

## Healthy Paws Plan Terms and Conditions:

### Key points about your plan

By registering for a Healthy Paws Plan and by verbally confirming you accept the Terms and Conditions you accept that:

- a) You are over 18 years of age;
- b) You understand that the Healthy Paws Plan is a preventative health care plan. There is no insured benefit and THIS IS NOT AN INSURANCE POLICY.
- c) A Healthy Paws Plan only entitles you to the treatments and medicines recommended by Vets At Ltd and as set out in these Terms and not to any other or additional products or services;
- d) You understand that the Healthy Paws Plan lasts for a minimum term of 12 months and that your benefits renew on the anniversary of your initial joining date. At any point one of our team can advise you of when this date is. This is a rolling annual plan and does not have an end date.
- e) For details on how to cancel the Healthy Paws Plan see section below on Cancellation.
- f) If you opt to pay for the Healthy Paws Plan by monthly re-occurring payment, you will make a first payment in person to Vets At Ltd and then the agreed amount will be collected from you on the 1<sup>st</sup> of every calendar month.
- g) You understand that by providing your email address and mobile telephone number within your registration you consent to receiving email and SMS correspondence relating to your Plan and your Pet. Where applicable, Vets At Ltd will adhere to your chosen marketing preferences.

### Price

- a) The monthly amounts are as follows (these amounts are the same amount as the first payment made directly to the practice):
  - Dog Healthy Paws Plan- £24
  - Cat Healthy Paws Plan- £22
  - Rabbit Healthy Paws Plan- £18
  - Annual payment will be the relevant figure above x 12 months.
- b) The price and benefits included in your Plan may be subject to review by Vets At Ltd at any time. Vets At Ltd reserves the right at any time to adjust the Price where necessary, and will inform you by email a minimum of 30 Days before any proposed price change will take effect.

## Your benefits

- a) The Benefits available to your Pet in their plan will vary depending on whether your Pet is a dog, cat or rabbit.
- b) A summary of each of the Healthy Paws Plan benefits are detailed below:

### Dog:

- Unlimited consultations with a veterinarian\* or veterinary nurse employed or contracted by Vets At Ltd
- Annual core vaccinations or Primary core vaccinations
- Kennel Cough Vaccine
- Unlimited nail clips
- Anal Gland expressions
- 10% off all services\*\*
- 40% off flea, tick and worm treatments\*\*\*
- Free written prescriptions for flea, tick and worm treatment only.
- \*Excludes OOH & referral consults
- \*\* Includes only services provided onsite by Vets at Bretby
- \*\*\*Includes selected flea, tick & worm treatments only

### Cat:

- Unlimited consultations with a veterinarian\* or veterinary nurse employed or contracted by Vets At Ltd
- Annual core vaccinations or Primary core vaccinations
- Unlimited nail clips
- 10% off all services\*\*
- 40% off flea, tick and worm treatments\*\*\*
- Free written prescriptions for flea, tick and worm treatment only.
- \*Excludes OOH & referral consults
- \*\* Includes only services provided onsite by Vets at Bretby
- \*\*\*Includes selected flea, tick & worm treatments only

### Rabbit:

- Annual vaccination\*
- Unlimited consultations with a veterinarian\*\* or veterinary nurse employed or contracted by Vets At Ltd
- Unlimited nail clips
- 10% off all services\*\*\*
- \*Myxo-RHD Plus Vaccine
- \*\*Excludes OOH & referral consults
- \*\*\*Includes only services provided onsite by Vets at Bretby

- c) You are only entitled to receive the Benefits detailed and as prescribed by the veterinarians at Vets At Ltd. If you request, or your Pet needs a service/treatment that is not covered under your Plan you will need to pay for this service or product separately.
- d) Your pet's Plan is not transferable to another pet or to another client.
- e) If Your Pet is sensitive or allergic to any of the products prescribed under your Plan then the veterinarian may recommend that alternative products are used. These substitute products may incur additional charges. Please discuss your Pet's clinical requirements with the veterinary surgeon.
- f) It is your sole responsibility to utilise the Benefits provided on to your Plan and you shall not be entitled to any refund in respect of any unutilised Benefits or returned medications.

## Term

Your plan will begin on the start date and will last 12 months.

- a) If you opted to pay for your plan by monthly re-occurring payment, following the end of the 12-month term, your Plan will renew for a further 12-month term. This will continue until your Plan is cancelled.
- b) If you opted to pay for your Plan as a one-off annual payment, your plan will expire at the end of the 12-month term. If you wish to continue your Plan you should contact Vets At Ltd to make the next one-off payment or sign up to the monthly re-occurring payment. One of our team can provide you with the anniversary date at any time.
- c) To comply with dispensing regulations your Pet must be examined by a veterinarian within 12 months prior prescription of any products. If this examination falls outside 12 months you will need to book a consultation with the vet to receive prescribed medication. For certain products (including antibiotics and parasiticides) your Pet must be examined by a veterinarian on the day the product is prescribed.

## Your obligations and responsibilities

- a) You confirm that you are the legal owner of the pet listed on your registration and that you are over 18.
- b) You shall ensure that all information provided by you is correct and up to date.
- c) You will notify the practice if any details relevant to your plan need updating, these details include, but are not limited to:
  - i. Your Personal Details (including bank details and home address)
  - ii. If your Pet has fallen ill or has developed any conditions which could affect the health of your Pet
  - iii. Whether your Pet is sensitive/allergic to any treatments.
  - iv. If your Pet is lost or deceased.

- d) You are responsible for arranging collection of any treatments included as Benefits promptly when directed by Vets At Ltd.
- e) You agree to attend a consultation with your Pet as directed by Vets At Ltd, in accordance with Vets At Ltd's regulatory obligations under The Veterinary Medicines Regulations 2013 SI2033.
- f) You will not sell or make available for use any Benefits other than for your Pet. Your Plan is personal to your Pet and is non-transferable between any other pets or clients.
- g) It is your responsibility to make full use of all the benefits on your Plan.
- h) You must advise that your pet is on a plan when booking appointments or utilising Benefits applicable to your Plan.
- i) You must comply with any booking and/or cancellation policy enforced by Vets At Ltd when making use of any Benefits included in your Plan.
- j) You understand that you will be expected to pay for products or services not covered by your Plan at the time of receiving such products or services.

### Vets At Ltd's obligations

- a) On signing up to the relevant Healthy Paws Plan, Vets At Ltd shall provide the services and Benefits applicable to your Pet during the term of your Plan.
- b) Vets At Ltd will have no obligation to provide services or benefits to You in circumstances where there is a debt outstanding on your account until this balance is paid in full.
- c) Vets At Ltd will reserve the right to refuse to provide you with any Benefits where the veterinary surgeon considers it is not in your Pet's best interests to supply such Benefit.
- d) Whilst Vets At Ltd will endeavour to send Reminders, no liability can be accepted for any missed Benefits. It is your responsibility to ensure that any Benefits under your Plan are collected regularly and it remains your responsibility to present your Pet for any benefit on the Plan.

### Payment

- a) The payment for your Plan can be made by Monthly re-occurring payment **or** one-off upfront payment
- b) The initial monthly payment will be collected in person at the time of signing up. If paying by one-off upfront payment, then the whole payment will be collected at the time of signing up.
- c) The monthly re-occurring payment will be collected every month on the 1<sup>st</sup> of the month.
- d) The monthly re-occurring payments are collected via a 3<sup>rd</sup> party provider called Blink Payments. Vets At Ltd set up and manage the health plan but Blink

Payments is a 3<sup>rd</sup> party provider who administer the re-occurring payment collections. Blink Payments is in no way affiliated with Vets At Ltd.

- i. Where a payment collection attempt is unsuccessful, the collection will be attempted again on 4 more occasions before the payment schedule automatically cancels. If this occurs we will consider that you have cancelled the plan and follow the procedure outlined in Cancellation: (b) below.
- e) The cut-off date each month for instructing a re-occurring payment is 3 days before the last day of that current month. If you join the Plan within this 3-day period you may still collect Plan Benefits from the time of joining, but your first monthly re-occurring payment will not be taken until the 1<sup>st</sup> of the subsequent calendar month.
- f) If you wish to cancel your plan at the end of the 12-month term you need to inform Vets At Ltd at least 5 working days prior to the end of the calendar month before the Plan anniversary date. Failure to do so may result in payment being taken for Plan continuation. Any member of the team can advise your Plan anniversary date upon request.

## Cancellation

- a) If paying by re-occurring monthly payment, this is a rolling annual plan and does not terminate unless the request to cancel is received by the client either in person, email or verbally. You will need to visit Vets At Ltd in person or make contact by phone on 01283 248155 or email to [info@vetsatbretby.co.uk](mailto:info@vetsatbretby.co.uk) to instruct us to cancel your Plan.
- b) The minimum term of the Plan is 12 months from your start date. Should you wish to cancel before the end of this term please contact Vets At Ltd directly- they will calculate the cost of the benefits you have used since your start date against the sum of monthly payments you have made. If the amount paid is greater than the cost of the benefits (at their full price) then the Plan will be cancelled with no further fees due. If the value of Benefits received are greater than the monthly payments made, including the initial payment, then the outstanding balance will be calculated and your Plan terminated upon receipt of payment of this amount. Alternatively, you may choose to continue to make the monthly payments as it may be more cost effective to continue until your term end date.
- c) If you have paid for your Plan up-front then there is no need to give notice: your Plan will expire on the term end date. At this point, if you wish to remain on the Plan you will need to opt to renew your Plan or move to monthly re-occurring payments and a rolling Plan.
- d) The Practice reserves the right to suspend your Plan in the following circumstances:

- i. Debt-Other sums due to the Practice. The Practice may suspend and /or cancel your Plan if you owe any amounts to the Practice for any services or products which are outside of your plan and which are more than 15 days overdue.
  - ii. During any period of Debt as detailed above, your Plan will be suspended and the Practice will not be obliged to provide any further Benefits to your Pet. Your Plan will be reactivated once you pay the outstanding balance in full.
- e) The Practice reserves the right to cancel your Plan, giving one month's written notice of cancellation (by email) at their discretion.
- f) In the event of the death of your Pet you are responsible for notifying the Practice, at which time Vets At Ltd will cancel the Plan with no further action. In some circumstances you may be asked to provide evidence of your Pet's death or, if you cannot, Vets At Ltd will treat the plan as cancelled and calculate any outstanding balance as outlined in (b) above.

## Personal Information

- a) The Practice will use your Personal Details to send you correspondence by email and/or SMS relating to your Plan including (but not limited to) advice for your Pet, information, services, treatment reminders, and Benefits. Where applicable, Vets At Ltd will adhere to your chosen marketing preferences. The Lupa App may also be used for communications providing you have downloaded and joined your account on the App.
- b) In the event that you do not consent to receive communications by email then some Benefits relevant to your Plan (which are only emailed) will not be available to you.

## Liability

- a) Vets At Ltd administers the Healthy Pet Paws plans but Blink Payments collects the re-occurring payments on the Vets At Ltd's behalf.
- b) Vets At Ltd is responsible for the provision of the Benefits and veterinary services (subject to the Terms of the Agreement).
- c) Vets At Ltd will not limit its liability under this paragraph for:
- d) Fraud or theft by it or its employees
- e) Death or injury of your Pet caused by its negligence or that of its employees.

## Complaints and disputes

Please contact the Business Director or Clinical Director regarding any complaints or disputes by calling 01283 248155 or emailing [info@vetsatbretby.co.uk](mailto:info@vetsatbretby.co.uk).

