

The Kettering Vets

Pet Health Plan Terms and Conditions

These Terms and Conditions apply to all pets enrolled in The Kettering Vets Pet Health Plan. By enrolling, you agree to comply with these terms. 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.

Pet Health Plan Overview and Member Responsibilities

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 yourself and *The Kettering Vets Limited*. Membership and benefits are not transferable to another veterinary practice. If the practice ceases trading or relocates such that it is impractical for you to attend, membership will be terminated and fees adjusted proportionately.
3. You will receive discounted products and services during 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/pet-health/pet-health-plans/
4. We reserve the right to amend any of the products included within the Pet Health Plan at any time, 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.
 - As of 23/12/2025 the prices for new or renewing membership is as follows:
 - *Small dogs (< 10kg) £18.95/month*
 - *Medium dogs (10-25kg) £19.95/month*
 - *Large dogs (25-40kg) £22.95/month*

- *X-Large dogs (>40kg) £26.95/month*
- *Cats £16.95/month*
- *Rabbits £13.95/month*

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. Vaccinations included on the Pet Health Plan include:

- Dogs:
 - Canine Distemper
 - Canine Infectious Hepatitis
 - Canine Parvovirus
 - Leptospirosis (L2 "2 strain" vaccine).
 - Please note the Leptospirosis L4 "4-strain" vaccine is NOT available on this Pet Health Plan.
- The Kennel Cough Vaccine (Bordetella Bronchiseptica) is available and offered at 50% off the value of the retail price
- Cats:
 - Feline Panleukopenia Virus
 - Feline Calicivirus
 - Feline Herpesvirus-1. (FHV-1)
 - Feline Leukaemia Virus (FeLV)
- Rabbits:
 - Myxomatosis
 - Rabbit Haemorrhagic Disease 1 & 2
- The Pet Health Plan does not include vaccinations for Rabies (Dogs and Cats) or Chlamydia Felis (Cats)

8. Preventative Parasite Treatment Included in the Pet Health Plan

- Dogs:
 - Simparica chewable tablets **OR** Prinovox spot-on solution (Monthly)
 - Droncit tapewormer (Bi-annually unless otherwise indicated)
- Cats:
 - Stronghold Plus spot-on solution (monthly)
 - Droncit tapewormer (Bi-annually unless otherwise indicated)
- Rabbits:
 - Seasonal flystrike prevention, including one bottle of Rearguard per year

If any of the listed products are unavailable, an alternative product of equivalent efficacy and licensed for the species will be recommended or provided in its place.

9. Where a primary vaccination course is required (including puppies, kittens, or unvaccinated pets), or where an annual booster has lapsed and a restart course is necessary, a supplementary charge of **£37** will be payable to cover the cost of the additional vaccination.
10. Treatments falling outside of the scope of the Pet Health Plan will be subject to the practice's standard fees and applicable terms and conditions. The Pet Health Plan does not cover emergency or non-preventative treatment unless specifically stated.
11. These Pet Health Plan Terms and Conditions shall be read in conjunction with any additional information issued by the practice, including but not limited to literature describing the contents of the Pet Health Plan, which shall form an integral part of these Terms and Conditions.
12. Your responsibilities –
 - Reminder services may be available; however, it is the pet owner's responsibility to book annual vaccinations and to order and collect preventative parasite treatments. Any supplementary fees as a result of overdue vaccinations are the responsibility of the pet owner.
 - You are responsible for following the guidance provided by our vets and nurses and for ensuring your pet attends the practice for the preventative healthcare check included as part of your Pet Health Plan membership. If we are unable to maintain your pet's health due to a failure to follow this guidance or attend the practice, we reserve the right to terminate your membership. Any termination will be confirmed in writing, as outlined below, and will take effect immediately.
 - Please note that if you fail to collect a product or redeem a service included in your Pet Health Plan, that product or service will be forfeited and cannot be backdated.

Membership and Payment Terms

13. Membership may be instated either at the practice, or online. For in-practice sign-ups, the first month's payment will be collected on-site. For online memberships, you will be set up with 12 monthly Direct Debit payments. Membership benefits begin on the date of enrolment.

14. By signing up, you are enrolling your pet in a **12-month membership**, payable monthly by Direct Debit. Monthly payments are collected automatically, but the membership term remains 12 months, and benefits are based on this annual commitment. Cancelling before the end of the 12-month term may incur charges for products or services already received, as outlined in the "Ending Your Membership" section.
15. Membership fees will be collected by Direct Debit monthly, either on the 1st or the 15th of each month. We use Easy Direct Debits Limited to collect Direct Debit payments on our behalf. 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 acts solely as a service provider, facilitating the transfer of your payments to the practice.
16. Membership for each pet will automatically renew on the anniversary of the date your pet joined the Pet Health Plan.
17. We will notify you in writing in advance of any changes to membership fees on your renewal date. You will always receive at least 30 days' notice of any fee changes resulting from our annual review.
18. Between annual reviews, a dog's monthly membership fees may be adjusted to reflect changes in their weight. Any fee adjustment due to a change in weight will take effect as soon as reasonably practical. This applies to both increases and decreases in weight.
19. Failed Direct Debit payments, for example due to insufficient funds, create additional administrative costs for the practice. We reserve the right to charge an administration fee of £5 for each failed payment. This fee will be added to your account.
20. After a failed Direct Debit, we will re-present the payment request to your bank within 3–5 working days.
21. If the second payment request also fails, a further administration fee may be applied. A third and final payment request will then be made after a further 3–5 working days. If this final request is unsuccessful, your Pet Health Plan membership will be automatically cancelled, and your pet will no longer be eligible for the associated benefits and discounts.

22. If your membership is cancelled due to failed Direct Debit payments, your account will be reviewed, and you will be charged the full price for any products and services received during the membership period, minus any membership fees already paid.

Ending Membership/Cancellation

23. Cancellation of Membership

- You may cancel your membership on your anniversary date (the anniversary of the date your pet joined) by providing at least 14 days' notice.
- Products and services received prior to cancellation are chargeable. If you cancel your membership before your anniversary date, we will review your account and, where applicable, charge you retrospectively for the full price of any products and services received during your membership, minus any membership fees already paid.
- We may also terminate our agreement by providing you with written notice, as outlined below.

24. Any unpaid amounts 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.

Notice and Complaints

25. Notice

- Any notice under this agreement must be provided in writing.
- "In writing" includes emails, letters sent by post, or hand-delivered letters.
- When we write to you by post, we will use the address you most recently provided.
- To contact us, please email *hello@theketteringvets.com* or send letters to: *Pet Health Plan Administration, The Kettering Vets, 89 Polwell Lane, Barton Seagrave, Kettering, NN15 6TD.*
- If you have any complaints regarding the service you receive, please follow the practice's normal complaints procedure, which is available on request.

26. How we use your information –

- Easy Direct Debits Limited and The Kettering Vets will hold and use your personal data in accordance with UK data protection laws for the purpose of administering your Pet Health Plan.
- Both The Kettering Vets and Easy Direct Debits Limited may record and monitor inbound and outbound telephone calls for training purposes. These recordings may also be used 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 third parties unless required by law.
- You have the right to access your personal data. For any queries about the data we hold or how it is used, please write to either:
 - The Kettering Vets, 89 Polwell Lane, Barton Seagrave, Kettering, NN15 6TD
 - Easy Direct Debits Limited, 18 Albert Road, Bournemouth, BH1 1BZ

27. Nothing in these Terms limits our liability for death or personal injury caused by our negligence. Except as required by law, The Kettering Vets shall not be liable for any indirect or consequential losses arising from membership.

28. The Kettering Vets shall not be liable for failure to provide services if prevented by events beyond our reasonable control, including but not limited to supply shortages, staff shortages, or regulatory restrictions.

29. Any changes to these Terms will be communicated in writing in advance and will not apply retrospectively. You may cancel membership if you do not accept material changes.

30. These Terms are governed by English law. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.