



Whether you are a new or existing client, we would like to thank you for choosing Calweton Vets. Our aim is to provide the best possible health care for your pets in a pleasant, friendly environment.

Our Lifetime Care Clubs are a great way to cover the main preventative health issues, to help keep your pet fit and healthy for a long and happy life.

**The Calweton Lifetime Care Club**  
**Routine veterinary health care in convenient monthly payments**  
**Great value, significant savings!**

**SAVE  
£££**

# Lifetime Care Club

For Dogs and Cats



## Benefit from

Annual vaccinations, twice yearly health checks, flea and worming treatments, discounts on selected services such as neutering and more



To find out more call 01579 383231, or visit [www.calwetonvets.com](http://www.calwetonvets.com)

Come and see us at a practice near you:



79 Tavistock Rd, Callington, Cornwall, PL17 7RD  
Tel: 01579 383231 (24h). Mon-Fri 8am-7pm, Sat 9am-1pm

The Old Ambulance Station, Millpool, Looe, PL13 2AF  
Tel: 01503 263773. Mon-Fri 9am-5.30pm, Sat 9am-10.30am

12 Keast Mews, Saltash, PL12 6AR  
Tel: 01752 846805. Mon-Fri 9am-5.30pm, Sat 9am-1pm



## Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ballpoint pen and post it to:  
Calweton Veterinary Group, 79 Tavistock Rd, Callington, Cornwall PL17 7RD

Name and full postal address of your bank or building society										
To: The Manager	Bank/building society									
Address										
Name(s) of account holder(s)	Postcode									
Branch sort code										
Bank/building society account number										

Service user number	1	6	8	4	4	5
Reference						

### Instructions to your bank or building society

Please pay Calweton Veterinary Group Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Calweton Veterinary Group and, if so, details will be passed electronically to my bank/building society.

Signature(s)										
Date	/	/								

Prevention is better than cure!

Our Lifetime Care Club provides all the support you need to ensure your pet’s long and happy life, and is easy to manage with our cost effective Direct Debit scheme. Health checks, vaccinations and routine flea and worming treatments are included for cats and dogs.

Our friendly and caring staff are here for you. When you bring your pet for its vaccination, a health check allows us to carefully monitor the health of your pets as they age and to offer advice, support and treatment planning which may prevent problems arising in the future.  
Our monthly Direct Debit payment scheme spreads the cost throughout the year so you can rely on constant care. It couldn’t be simpler!

As well as spreading the cost of treatment, Lifetime Care Club members will receive the added benefit of discounts on many other items within the practice, such as neutering, dentistry and retail shop purchases.

New clients may be asked to pay for the initial treatment until the first Direct Debit payment clears. After such time the initial payment will be refunded.  
Spread the payments and reduce the cost of your pet care now!

How do I register?

Please complete the Direct Debit form and application form and hand it to a member of staff. We will require your bank account details. One of our team will be happy to help and answer any queries you may have.



### The Direct Debit Guarantee

Banks and building societies may not accept Direct Debit Instructions for some types of account. This Guarantee should be detached and retained by the payer.

- 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 10 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.

Lifetime Care Club fees 2017-18

Weight of Dog	Monthly fee
0 – 10 kg	£11.50
10 – 30 kg	£13.50
30 – 50 kg	£17.50
50+ kg	£23.50

Note: When joining the Lifetime Care Club, the monthly fee will be determined by your pet's actual weight, or if a young animal, of their expected adult weight

Cat	Monthly Fee
Any size	£11

Dog & Cat Lifetime Care package includes:

Full clinical examination by a veterinary surgeon at vaccination time

Annual vaccinations:  
Dogs – Puppy primary vaccination course or routine booster including kennel cough vaccination  
Cats – Kitten primary vaccination course or routine booster including feline leukaemia vaccination

ID chipping free of charge if required  
Flea and worming products for year round parasite treatment  
Nurse health check 6 months after vaccinations including skin, ears, eyes, heart and lungs, weight, teeth and claws  
Free claw clipping with nurse by appointment

Discounts for selected services:  
10% off neutering  
10% off dental procedures  
10% off non-emergency consultation fees  
10% off prescription diets  
10% off selected toys and health products

\*see website for terms and conditions

Lifetime Care Club fees 2017-18

Lifetime Care Club Package  
At Calweton, we recognise and understand the value of routine preventative health care and also how important it is to spot and treat disease in its early stages.

Our aim is to make excellent veterinary care as simple as possible for you. The cost of your pet’s vaccines, health checks and parasite treatment are spread throughout the year by direct debit and membership also offers exclusive discounts on selected products and services within the practice.

We provide pets with an effective and practical year-round parasite treatment plan, with reminders when the treatments are due for collections. We have selected products for worming that treat the broadest spectrum of worms affecting dogs and cats in the UK, including lungworm. The flea products we use kill fleas effectively with additional options to treat ticks, mites and ear mites.

If you would like to know more, speak to a member of our team or check out our website [www.calwetonvets.com](http://www.calwetonvets.com) for full terms and conditions.  
Sign up today by filling in the detachable application form and simply post it back to us or drop it in to one of our surgeries.

\*see website for terms and conditions



Lifetime Care Club application form 2017-18

Please fill in and post this form back to us, or return it to the surgery when you next visit.

About your pet

Please note: if Lifetime Care Club membership is cancelled before the annual renewal date, a £10 + VAT cancellation fee per animal will be charged and the bill for goods received under the Lifetime Care Club will be payable immediately.

Pet Name	Age	Monthly Premium	Monthly Payment Date
			5th

<b>Signature</b> <small>I have read and accept the Declaration</small>	<b>Date of birth</b> (required for security reasons)	/	/	<b>Date</b>	/	/	<b>(This is your renewal date)</b>
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Branch Use : Callington Looe Saltash	ID/Bank details checked: <input type="checkbox"/>
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About you (the veterinary account holder)

Please complete all sections

<b>Surname</b> Mr/Mrs/Miss/Ms	
<b>Other names</b>	
<b>Email address</b>	
<b>Home address</b>	
<b>County</b>	<b>Postcode</b>
<b>Phone number</b>	

Declaration

- I declare that:
- The information I have given on this form is true and complete.
  - I understand that if I have not given all the information that I know or can reasonably get that is relevant to this application, the contract will not be legally valid.
  - I am 18 years old or over.
  - If your pet's weight changes from that specified then further charges may be incurred.
  - The Lifetime Care Club is not transferable.
  - There may be an annual price increase at the discretion of the practice. We will write to you in advance of this.
  - Please note that if your Lifetime Care Club

membership is cancelled before the annual renewal date (date of signature), a £10 + VAT cancellation fee per animal will be charged and the bill for goods received under the Lifetime Care Club will be payable immediately, less any debits received.

- I am aware that certain products, if requested specifically, may attract a surcharge.
- All products included in the annual subscription ie. vaccinations, flea and worming treatments must be taken within the annual payment period. Products cannot be carried forward to the next annual year.
- Payments will be taken by separate monthly Direct Debits.
- I have read and agree to the Terms and Conditions of the Lifetime Care Club.