

Terms and conditions of “Your Pet – Our Family” Wellness Plan subscriptions

When taking out a “Your Pet – Our Family” Wellness Plan subscription, you are accepting these terms and conditions. It is important to read them carefully, and please ask a member of staff if you have any queries.

If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The “Your Pet – Our Family” Wellness Plan is a rolling annual preventative healthcare programme. Home Delivery is a home delivery subscription service designed to make it easier to protect your pet from parasites. “Your Pet – Our Family” Wellness Plan is not an insurance policy.
2. Your subscription constitutes an agreement between you and 387 Veterinary Centre and The West Midlands Cat Clinic Ltd Membership and benefits are not transferable to another practice.
3. “Your Pet – Our Family” Wellness Plan members will receive discounted products and services during the course of their membership including, but not limited to, vaccines and flea / worming / tick treatments and consultations with one of our vets. Full details of what is included are available from the practice.
4. When you take out your subscription, 387 Vets and The West Midlands Cat Clinic will collect your first month's payment by cash or card. Subsequent payments will be collected via monthly Direct Debit.
5. Your subscription includes delivery of parasiticides to your home via Home Delivery, you will collect your first Home Delivery pack from the practice when you join. Subsequent Home Delivery packages will be sent by post.
6. 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. For the avoidance of doubt, your agreement is with 387 Veterinary Centre and The West Midlands Cat Clinic Ltd. Easy Direct Debits Limited merely provide support to the practice, which includes transferring your payments.
7. Unless you tell us you would prefer not to, you may receive text message reminders during the course of your subscription.
8. All animals must be under the age of 8 years for dogs and cats, and 5 years for rabbits to be eligible to join the Plan.
9. The monthly subscription fee for your pet will be determined by its species.
10. Of course, your pet can still receive treatment outside the scope of your membership and this will be charged in accordance with the practice's normal fees, terms and conditions.
11. These 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 your membership. That literature forms part of these terms and conditions.

12. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance, and for ensuring you apply / administer your pet's treatment to ensure they remain free of parasites. We will need to see your pet at least annually so that we can check their health and renew their prescription. We will send you a reminder nearer the time.
13. We do ask that the plan is treated respectfully and as such we would not expect abuse of the included unlimited consultations.
14. Membership for each pet will renew automatically on the anniversary of the date that your pet's subscription began, unless your vet advises that there should be a change in your pet's treatment.
15. 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.
16. Failed Direct Debit payments, eg 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.
17. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
18. If the second payment request also fails, a second administration charge will 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 subscription will be cancelled automatically and your pet will no longer receive the associated benefits or any discounts which have been applied.
19. If your subscription is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products or services received during the course of your subscription, minus any subscription payments received to date.

20. 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 1 months' 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.

21. Unpaid bills relating to your subscription fees 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.

22. Notice:

- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
- 'In writing' includes emails, 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 of feedback@387vets.com or send letters to Operations Manager, 387 Veterinary Centre, 387 Walsall Road, Great Wyrley, Staffordshire, WS6 6DP

23. Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

How we use your information

24. Easy Direct Debits Limited, 387 Veterinary Centre and The West Midlands Cat Clinic, will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your subscription.
25. Both 387 Veterinary Centre and The West Midlands Cat Clinic 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.
26. 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.
27. 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 387 Veterinary Centre and The West Midlands Cat Clinic, 387 Walsall Road, Great Wyrley, Staffordshire, WS6 6DP or Easy Direct Debits, 18 Albert Road, Bournemouth, BH1 1BZ

