on your Schedule of Insurance.

### Section 9

#### Care, Custody and Control of Animals

- Maximum Benefit £2,000 in the period of Insurance**
- Cover for such costs as; veterinary fee costs for conditions arising whilst an animal is in your care, custody and control in connection with your business activities; the replacement value of an animal in the event of the animal's death whilst in your care, custody and control in connection with your business activities.
- Cover for loss by theft or straying and animals in transit whilst in your care, custody and control in connection with your business activities.

#### Maximum benefit per animal is:-

- Veterinary Fees £350
- Death Benefit £350
- Loss by Theft or Straying £350
- Loss of Boarding Fees £250
- Advertising and Reward £250
- Animals in Transit £2,000

Animals in Transit may be purchased as a separate cover and may be increased to a maximum benefit of £4,000 in the period of insurance for payment of an additional premium.

#### What Insurers Will Not Pay

- Any veterinary fee and/or death benefit as a result of any veterinary condition that was present before the animal came into your care, custody and control.
- Any death benefit if death is certified by the attending Veterinary Surgeon as due to natural causes or old age.
- Any benefit for an injury or illness deliberately caused by the insured, their employees or any member of the insured's family.
- Any benefit in respect of any animal that is owned by the insured, their employees or any member of the insured's family.
- Any benefit if any animal is lost, killed or injured whilst not in the care, custody or control of the insured and in connection with the insured's business.
- More than the maximum benefit per animal.
- More than a total benefit for all claims under this section of £2,000 in the Period of Insurance.
- An excess of £50 each and every claim in respect of Animals in Transit.

#### Care, Custody and Control of Animals - Custodial Responsibility

- To cover your Custodial Responsibility for animals in your care, custody and control. This offers cover (up to a limit of £10,000 in the period of insurance; normally 12 months) in respect of costs and expenses incurred in defending or settling any claim for negligence made against you by any person utilising the services supplied by you under your normal contract or conditions of business.

#### What Insurers Will Not Pay

- An excess of £250 each and every claim or as stated on your Schedule of Insurance.

### How do I make a complaint?

#### Sales Complaints

Our aim is to provide our clients with the highest levels of service. If you feel that you have a complaint about the sale or administration of your insurance, please call the scheme contact centre; telephone **0845 071 0543** or alternatively please write to:

**The Managing Director**  
**Brooks Braithwaite (Sussex) Ltd**  
 4 Bridge Road Business Park  
 Bridge Road  
 Haywards Heath  
 West Sussex  
 United Kingdom  
 RH16 1TX  
 Telephone: 01444 412118  
 Email: [admin@brooksbraithwaite.com](mailto:admin@brooksbraithwaite.com)

#### Non-sales Complaints

Our aim is to get it right, first time every time. If we make a mistake we will try and put it right promptly.

Should you wish to make a complaint then it should be directed to the Scheme Administrator at the address above.

The Scheme Administrator, Brooks Braithwaite (Sussex) Ltd will always confirm to you the receipt of your complaint within five working days and do their best to resolve the problem within four weeks. If the Scheme Administrator, Brooks Braithwaite (Sussex) Ltd cannot resolve your complaint within four weeks, it will be referred to:

**In respect of sections 1 to 6**

The Compliance Manager, Great Lakes Reinsurance (UK) PLC, Plantation Place, 30 Fenchurch Street, London EC3M 3AJ, United Kingdom.

**In respect of sections 7 to 8**

The Compliance Manager, International Insurance Company of Hannover Ltd, L'Avenir, Opladen Way, Bracknell, Berkshire RG12 0PE.

**In respect of section 9**

The Compliance Manager, Allianz Insurance plc. Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX.

If the matter is not resolved to your satisfaction, you may refer the matter to the Financial Ombudsman Service (FOS).

The FOS Consumer Helpline is **0845 080 1800** and their address is:

**Financial Ombudsman Service**  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

### The Financial Services Compensation Scheme (FSCS)

Brooks Braithwaite (Sussex) Ltd, Great Lakes Reinsurance (UK) PLC, International Insurance Company of Hannover Ltd and Allianz Insurance plc subscribe to the FSCS. This means that you may be entitled to compensation from the scheme should Brooks Braithwaite (Sussex) Ltd, Great Lakes Reinsurance (UK) PLC, International Insurance Company of Hannover Ltd or Allianz Insurance plc be unable to meet their liabilities. This depends on the type of business and the circumstances of the claim.

Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk), by emailing [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk) or by phoning the FSCS on 020 7892 7300.

### Cancellation rights

You have the right to cancel your insurance within 14 days of receiving your policy documentation and receive a full refund of any premium paid, **provided that there have been no claims either paid, reported or outstanding**. For the purposes of this cancellation clause, it will be deemed that you have received your policy documentation upon the day following the date it was posted to you by first class post.

If you do cancel your insurance within the initial 14 day period, then no cover will have been in place from the proposed date of inception of the insurance and no liability whatsoever shall attach to the insurers in respect of the policy.

If you do not exercise your right of cancellation within the initial 14 day period, your insurance cover will automatically come into force from your original requested inception date. You are then liable to pay the full annual premium although we may have agreed to collect this by monthly direct debit.

Following the expiry of the initial 14 day period, your insurance may be cancelled at any time at your written request. You will be liable for the payment of premium for the time that your insurance has been in force plus the period to the end of the calendar month in which it is cancelled. In the event of cancellation where there has been a claim under your insurance, you will be liable to pay the full annual premium.

**To cancel your insurance in accordance with the above, you must contact:**

**Brooks Braithwaite (Sussex) Limited**  
4 Bridge Road Business Park  
Bridge Road  
Haywards Heath  
West Sussex  
RH16 1TX  
Telephone: 0845 071 0543  
Email: [enquiries@brooksbraithwaite.com](mailto:enquiries@brooksbraithwaite.com)

### Cancellation - the rights of the insurer

The insurers may cancel this policy by giving the insured 14 days notice in writing sent to the last known address. The insured will be entitled to a proportionate return of the premium in respect of the unexpired period of insurance. The amount of premium to be refunded under this condition will be reduced by all unpaid premiums or unpaid premium direct debit instalments due.

### How do I notify a claim?

You can notify us of a claim and obtain a claim form by calling **0845 071 0543** or alternatively please write to:

**Brooks Braithwaite (Sussex) Ltd**  
4 Bridge Road Business Park  
Bridge Road  
Haywards Heath  
West Sussex  
RH16 1TX

### Additional information

When you arrange your insurance cover through Brooks Braithwaite (Sussex) Ltd you are dealing with a company that truly specialises in 'animal risk management'. We are not general insurance brokers and only operate in the area of 'animal risk management'. We sell and administer **Petplan Sanctuary** policies and provide insurance covers in respect of animal boarding and quarantine establishments, dog clubs and societies, dog trainers and behaviourists, pet sitters and walkers, dog and cat groomers, dog hydrotherapists, animal sanctuaries etc. in the areas of buildings and contents cover, business interruption, care, custody and control of animals, public, and employers' liability. We also offer household cover for people engaged in the running of animal related businesses.

We provide a full in-house underwriting, administration and claims service except in the case of claims for liability which are dealt with by the insurers, where we act as an intermediary.

We also trade as **'ExoticDirect'** and provide insurance covers in respect of Exotic Animal transit, quarantine, mortality, veterinary fees, fire, theft, weather perils, public and employers' liability.