

Advice about your pets and Covid-19

What if my pet becomes ill and I am self-isolating so I can't take them to the vet?

As part of your policy you have freephone access to vetfone®, where you can speak to qualified veterinary nurses 24/7. Please give them a call if you are worried about your pet's health and they will advise you of your options, you will find their number in your policy booklet. Alternatively, you can contact your vet.

What if my local vet closes, where should I take my pet?

If it's an emergency then call your vet; they will either have an out of office service or direct you to another vet/veterinary practice which is open. Alternatively, you can take your pet to any vet to be treated.

Will I struggle to get hold of on-going medication that my pet needs?

It's hard to tell at this early stage, but we are not expecting any issues with the supply of medication. Please contact your registered vet for advice.

My vet has cancelled my pet's operation as it's not emergency treatment, will I still be covered with my time limited policy?

If you are part way through treatment for an accident or illness and you still have vet fees to use but are unable to have your pet's treatment completed within the 12 month treatment period due to Covid-19 isolation (start of isolation 24th March 2020) we will extend the 12 month treatment period by 3 months.

My vet has delayed my pet's annual booster because of staff shortage or I have delayed it as I'm self-isolating, will you cover my pet if it gets an illness that it's usually vaccinated against?

Yes, we will cover conditions that your pet is usually vaccinated against if the annual booster is delayed due to Covid-19. To keep them safe please do not let them outside your home or garden.

My puppy or kitten has not been able to have its full set of first vaccinations, what shall I do?

Puppies and kittens have no protection against very serious infectious diseases without having had the full course of first vaccinations. Please do not allow them outside your home or garden, even if they reach the age when they normally could do so and then we'll cover them.

Will my dog be ok staying at home for longer periods of time and having fewer walks?

You should be following the latest government rules on taking exercise. If daily exercise is allowed and there's more than one of you in your household able to walk your dog, consider walking separately so your pet gets more than one walk a day. If you are having to stay or work from home your pet will probably be enjoying having the extra company.

What if I'm unable to take my pet for its annual check-up?

If your annual check-up is delayed due to Covid-19 as long as the previous annual check-up and any recommended treatment has been carried out and the check-up is done as soon as possible after self-isolation stops this won't impact your policy.

I am self-isolating away from my normal place of residence and taking my pet(s) with me, do I need to change my address?

If you are temporarily staying away from home due to Covid-19, there is no need to tell us, your pet(s) will still be covered. However, your renewal documents are sent by post, so please ensure that you have a way to collect them if your policy is due for renewal whilst you are self-isolating. If you change your address permanently, you must let us know via email at: marksandspencer.pet@mandspet.co.uk

I am self-isolating/in hospital with Covid-19 and someone is looking after my pet for me, do I need to transfer the policy to them?

As long as this is a temporary arrangement and you don't need to make a claim, renew or make changes to your policy, there's no need to tell us. If you do need to do any of these, then we will need your permission to speak to someone else about your policy. To do this, please contact us via email at marksandspencer.pet@mandspet.co.uk and we will add the person to the policy.

If I become ill and have to go into a hospital and my pet goes into a kennel or cattery, will I be covered?

If you stay in hospital for more than 4 days in a row due to Covid-19 and no other member of your family is able to look after your pet, your pet will be covered under the terms of our Emergency Boarding or Daily Minding Cover.

I didn't receive my renewal documents because I was in hospital or no post was delivered due to Covid-19 and my policy has cancelled, can it be reinstated?

If you find you have missed your renewal date due to issues relating from Covid-19, then please contact us via email at marksandspencer.pet@mandspet.co.uk

I didn't receive my renewal documents because I was in hospital or no post was delivered due to Covid-19, my policy has automatically renewed, but I want to cancel it, what should I do?

Your policy has a 14 day cooling-off period where you can cancel without any cost to you as long as you haven't made any claims. Please contact us via email at marksandspencer.pet@mandspet.co.uk to cancel.

If it has been more than 14 days, please contact us via email at marksandspencer.pet@mandspet.co.uk so we can review the details.

I'm stuck abroad with my pet, I'm not allowed to return home and the trip is now over the 60 days limit, what should I do?

If there were no restrictions on travelling when you first started your trip, then we may be able to extend your cover for your trip length.

Please contact us via email at marksandspencer.pet@mandspet.co.uk

My pet insurance policy is due for renewal in the next 5 days, how do I make sure my pet continues to be covered?

Please call us on **0800 980 8740** if your policy needs to be renewed within the next 5 days, please note our lines are open Monday to Friday 9am to 5pm.

I would like to view my policy booklets, can I find these online?

Your policy booklets can be accessed online here: <https://bank.marksandspencer.com/pdf/PetTC.pdf>

I need to submit a pet insurance claim, can I do this online?

You can download a claim form here <https://bank.marksandspencer.com/pdf/PIClaimForm.pdf> and email it to us at: mandspet.claims@uk.rsagroup.com

What if I'm late in submitting a claim?

If this is due to Covid-19 and you have submitted the claim as soon as possible after the Government advice to stay at home or self-isolation finishes we will consider your claim.

I need to talk to you about something else, how do I get in touch?

Please email us at marksandspencer.pet@mandspet.co.uk

If your policy needs to be renewed within the next 5 days, please call us on **0800 980 8740**, please note our lines are open Monday to Friday 9am to 5pm.