

# VIP Health Care Plan


This agreement is made between:  
 10 The Willows, Mersea Road, Colchester CO2 8PZ - "The Practice"  
 And the Pet Owner named below. - "The Pet Owner"

## Your Details

Title: Mr / Mrs / Miss / Other _____ Full Name: _____		Office/Official use								
Address: _____		<table border="1"> <thead> <tr> <th colspan="2">Plan Type</th> </tr> </thead> <tbody> <tr> <td>Cat</td> <td></td> </tr> <tr> <td>Dog</td> <td></td> </tr> <tr> <td>Rabbit</td> <td></td> </tr> </tbody> </table>	Plan Type		Cat		Dog		Rabbit	
Plan Type										
Cat										
Dog										
Rabbit										
_____	Postcode: _____									
Tel. No.: _____	Email: _____									
Pet Name: _____	Pet ID: (Official use) _____									
Your Pet's D.O.B: ____/____/____	Breed: (if known) _____									

## Your Direct Debit

Instruction to your Bank or Building Society to pay by Direct Debit

Name(s) of Account Holder(s) _____	Originators Identification Number <b>6 7 9 9 5 9</b>	
Branch Sort Code _____ _____ _____ _____ _____ _____ _____	Reference Number (For Office Use) _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	
Bank/Building Society account number _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	<p><i>Instructions to your Bank or Building Society</i>                  Please pay Insurance Broking Finance Ltd Direct Debits from account detailed in this instruction subject to the safeguards assumed by the Direct Debit Guarantee. I understand that this instruction may remain with Insurance Broking Finance Ltd and, if so, details will be passed electronically to by Bank/ Building Society.</p>	
Signature(s) _____ _____ _____	DD15	
Date _____	Banks and Building Societies may not accept Direct Debit Instructions for some types of account.	

### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Insurance Broking Finance Ltd will notify you normally 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Insurance Broking Finance Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.

Insurance Broking Finance Ltd is authorised & regulated by the Financial Conduct Authority, Registered in England No. 04981657. Registered Office: Affinity House, Bindon Road, Taunton, TA2 6AA

## Your Declaration

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms, which continue overleaf, carefully before signing them. By signing this form you are also consenting to the use of personal information as described in clause 4.1 overleaf and are opting to receive marketing information from the Practice. If you wish to receive marketing information from the Practice please tick the box.

Pet Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Your Plan

Monthly Fee: £ \_\_\_\_\_ Date of Commencement of Direct Debit: 01 / \_\_\_\_ / \_\_\_\_

Signed On Behalf Of The Practice

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 1. Fees payable by the Pet Owner

- 1.1 The Pet Owner will pay the Practice a Monthly Fee as stated overleaf for the services listed in 2. below.
- 1.2 Payments will be taken by Direct Debit, through Lloyd & Whyte Ltd, who administer the direct debit facility on behalf of the Practice.
- 1.3 The first payment may be taken up to 2 months after the date of this Agreement due to administrative reasons and will consist of a "double payment" to include payment for the first and second months.
- 1.4 Direct Debit payments are taken once a month usually around the 2nd of the month. Should you have any financial problems please can you inform us in writing (can be by email at admin@pawscolchesterpets.co.uk) and we will contact you. For any cancellations or change in direct debits we require 28 days' notice to adjust the direct debit submission forms.  

Should there be insufficient funds in the bank we will contact you and endeavour to adjust the fee and resubmit the following month. If there are still insufficient funds a £10 fee will be incurred and we will resubmit the direct debit instruction one more time. Thereafter Your Plan may be terminated if there are still insufficient funds available.
- 1.5 Refunds will **only** be issued if Your Pet has passed away
- 1.6 Payments are determined by the weight of Your Pet.  

Should this increase or decrease we reserve the right to adjust the payment plan accordingly. We will give you at least one month notice in writing.
- 1.7 Prices are reviewed annually. We reserve the right to adjust the prices if required. We will notify you in writing at least one month before any adjustments.

## 2. Services provided by the Practice

- 2.1 In consideration of the fees outlined in 1.1 above, the Practice agrees to provide the services described in 2.2 below either through the Vet or by a suitably qualified partner, member of staff, deputy or locum.
- 2.2 The Services provided for each plan are:

### **Bronze (Dogs) – Basic**

Our Budget health care package covers:

- Monthly Flea treatment
- Monthly Roundworms and Lungworm prevention
- Quarterly Tapeworm treatment
- Annual Vaccinations – Distemper, Hepatitis, Parainfluenza, Leptospirosis, Parvovirus (Excludes Kennel Cough)
- 6-month Health check-up

### **Silver (Dogs) – Super**

Our Standard health care package covers:

- Monthly Flea treatment
- Monthly Roundworms and Lungworm prevention
- Quarterly Tapeworm treatment
- Annual Vaccinations – Distemper, Hepatitis, Parainfluenza, Leptospirosis, Parvovirus and Kennel Cough
- Free Anal Gland Expression
- Free Nail Clipping
- 10% Discount off Dental work
- 10% Discount off Neutering
- 10% Discount off Microchipping
- Free 6-monthly Health Check-up with optional
  - In house Wellness Blood and Urine (dipstick and sedimentation) tests\* at 20% discount
  - Free annual Urine Test for specific gravity (concentration of the urine)
- 5% Discount off food and accessories

### **Gold (Dogs) – Premium**

Our Exclusive health care package covers:

- Monthly Tick and Flea treatment
- Monthly Roundworms and Lungworm prevention
- Quarterly Tapeworm treatment
- Annual Vaccinations – Distemper, Hepatitis, Parainfluenza, Leptospirosis, Parvovirus and Kennel Cough

- 10% Discount off additional vaccinations
- Free Anal Gland Expression
- Free Nail Clipping
- 30% Discount off Dental work
- 10% Discount off Neutering
- 10% Discount off Microchipping
- Free 6-monthly Health Check-up with optional
  - In house Wellness Blood and Urine (sediment) screens\* at 50% discount
  - Free Urine Test for dipstick and specific gravity (concentration of the urine)\*
- 5% Discount off food and accessories

### **Rabbits**

Our Rabbit health package covers:

- Vaccinations – Myxomatosis, Rabbit Haemorrhagic/ Viral Disease 1
- Vaccinations – Rabbit Haemorrhagic/Viral Disease 2
- Worming 6-monthly
- Free Nail Clipping
- 30% Discount off Dental work
- 10% Discount off Neutering
- 10% Discount off Microchipping
- Free 6-monthly Health Check-up with optional
  - In house Wellness Blood and Urine (dipstick and sedimentation) tests\* at 20% discount
- 5% Discount off food and accessories
- Flystrike prevention
- 5% Discount off waiting room stock

### **Puppies**

Our Puppy health package covers:

- Fleas and Ticks treatment
- Monthly worming treatment against Round worm, Tapeworm and Lungworm
- Vaccinations - Distemper, Hepatitis, Para Influenza, Leptospirosis, Parvovirus and Kennel Cough
- Free Anal gland expression
- Free Nail Clip
- 10% Discount off Neutering
- Free 4, 6 and 9 monthly Health Check up
- 10% off Microchips
- 5% disc off waiting room stock

### **Cats/Kittens**

Our cat and kitten health package covers:

- Monthly Flea treatment
  - Monthly Roundworms and Lungworm prevention
  - Quarterly Tapeworm treatment
  - Annual vaccinations – Rhinotracheitis, Calicivirus, Parvovirus, Leukaemia
  - Free Anal Gland Expression
  - Free Nail Clipping
  - 10% Discount off Dental work
  - 10% Discount off Neutering
  - 10% Discount off Microchipping
  - Free 6-monthly Health Check-up with optional
    - In house Wellness Blood and Urine (dipstick and sedimentation) tests\* at 20% discount
    - Free annual Urine Test for specific gravity (concentration of the urine)
  - Kittens get free 4, 6 and 9 month health check-ups
  - 5% Discount off food and accessories
- 2.3 For the purposes of clause 2.2, 12 months will run from the Date of Commencement and each anniversary of that date.
  - 2.4 Extra medication required outside of Your Plan for Your Pet would incur charges as Your Plan is not an Insurance Policy.

## 3. Responsibilities of the Pet Owner

- 3.1 You must pay the Monthly Fee. If the Direct Debit cannot be taken, then all benefits under the Plan will cease from the date it was due to be taken.

- 3.2 You are responsible for ensuring that you make appointments with the Practice. There will be no refunds for any "unused" services, nor can they be carried forward from one year to another.
- 3.3 You must keep appointments made with your Vet or pay the appropriate missed appointment fee.

## 4. Administration

- 4.1 Administration of this scheme is undertaken (on behalf of the Practice) by Lloyd & Whyte Ltd and Insurance Broking Finance Ltd. By signing this agreement you consent to these companies using the data you provide in order to complete such administration, but your personal details will not be used by them for any other reason.
- 4.2 Lloyd & Whyte Ltd and Insurance Broking Finance Ltd are not party to this Agreement and as such have no liability to the Pet Owner (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment or otherwise) but they may rely on the provisions of this Agreement despite the terms of the Contracts (Rights of Third Parties) Act 1999.

## 5. Complaints

- 5.1 Any complaints should be made in writing to the Practice. Such complaints will be treated fairly and promptly.

## 6. Changes to the Plan

- 6.1 The Practice may change the fees payable or extent of services provided under this agreement at any time. The Pet Owner will always be given at least one month's Notice of such changes. Under normal circumstances, fees would only be changed once each year.
- 6.2 Any Notice will be deemed to be valid if sent to your last known address by ordinary post.

## 7. Termination of this Agreement

- 7.1 Either the Practice or Pet Owner can terminate this Agreement at any time, with one month's Notice.
- 7.2 If Direct Debits cannot be taken from the Pet Owner, then the Pet Owner will be deemed to have terminated this Agreement.
- 7.3 On termination of this Agreement:
  - All Services will cease immediately
  - If less than 12 months have passed since the commencement of this Agreement, and termination is by the Pet Owner rather than the Practice, then the Pet Owner will be responsible for paying any difference between the amount of fees paid and the Practice's standard costs for Services used.
  - There will be no refund for any "unused" Services.
- 7.4 If a Pet Owner wishes to re-join the Plan, then this is at the discretion of the Practice and may incur a charge which would be advised prior to re-joining.

## 8. Change of Vet

- 8.1 If the Pet Owner moved to a different practice, then this Agreement will terminate. This Agreement is not transferable.

## 9. Governing Law & Jurisdiction

- 9.1 This Agreement is governed by and constructed in accordance with English Law and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

\*Wellness Screen blood tests can check up to 21 parameters for organ damage, run a complete blood count and include a thyroid assay. (This is only available at the 6-month health check-up).