

Bush House Pet Health Plan



This Agreement is made between:

Pet Owner

Bush House Veterinary Practice

Lloyd & Whyte Ltd and Membership Plans Ltd, part of Lloyd & Whyte Group Ltd

- "The Pet Owner/You/Your"

- "The Practice"

- "L&W"

- Please complete the Agreement in BLOCK CAPITAL letters -

Your Details

Title:	Full Name ^{"the pet owner"} :	Plan:
Address:	Postcode:	<input type="checkbox"/> Cat - £16 p/m <input type="checkbox"/> Small Dog (Up to 10kg) - £18 p/m <input type="checkbox"/> Medium Dog (10-20kg) - £19 p/m <input type="checkbox"/> Large Dog (20-40kg) - £21 p/m <input type="checkbox"/> Extra Large Dog (40-60kg) - £27 p/m <input type="checkbox"/> Giant Dog (60kg+) - £29 p/m
Tel. No. :	Email:	We will contact you via email, regarding this Plan, unless you tick the following box for contact via post: <input type="checkbox"/>
Owner DOB: DD MM YYYY	Patient No. (if known):	
Pet Name:		

Your Direct Debit

Instruction to your Bank or Building Society to pay by Direct Debit	
Name(s) of Account Holder(s) <input type="text"/>	Originator's Identification Number 5 7 5 1 7 1
Branch Sort Code <input type="text"/>	Reference Number (For Office Use) <input type="text"/>
Bank/Building Society account number <input type="text"/>	Instructions to your Bank or Building Society
Signature(s) <input type="text"/>	Please pay Membership Plans 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 Membership Plans Ltd and, if so, details will be passed electronically to by Bank/ Building Society.
Date <input type="text"/>	
Banks and Building Societies may not accept Direct Debit Instructions for some types of account. DD15	

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 Membership Plans 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 Membership Plans 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. Please also send a copy of your letter to us.

Membership Plans Ltd are authorised and regulated by the Financial Conduct Authority. Registered in England No. 04981657. Registered Office: Affinity House, Bindon Road, Taunton, TA2 6AA

Your Declaration

This is the Practice's standard agreement upon which they intend to rely. For your own benefit and protection you should read these terms, which continue overleaf, carefully before signing them. You agree that Lloyd & Whyte Ltd will manage and administer your Pet Healthcare Plan and Membership Plans Ltd will manage and administer the Direct	Debit payments to be made by you. L&W's Fees for their Direct Debit and administration services are included within the Direct Debit collection, as also agreed with your Vet Practice. If you wish to receive marketing information from the Practice please tick the box. <input type="checkbox"/>
Client Signature:	Date: DD MM YYYY

Your Plan

Monthly Fee: £	Joining Fee (if applicable): £	Date of Commencement: 01 MM YYYY
----------------	--------------------------------	----------------------------------

Signature:	Date: DD MM YYYY
------------	------------------

1. Fees payable by the Pet Owner

- 1.1 The Pet Owner will pay a Monthly Fee as stated overleaf for the Services listed in 2, below.
- 1.2 Payments will be taken by Direct Debit, through L&W, who administer the Direct Debit facility on behalf of the Pet Owner.
- 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 month.
- 1.4 In the event of the Pet moving weight categories, the Pet Health Plan and monthly payments will be transferred to the correct Plan to coincide with the Pet's current weight.
- 1.5 If your account with Bush House Veterinary Group falls into arrears for any reason, we reserve the right to remove your pet(s) from the pet health plan scheme, which may result in a fee. You may be invoiced for any products or treatments received on the plan not covered by your monthly payments in the 12-month subscription term.

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.
- 2.2 The Services to be provided are:

Cat Plans:

- Annual Core Vaccinations including Feline Leukaemia when required*
- Flea & Worming Treatments
- 1 Additional Consultation with a Vet per year
- 6 monthly Nail clips/Anal Gland expression with a registered Veterinary Nurse if required
- Annual Urinalysis Check with a registered Veterinary Nurse
- 10% off all Medications & Services provided by the Practice
- No Admin processing for pet Insurance claims
- **£16 per month**
- **£10 Joiner fee is taken alongside your first direct debit**

Dog Plans:

- Annual Core Vaccinations including Kennel Cough when required*
- Flea & Worming Treatments
- 1 Additional Consultation with a Vet per year
- 6 monthly Nail clips/Anal Gland expression with a registered Veterinary Nurse if required
- Annual Urinalysis Check with a registered Veterinary Nurse
- 10% off all Medications & Services provided by the Practice
- No Admin processing for pet Insurance claims
- **Small Dog - £18 per month**
- **Medium Dog - £19 per month**
- **Large Dog - £21 per month**

- **Extra Large Dog - £27 per month**
- **Giant Dog - £29 per month**
- **£10 Joiner fee is taken alongside your first direct debit**

*The cost of the first part of your puppy or kitten's two-part primary vaccination course is not covered. The second part is covered. Rabies vaccine not included in care, 10% discount will apply.

- 2.3 For the purpose of clause 2.2, 12 months will run from the Date of Commencement and each anniversary of that date.
- 2.4 The Fees paid under this Agreement do not cover costs associated with treatment which has been specifically agreed to be excluded between You and the Practice. This would be charged for separately.
- 2.5 Dogs under a year joining the plan will join relevant plan for expected adult weight.

3. Home Deliveries

- 3.1 Home deliveries (by post) will not be offered to pets until they reach adult weight which will be around 1 year of age.
- 3.2 It is the responsibility of the Pet Owner to notify the practice of any changes in contact details including address.
- 3.3 For Pet Owners not on the home delivery service, it is the Pet Owner's responsibility to collect the medications when required.

4. Responsibilities of the Pet Owner

- 4.1 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.
- 4.2 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.
- 4.3 You must keep appointments made with the Practice or pay the appropriate missed appointment fee.

5. Administration

- 5.1 Administration of this scheme is undertaken (on behalf of the Pet Owner) by L&W. 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.
- 5.2 The Agreement between the Pet Owner and L&W is in relation to the Direct Debit payments and administration services only. L&W are not party to the Services provided by the Practice 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 (Right of Third Parties) Act 1999.

6. Complaints

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

7. Changes to the Plan

- 7.1 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 months notice of such changes. Under normal circumstances, Fees would only be changed once each year.
- 7.2 Any notice will be deemed to be valid if sent to your last known preferred method of contact.

8. Termination of this Agreement

- 8.1 Either the Practice or the Pet Owner can terminate this contract at any time, with one months Notice.
- 8.2 If Direct Debits cannot be taken from the Pet Owner, then the Pet Owner will be deemed to have terminated this Agreement.
- 8.3 On termination of this Agreement:
 - All Services will cease immediately.
 - You may cancel your plan on your anniversary date (which is the date you joined the plan). If you cancel your plan 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 since joining the plan, minus any subscription fees received to date.
 - There will be no refund for any "unused" Services.
- 8.4 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.
- 8.5 If your direct debit defaults three times during the subscription then the plan will be cancelled and may incur a transaction fee, and we will invoice for any amounts outstanding. There will be no option to rejoin the plan.

9. Change of Practice

- 9.1 If the Pet Owner moves to a different Practice, then this Agreement will terminate. This Agreement is not transferable.

10. Governing Law & Jurisdiction

- 10.1 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.

11. Data Protection

- 11.1 All parties will comply with all applicable Data Protection Legislation:
"Data Protection Legislation" means the Data Protection Act 2018, the General Data Protection Regulation (EU) 2016/679 (GDPR), any secondary legislation made pursuant to these, any legislation that replaces these in whole and in part and any guidelines and guidance notes issued from time to time by the Information Commissioner (ICO) (or its successor) and by all other relevant authorities.