

## **Calweton Veterinary Group Lifetime Care Club TERMS AND CONDITIONS**

### **WHAT IS INCLUDED**

The Lifetime Care Club covers the main preventative health issues. The Lifetime Care Club does not cover treatment for unexpected illnesses or accidents – you will need an Insurance Policy to be covered for these eventualities.

Please refer to the leaflet attached to your application form for details of what is included in the Lifetime Care Club plan you have chosen. Reminders may be sent out for treatments or appointments, however it is your responsibility to ensure that you receive all the treatments included in the Lifetime Care Club.

The discounted consultation fees for lifetime care club members are for non-emergency consultations during normal surgery hours, and discounts are not applied to any subsequent medications, procedures or treatment given at the time. Payment is required at the time of treatment for any goods or services not included in the Lifetime Care Club

The Lifetime Care Club is not transferable to another pet. If your pet unfortunately dies during the 12 month contract we will cancel the contract from the date of death.

### **RENEWALS AND CANCELLATIONS**

The Lifetime Care Club is an annual contract, therefore a total of 12 monthly payments will be payable, with the first months' fee paid up front and the subsequent 11 being direct debit payments.

At the end of the annual contract, we will send you a renewal notice, detailing any changes to the contract and showing the amount collected monthly by direct debit for the next year, your contract will be automatically renewed unless you inform us otherwise.

You may cancel the Lifetime Care Club contract by telephoning or writing to us at least 14 days prior to your next payment date. You must tell your Bank to cancel the Direct Debit Instruction. If your Lifetime Care Club Direct Debit is returned unpaid by your Bank or a Direct Debit Instruction is cancelled and a new Direct Debit Instruction is not set up immediately, the Lifetime Care Club contract will be deemed to be cancelled.

If the contract is cancelled before the 12 months is up, all discounts received on goods and services since the start of that 12 month period will be re-applied to your account. We will send you an invoice detailing the amount outstanding and payment of the account is expected immediately. No credit will be given if the cost of goods received is less than the amount paid by Direct Debit at the time of cancellation. If an Insurance Claim has been made for consultations received under the Lifetime Care Club, you may have to pay this back.

If you would like to sign up to the lifetime care club again at a later date, a new 12 month contract will be arranged.

### **THE DIRECT DEBIT GUARANTEE**

**This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.**

If there are any changes to the amount, date or frequency of your Direct Debit Calweton Veterinary Group will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Calweton Veterinary Group to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Calweton Veterinary Group or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Calweton Veterinary Group asks you to. You can cancel a Direct Debit at any time, by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.