



THE KETTERING VETS

Pet Health Plan Terms and Conditions

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By joining one of our Pet Health Plans, you are accepting these Terms and Conditions. Please read this document carefully and contact the practice if you have any questions.

In these Terms and Conditions, unless otherwise indicated, the expression "Pet Health Plan" refers to The Kettering Vets' Pet Health Plans for dogs, cats or rabbits.

1. The Pet Health Plan is a rolling annual preventative healthcare programme. The Pet Health Plan is not an insurance policy.
2. Membership of the agreement constitutes an agreement between you and The Kettering Vets Limited. Membership and benefits are not transferable to another practice.
3. You will receive discounted products and services during the course of your membership including, but not limited to, vaccines and parasite prevention and a full health check with one of our vets. Full details of what is included are available from the practice or on our website, www.theketteringvets.com.
4. We reserve the right to amend any of the products included within the Pet Health Plan with the assurance that the plan will continue to cover all essential preventative healthcare needs.
5. The fee for your Pet Health Plan will be determined by your pet's species and (for dogs only) bodyweight. For young dogs, the predicted adult weight should be used when selecting the appropriate plan. If you have signed-up online and selected the incorrect weight for your dog, we reserve the right to amend your plan onto the accurate plan for the size of your dog.
6. Pet Health Plan items may not be used for any animal other than the registered pet that is noted on the Pet Health Plan registration form.
7. The Pet Health Plan for dogs and cats includes a 10% discount off long-term medications. This is subject to clinical diagnosis and will be advised by one of our vets.
8. The Pet Health Plan does not include vaccinations for Rabies or Chlamydia.
9. For dogs, the Pet Health Plan includes vaccinations for Canine Distemper, Canine Parvovirus, Canine Infectious Hepatitis, Leptospirosis (L2 "2 strain" vaccine) and Kennel Cough. The Leptospirosis L4 "4-strain" vaccine is available upon request.
10. For cats, the Pet Health Plan includes vaccinations for Feline Panleucopenia Virus, Feline Calicivirus, Feline Herpesvirus-1 and Feline Leukaemia Virus.
11. For rabbits, the Pet Health Plan includes vaccinations for Myxomatosis and both strains of Rabbit Haemorrhagic Disease 1 & 2.
12. With the exception of puppies and kittens less than 6 months old, if your dog or cat is not vaccinated, or is not up-to-date with its booster vaccinations, a £20 supplement will be payable for primary vaccinations.
13. Of course, your pet can still receive treatment outside the scope of the Pet Health Plan and this will be charged in accordance with the practice's normal fees, terms and conditions.

14. These Pet Health Plan Terms and Conditions should be read in conjunction with any additional information including, but not limited to, literature provided by the practice detailing what is included in the Pet Health Plan. That literature forms part of these Terms and Conditions.
15. **Your responsibilities –**
 - You are responsible for following our vets' and nurses' guidance, and for ensuring your pet attends the practice for the preventative healthcare check which is included as part of your membership of the Pet Health Plan. If we are unable to maintain your pet's health because you haven't followed guidance or attended the practice, we may need to terminate your membership. Termination would be in writing as outlined below, and with immediate effect.
 - Please note that if you do fail to collect a product or redeem a service that forms part of your Pet Health Plan, that product or service is lost and cannot be backdated.
16. Your membership fees will be collected by Direct Debit on a monthly basis.
17. We use Easy Direct Debits Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Easy Direct Debits on behalf of The Kettering Vets. For the avoidance of doubt, your agreement is with The Kettering Vets Limited. Easy Direct Debits Limited merely provide support to the practice, which includes transferring your payments.
18. Membership for each pet will renew automatically on the anniversary of the date that your pet joined the Pet Health Plan.
19. We will tell you in advance, in writing, if there is to be a change in membership fees on your renewal date. We will always give you at least 30 days' notice of any change in fees as a result of our annual review.
20. For dogs, in between our annual fees review, your pet's monthly fees may change as your dog's weight changes. A change in fees due to a change in weight will take effect as soon as is reasonably practical. This applies to both increases and decreases in weight.
21. Failed Direct Debit payments, e.g. because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £5 for each failed payment. This administration charge will be added to your account.
22. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
23. If the second payment request also fails, a second administration charge may be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful your Pet Health Plan membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts.
24. If your Pet Health Plan membership is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products and services received during the course of your membership, minus any membership fees received to date.

25. Ending our agreement/ cancelling your membership:

- You may cancel your membership on your anniversary date (which is the anniversary of the date you joined) by giving us not less than two weeks' notice.
- If you cancel your membership before your anniversary date, we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during the course of your membership, minus any membership fees received to date.
- We may end our agreement by giving you written notice as outlined below.

26. Unpaid bills relating to your membership fees, treatment received or medicines dispensed will be handled in accordance with our standard terms and conditions (available on request) and may be referred to a third party debt collection agency.

27. Notice -

- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
- 'In writing' includes emails, or letters sent by post or delivered by hand.
- When we write to you by post, we will use the address most recently provided.
- If you wish to write to us, please use the email address hello@theketteringvets.com, or send letters to: Pet Health Plan Administration, The Kettering Vets, 89 Polwell Lane, Barton Seagrave, Kettering, NN15 6TD.
- Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

28. How we use your information -

- Easy Direct Debits Limited and The Kettering Vets will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
- Both The Kettering Vets and Easy Direct Debits Ltd may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.
- We will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.
- You have the right to see your personal data. If you have any queries about the data we hold, or how we use it, please write to either The Kettering Vets, 89 Polwell Lane, Barton Seagrave, Kettering, NN15 6TD or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth, BH8 8DY.

29. The Kettering Vets reserves the right to alter these Terms and Conditions at any time.

Easy Direct Debits Limited is a company registered in England and Wales with company number 09633942 whose registered office is at Ebenezer House, 5a Poole Road, Bournemouth, BH2 5QJ.

The Kettering Vets is a limited company registered in England and Wales with company number 12597072 whose registered office is at Calyx House, South Road, Taunton, Somerset, United Kingdom, TA1 3DU.