



15-17 Norwich Road, Fakenham, Norfolk, NR21 8AU  
Tel: 01328 857 921  
Email: [info@cliverton.co.uk](mailto:info@cliverton.co.uk) [www.cliverton.co.uk](http://www.cliverton.co.uk)

Miss S Strong T/as Perfect Dog  
22 Thornton Road  
London  
SW12 0LF

Email: [info@cliverton.co.uk](mailto:info@cliverton.co.uk)  
Date: 29 May 2020  
Our Reference: STSX28DT01

Dear Miss Strong

Re: Policy No: STSX28DT01/Miss S Strong T/as Perfect Dog

Thank you for your instructions to renew your insurance policy with effect from 23 May 2020. I have pleasure in enclosing:

- Your annual schedule and certificate of insurance
- A certificate of Employers' Liability (if you have selected this cover)
- Our invoice for the annual premium which is for your accounting purposes.

If you have selected Employers' Liability insurance the certificate should be displayed in a prominent place. Although it is no longer a legal requirement to retain these for 40 years I would suggest that a copy should be filed securely.

The schedule is based upon the most recent information you have provided to us. Please read it carefully and if you have any queries concerning any aspect, please call us.

In the event of a possible claim it is essential that you comply with the policy conditions and in particular please ensure that:

- We are notified as soon as you become aware of a possible claim. Any delay may prejudice your ability to claim successfully.
- Do not enter into any negotiations with a third party claimant. The third party should be requested to put their claim in writing to you and you should then immediately submit this to Cliverton.
- Where a claim for accidental loss, theft or malicious damage occurs a report must be made to the police and an incident number must be obtained from them.
- Repairs must not be undertaken without the approval of the insurers or their representatives.

Cliverton is a trading division of Lycett, Browne-Swinburne & Douglass Ltd, who are authorised and regulated by the Financial Conduct Authority.

As regards our remuneration for services carried out on your behalf, we receive from the insurers a commission which is a percentage of the premium. We also charge a fee for the annual administration of your policy and this is shown separately on your premium invoice.

I trust that the above is in accordance with your requirements. If you wish to discuss any aspect please call the office and in the meantime thank you for placing your business through Cliverton.



Special schemes for equestrian, farms, small holdings, liabilities.  
Insurance for livestock, horses, small animals, dogs and cats.

All trades connected with animals, breeding, boarding, grooming and clubs.

Cliverton is a trading name of Lycett, Browne-Swinburne and Douglas Limited which is authorised and regulated by the Financial Conduct Authority.

Registered Office: Milburn House, Dean Street, Newcastle Upon Tyne, NE1 1PP (No. 706042 England).

Yours sincerely

Cliverton Renewals Team

Enclosures

Schedule

Employers Liability Certificate (if applicable)

Invoice



15-17 Norwich Road, Fakenham, Norfolk, NR21 8AU  
Tel: 01328 857 921  
Email: [info@cliverton.co.uk](mailto:info@cliverton.co.uk) [www.cliverton.co.uk](http://www.cliverton.co.uk)

Miss S Strong  
22 Thornton Road  
London  
SW12 0LF

**Invoice No:** 160432  
**Date:** 29 May 2020  
**Contact:** Cliverton Team  
**Our Ref:** STSX28DT01

**Paid Invoice**

**Insured:** Miss S Strong T/as Perfect Dog  
**Type of Insurance:** Dog Training  
**Insurer:** Aspen Insurance UK Limited  
**Policy Number:** STSX28DT01  
**Transaction Type:** Renewal  
**Effective Date:** 23/05/2020

	<b><u>GBP</u></b>
Premium:	£257.00
IPT 12.0% (UK Tax Authorities):	£30.84
Administration Fee:	£15.00
<b>Total Paid:</b>	<b>£302.84</b>

For any account queries please email [accounts@cliverton.co.uk](mailto:accounts@cliverton.co.uk)

## SCHEDULE AND CERTIFICATE OF INSURANCE

<b>Insured Name:</b>	Miss S Strong T/as Perfect Dog		
<b>Address:</b>	22 Thornton Road, London, SW12 0LF		
<b>Risk Address(s):</b>	Within the United Kingdom		
<b>Policy Number:</b>	STSX28DT01	<b>Reason for Issue</b>	
<b>Period of Cover:</b>	<b>From:</b> 23 May 2020	<b>To:</b> 22 May 2021	(Both inclusive)
<b>Policy Form:</b>	EIO CTN CC3 (11/16)		
<b>Business(s):</b>	Commercial trainers & behaviourists including group and one to one sessions. Including 3 promotional events		
	Dog walking & dog/cat/small domestic (non DWAA) pet minding. including horses, donkeys & domesticated farm animals Boarding in Insured's own home & house sitting. Pet Taxi (excluding human passengers). Loss of keys/replacement locks £10,000.		


### Cover and Premium Summary

Section	Cover Details	Premium Ex IPT
1 Public and Products Liability	Insured	£135.00
Professional Indemnity	Insured	£70.00
2 Employers Liability	Insured	£52.00
3 Property Damage	Not Insured	£0.00
4 Business Interruption	Not Insured	£0.00
5 Goods in Transit	Not Insured	£0.00
6 Business Money	Not Insured	£0.00
7 Glass	Not Insured	£0.00
8 Specified All Risks	Not Insured	£0.00
9 Personal Accident	Not Insured	£0.00
10 Deterioration of Refrigerated Stock	Not Insured	£0.00

	Return Premium Due:
Premium Ex IPT	£0.00
Insurance Premium Tax (IPT)	£0.00
Cliverton Fee	£0.00
<b>Total Amount</b>	<b>£0.00</b>

**Security:** Underwritten by certain underwriters and administered by Cliverton in accordance with the authority granted under binding authority agreements by:  
Section 1 and 2 Aspen Insurance UK Limited  
Section 3 to 10 Ecclesiastical Insurance

### Document Sign Off

**Signed By:**  **Date:** 29/05/2020

In witness whereof this Certificate has been signed in Norfolk on behalf of **Aspen Insurance UK Limited**





**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

## Excesses

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The insured shall bear the following amounts stated for each & every claim, unless stated otherwise in the endorsements

### Section 1

£100 third party property damage

C.C.C EXTENSION £50 each and every claim

P.I EXTENSION Nil

**Section 2** Nil



**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

## Sections of Cover Insured

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### Section 1 – Public and Products Liability

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#### Risk Address: All Locations

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#### Limits of Indemnity

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Cover	Limit	
Public Liability	£5,000,000	Any one accident or series of accidents arising out of one original cause
Products Liability	£5,000,000	In the aggregate any one period of insurance
Care Custody and Control	£5,000,000	
Non-negligent Cover	£5,000,000	
Professional Indemnity	£500,000	In the aggregate any one period of insurance

#### Based On: 3 Free Events 1

Based on a Turnover of: £10,000

#### Professional Indemnity Retroactive Date: 23/05/2011

### Section 2 – Employers Liability

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#### Risk Address: All Locations

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#### Limit of Indemnity

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Cover	Limit	
Employers Liability	£10,000,000	Any one accident or series of accidents arising out of one original cause

#### Cover Type: Voluntary Workers

# Clause Full Wording

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## ASP51 – Voluntary Helpers

It is a condition precedent to liability that the Employers' Liability section is selected and the appropriate premium is paid in all cases where **You** employ paid staff or helpers.

The Public Liability section of this **Policy** is extended to indemnify **You** against claims arising through accidental **Injury**, or physical **Damage** caused by club officials, members or voluntary helpers whilst they are working on **Your Business** as if the accidental **Injury**, or physical **Damage** had been caused by **You**.

## ASP55a – Products Liability

Section 1 – Sub Section B – Products Liability

It is a condition precedent to liability under this **Policy** that:

**You** only use proprietary feedstuff brands and that these are used and stored in accordance with manufacturers' instructions.

Feedstuffs are sold in the manufacturer's original packaging and no feedstuff is re-packaged by **You** other than dry grains, meal, hay and biscuits

The **Policy** does not cover losses arising from the sale of feedstuffs for feeding to animals intended for ultimate human consumption

**You** maintain full rights of recourse against any manufacturer or supplier with whom **You** have entered into a legal contract for the provision of **Products** as defined by the **Policy**.

## ASP63 – Non-negligent cover

**We** will indemnify **You** in respect of the following events:

1. Veterinary fees incurred following accidental **Injury** to an animal in **Your** care, custody or control provided that such **Injury** is not caused directly or indirectly from breeding activities, vaccinations or pre-existing conditions.
2. Accidental death of an animal in **Your** care, custody or control resulting from **Injury** provided that such **Injury** is not caused directly or indirectly from breeding activities, vaccinations or pre-existing conditions
3. Loss of an animal in **Your** care, custody or control resulting from theft or straying and where the animal is not found or returned within seven days.  
Provided that:
  - a) This extension is not dependent on legal liability.
  - b) The excess applying to this extension is £50 each and every claim.
  - c) The animal does not belong to **You**.

For the purpose of this extension, 'animal' is deemed to be a dog, cat or small domestic pet only, excluding birds, reptiles and all other animals.

## ASP65 – Retail and Internet Sales





**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

**We** will not indemnify **You** in respect of retail or internet sales of **Products** for use or delivery outside Great Britain, The Isle of Man, The Channel Islands and Northern Ireland.

### **ASP53 – Participants or Trainee's Liability (Training)**

Section 1 – Sub Section A – Public Liability

**We** will indemnify any participant in respect of their legal liability in respect of training activities against claims as a result of **Injury** or physical **Damage** to any other participant or third party or to any **Property** belonging to any other participant or third party whilst the participant is engaged in training activities, and occurring during the **Period of Insurance**.

Provided that **Our** total liability does not exceed the **Limit of Indemnity** stated in this Section of the **Schedule**.

### **ASP2 – Dog Control Orders & Public Space Protection Orders**

It is a condition precedent to liability that for any dog which is subject to a Dog Control Order and/or Public Space Protection Order whilst in **Your** care, custody or control, the following guidelines are strictly adhered to:

1. Compliance with the terms of the Dog Control Order and/or Public Space Protection Order.
2. The dog to handler ratio is 1:1 at all times.
3. A copy of the Dog Control Order and/or Public Space Protection Order is obtained and provided to **Us**.

### **ASP3 – Banned Breeds**

It is a condition precedent to liability that for any dog which is a banned breed under the Dangerous Dogs Act 1991 and/or as subsequently amended within the United Kingdom and whilst in **Your** care, custody or control, the following guidelines are strictly adhered to:

1. The dog is registered with The Index of Exempted Dogs (IED) and a copy of the life certificate is obtained and provided to **Us**.
2. A copy of the Public Liability insurance certificate for the dog is obtained and provided to **Us**.
3. The dog to handler ratio is 1:1 at all times.
4. All guidelines under The Index of Exempted Dogs are strictly adhered to and the dog must be:
  - i. Neutered.
  - ii. Tattooed.
  - iii. Micro chipped.
  - iv. Kept on a lead and muzzled at all times.
  - v. Kept in a secure place so it cannot escape.

### **ASP5 – Transport of Animals (Excluding Horses)**

The care, custody and control section of this **Policy** is extended to include cover whilst animals are being loaded, transported or unloaded into an appropriate vehicle owned by **You**. The cover given by this extension does not include the transportation of horses.

The cover given by this extension is restricted to the UK, Northern Ireland, Isle of Man and Channel Islands.

It is a condition precedent to liability that the motor insurance company is notified that the vehicle is used in conjunction with **Your Business**.

### **ASP8 – Pet Taxi European Cover**



**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

It is a condition precedent to liability in respect of **Your** legal liability arising out of the provision of pet taxi services within the countries of the EU and Europe that:

- a) all relevant quarantine laws shall be complied with
- b) any claims will only apply to Judgments of first Instance made against **You** in the Courts of the UNITED KINGDOM and not to judgments obtained elsewhere nor to judgments or orders obtained in the said Courts for the enforcement of foreign judgments whether by way of reciprocal agreements or otherwise

#### **ASP10 – Loss of Keys Extension**

**We** will indemnify any of **Your** customers under this Extension, in respect of any amounts which become payable as a result of the loss of **Keys**, whilst in **Your** possession, provided that:

- a) Any amounts payable shall be restricted to:
  - i. The reasonable cost of replacement or alteration of **Keys** and/or locks operated by **Keys**; and
  - ii. The consequential loss suffered by **Your** customer arising either from their inability to gain access to their premises or the misuse of the **Keys**; and
  - iii. The reasonable cost of any additional temporary protection to the affected premises.
- b) **We** shall not be liable for the first £25 in respect of the cost of each and every claim under this Extension other than claims relating to theft.
- c) The maximum amount payable by **Us** under this Extension in the aggregate during the **Period of Insurance** shall not exceed 10,000.

For the purpose of this Extension, **Keys** shall mean customers' keys, electronic pass cards, digital locks and similar.

#### **ASP26 – Family Extension**

**We** will indemnify **You** in respect of **Your** legal liability in respect of claims arising through accidental **Injury** or physical **Damage** caused as a result of the actions of **Your** spouse, partner, children (aged 16 or above) or parents, as if the accidental **Injury** or physical **Damage** had been caused by **You**.

This extension includes cover during **Your** absence, including whilst on holiday, up to a maximum of 14 days of continuous absence at any one time, unless there is more specific insurance in place. **We** agree to waive **Our** rights of subrogation if no specific insurance has been arranged.

This extension does not apply to house-sitting.

This **Policy** does not cover claims made against **You** by **Your** spouse, partner, children or parents, following **Damage** or **Injury** arising from **Your Business** activities.

It is a condition precedent to liability that the Employers' Liability Section is operative and the appropriate premium is paid in all cases where **You** employ paid staff or helpers, including paid family members.

#### **ASP57 – Pet/Animal Minding (Excluding Equestrian)**

It is a condition precedent to liability that no more than 6 cats/dogs are minded in **Your** own home or premises or up to 30 small animals/pets.

It is a condition precedent to liability that no more than 6 pets are walked at any one time.

The owner's written consent must be obtained before pets are exercised off lead.



**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

The **Policy** excludes claims arising as a result of horses being ridden or exercised.

There is no cover under this **Policy** in respect of damage to **Your** or **Your** customer's **Property** where such **Damage** is caused by any animal which is the **Property** of **Your** customer.

### **ASP58 – Homesitting**

This **Policy** is extended to include **Your** legal liability in respect of claims arising as a result of loss of or **Damage** to **Property** in **Your** care. The **Limit of Indemnity** in respect of household buildings, contents or valuables is the Public Liability **Limit of Indemnity** stated on the **Schedule**.

It is a condition precedent to liability that all locks, security and protective measures are put in operation whenever the **Property** is left unattended or overnight, whether or not **You** or **Your Employee** remains on the **Property**.

There is no cover under this **Policy** for any claim relating to **Damage** to motor vehicles whilst being driven by **You** or whilst in **Your** care.

It is a condition precedent to liability that the **Property** owner has arranged with their household insurer to extend their policy to cover losses incurred whilst there is a house sitter present.

This **Policy** is extended to provide indemnity in respect of **Your** legal liability for claims arising as a result of **You** undertaking gardening and light domestic duties ancillary to the principal **Business** of pet sitter/house sitter. There is no cover in respect of work from ladders or the use of hired-in plant or equipment. This extension is restricted to leaf clearance in respect of swimming pools.

### **ASP19 – Injury to Participants Exclusion**

**We** will not indemnify **You** in respect of **Your** legal liability directly or indirectly arising out of or in connection with injury to participants which arise from or in conjunction with:

- a) dog/reindeer sled rides unless a Health & Safety policy is in place and is complied with
- b) claims made against **You** by **Employees**, guests or customers following loss or **Injury** arising from **Your** activities associated with sled racing.

**We** will indemnify **You** in respect of **Your** legal liability arising out of accidental bodily injury caused to other contestants arising from **Your** activities associated with sled racing.

### **ASP23 – Event Exclusion**

**We** will not indemnify **You** in respect of claims arising from fairground rides, bouncy castles, fireworks, motorised children's rides, clay pigeon and target shooting.

An event includes up to four days of public show/event, plus one day either side for setting up/dismantling.

**We** will not indemnify **You** in respect of any event which **You** organise where the maximum attendance exceeds 1,000 per day **or** 5,000 over the course of the event.

**We** will not indemnify **You** in respect of sponsored walks and/or events on public spaces unless the appropriate local authority and police approvals have been obtained.

### **ASP33 – Public Handling of Animals**

Where animals are handled by the public, it is condition precedent to liability that:



**Policy Number:** STSX28DT01  
**Date:** 29 May 2020

**Account Executive:** Cliverton Team  
**Email:** info@cliverton.co.uk

- a) No animals are used which are scheduled in the Dangerous Wild Animals Act 1976 and 1984 (and as subsequently amended)
- b) **You** or an **Employee** are in attendance at all times
- c) A hand wash is provided
- d) Suitable notices are displayed

## CERTIFICATE OF COVER

We act as insurance brokers to:

<b>Insured Name:</b>	Miss S Strong T/as Perfect Dog		
<b>Address:</b>	22 Thornton Road, London, SW12 0LF		
<b>Policy Number:</b>	STSX28DT01		
<b>Security:</b>	Underwritten by certain underwriters and administered by Cliverton in accordance with the authority granted under binding authority agreements by Aspen Insurance UK Ltd.		
<b>Period of Cover:</b>	<b>From:</b> 23 May 2020	<b>To:</b> 22 May 2021	(Both inclusive)
<b>Business:</b>	Commercial trainers & behaviourists including group and one to one sessions. Including 3 promotional events Dog walking & dog/cat/small domestic (non DWAA) pet minding. including horses, donkeys & domesticated farm animals Boarding in Insured's own home & house sitting. Pet Taxi (excluding human passengers). Loss of keys/replacement locks £10,000.		

Cover	Limit of Indemnity
Public Liability	£5,000,000
Professional Indemnity	£500,000
Products Liability	£5,000,000
Employers Liability	£10,000,000

### Additional Information

The Public Liability cover includes Indemnity to Principal.

No excess applies other than £100 excess in respect of the third party property damage.

### Document Sign Off

**Signed By:**  **Date:** 29/05/2020

In witness whereof this Certificate has been signed in Norfolk on behalf of **Aspen Insurance UK Limited**



## Certificate of Employers' Liability Insurance<sup>(a)</sup>

*(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)*

**Policy No: STSX28DT01**

1. Name of policy holder: Miss S Strong  
T/as Perfect Dog
2. Date of commencement of insurance policy: 23 May 2020
3. Date of expiry of insurance policy: 22 May 2021

**We hereby certify that subject to paragraph 2:-**

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in any waters outside the United Kingdom to which the Employers' Liability (Compulsory Insurance) Act 1969 or any amending primary legislation applies<sup>(b)</sup>; and
2. (a) the minimum amount of cover provided by this policy is no less than GBP5,000,000 <sup>(c)</sup>

Signed on behalf of those Lloyd's Underwriters subscribing to the above policy (Authorised Insurers)

..... Signature

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

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*Note: The information below this line does not form part of the statutory certificate. Those Underwriters at Lloyd's on whose behalf this certificate is issued require the following information to be entered by the issuing intermediary:*

Name and address of issuing intermediary: Lycetts  
Milburn House  
Dean Street  
Newcastle upon Tyne  
NE1 1PP

Issuing intermediary's reference:  
(if different from the Policy Number stated above)