

Terms and Conditions of your Healthy Pet Club Health Plan (“your Plan”)

These terms and conditions, the Membership Application Form and the Healthy Pet Club Leaflet together (“**Terms**”) form the basis of our contract with you, the pet owner (“**you**”, “**your**”). These Terms are important and we strongly advise that you read through them carefully and keep them in a safe place, so that you can refer to them in the future.

The cost, content and delivery of the goods and/or services paid for by this Plan are agreed between you and **SEVERN VETERINARY CENTRE LIMITED** of Tybridge House, Tybridge Street, St John's, Worcester, Worcestershire WR2 5BA (referred to in these Terms as **we, us, our**).

The Direct Debit payments due for your Plan are administered by **THE ANIMAL HEALTHCARE COMPANY LTD**, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex RH16 1TX (referred to in these Terms as “**AHC**”).

TREATMENT

1. **Treatment your pet is entitled to** – the treatment paid for by your Plan entitles the pet(s) you name on your Membership Application Form (“**your Pet**”) to receive specified routine preventative healthcare, services and treatments required to maintain your Pet’s health, as prescribed by us and as described in the Healthy Pet Club Leaflet (“**Treatment**”).
2. Nothing in your Plan prevents you and us agreeing that we will provide additional healthcare, services and treatments outside your Pet’s entitlement under your Plan. Any additional healthcare, services or treatments which are not included in your Plan will incur an additional charge which is payable separately by you to us.
3. **Treatment by another veterinary practice** – your Plan entitles your Pet to receive Treatment by us only. If you choose for your Pet to have healthcare, services or treatments provided by a veterinary practice other than us, these services will not be covered by your Plan.
4. Products prescribed by us must be used in accordance with our instructions and must not be used on any pet other than your Pet. If your Pet is sensitive or allergic to the products prescribed under your Plan, substitute products may be available, which may result in an additional charge. Please discuss your Pet’s clinical requirements with us.
5. Your Plan entitles your Pet to one health assessment with a vet at the time of annual vaccination and a check-up 6 months later with a nurse. Please note that any additional veterinary consultations, health checks, treatments, preventative healthcare (other than listed in the Healthy Pet Club Leaflet) or services are payable separately by you to us.

PAYMENTS AND YOUR DIRECT DEBIT

6. By entering into your Plan you are agreeing to pay a one off joining fee as detailed in the Healthy Pet Club Leaflet, followed by 12 equal payments by direct debit. If you do not pay your instalments, without default, we reserve the right to terminate your Plan and obtain from you a sum equal to the difference between the value of Treatments received and the value of the payments made by you.
7. If you need to change the date for payment collection, you should contact AHC by telephone 0844 800 8548 or by email info@animal-healthcare.co.uk at least THREE working days prior to the due date for collection.

TERM AND TERMINATION

8. Your Plan is an annual contract and AHC will write to you no later than 28 days prior to the expiry of your Plan to offer you continuation terms on behalf of us. If you do NOT wish to renew your Plan for a subsequent year, then you should notify us at least 7 days prior to the expiry of your Plan. Otherwise, we will assume you want to continue with your Plan and we will renew it accordingly.
9. If you change your mind and wish to cancel your Plan, you have 14 days from paying the joining fee in which to do so. You should contact us in writing at the address above. The joining fee is non-refundable, but we will cancel your Plan and will not request any direct debit payments. You will be liable to pay to us the full, non-discounted value of any Treatments received prior to the date of cancellation of your Plan.
10. You may terminate your membership of your Plan during the initial term of one year by giving us notice of termination to take immediate effect if:
 - (a) the Pet(s) named on the Membership Application Form dies; or

(b) you move house and there is no Severn Veterinary Centre Limited practice within a 10 mile radius of your new address (proof of change of address in the form of a recent utility or council tax bill will be required).

11. We may terminate your membership of your Plan at any time (including the initial term) by giving you notice of termination to take immediate effect if you commit any serious breach of these terms and conditions which shall include failure to meet your payment obligations set out at condition 6.
12. Either you or us may terminate your membership by giving one month's notice to the other at any time after the initial term of one year has expired.
13. For the avoidance of any doubt, upon termination of your membership in accordance with the terms of this agreement for whatever reason we will collect any outstanding payments for treatments received and:
 - (i) you will no longer be liable to make any further payments to AHC; and
 - (ii) you will no longer be eligible to receive any of the entitlements listed at condition 1 from us, however, you will be able to obtain preventative healthcare and veterinary care from us as normal; and
 - (iii) you will be liable to settle the difference between the total cost of the goods and/or services received by you less the total amount collected by AHC to date. Any outstanding payments must be paid within 10 days of our request and where appropriate we will refund any overpayments to you within 10 days of the termination of your membership.
14. You must pay the direct debit payments until either all of the direct debit payments detailed in the Membership Application Form have been paid by you or until your Plan is terminated in accordance with these Terms.
15. If your Pet's weight changes and as a result it moves into a higher or lower weight threshold than that set out in the Membership Application Form, we reserve the right to increase or decrease your fee accordingly by providing at least 28 days' notice in writing. The new fee will be payable by you during the remainder of your Plan. We reserve the right to change the weight thresholds from time to time by giving you at least 28 days' notice in writing.
16. We reserve the right to review and increase your direct debit payments by giving you at least 28 days' notice in writing. The new direct debit payments shall apply following your renewal of your Plan.

CONDITIONS

17. You **MUST** be over 18 years of age.
18. Your Plan may not be transferred either from your Pet to another pet, or from you to a third party.
19. **THIS IS NOT AN INSURANCE POLICY.**
20. These Terms are subject to English law.
21. The actual saving compared to the full price of the products in your Plan is set out in the Healthy Pet Club Leaflet. Please note that no offer or discount may be used at the time of application to reduce the price of your Plan.
22. Your Plan is not available to you if you have an outstanding balance with us. All new Healthy Pet Club Plans are subject to our acceptance of your Membership Application Form and we reserve the right to refuse to enter into Terms with you.

YOUR RESPONSIBILITIES

23. The weight of your Pet or the estimated adult weight of your Pet entered on your Membership Application Form will be the weight used to determine the fee category your Pet falls into, subject to any changes in accordance with condition 15.
24. You are responsible for ensuring your Pet attends us regularly and that you comply with the advice and treatment we prescribe for your Pet.
25. If your personal details change, you should notify us immediately.
26. If your Pet is lost or deceased, you should notify us.

DISPUTES

27. If you have any problems with the administration of your Plan or if you have any questions about these Terms, please contact us by telephone: 01905 421296; or email: tybridge@severnvets.co.uk.
28. If you are unhappy with the Treatment or any aspect of your Pet's veterinary care, you should contact us.

USE OF YOUR PERSONAL INFORMATION

29. Personal information which you give us may be used by us and AHC to process your Plan, let you know about promotions and new products and for statistical analysis. For further details please see our privacy policy at <http://www.severnets.co.uk/about-us/privacy-policy.shtml>

I/We acknowledge receipt of these Terms, and agree to be bound by them.

SIGNED:

PRINT NAME

DATE:.....