**PET HEALTH PLAN - TERMS AND CONDITIONS**

1. The Pet Health Plancovers the main preventative health issues. The Pet Health Plandoes not cover treatment for unexpected illnesses or accidents – you will need an Insurance Policy to be covered for these eventualities.
2. Please refer to the Pet Health Plan leaflet for details of what is included in the Pet Health Planyou have chosen.
3. It is your responsibility to ensure that you receive all the treatments included in the Pet Health Plan. Reminders may be sent out for treatments or appointments, but no credits will be given for treatments missed due to non-receipt of reminders. We do endeavour to send out reminders but this is not to be wholly relied upon since this is a third party service and sometimes problems can occur which is out of our control.
4. The discounted consultation fees for Pet Health Plan 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 Pet Health Plan.
5. If your pet changes weight during the term of the PHP, causing it to move into a different band cost, then we will notify you of the change and the subsequent new monthly charge.
6. The Pet Health Planis not transferable to another pet. If your pet unfortunately passes away during the 12 month contract we will cancel the contract from the date of death and any outstanding monies under the PHP will be cancelled as well.

**RENEWALS AND CANCELLATIONS**

1. The Pet Health Planis 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 by direct debit payments.
2. At the end of the annual contract your contract will be automatically renewed unless you inform us otherwise. Please give us 1 months’ notice before your plans renewal date.
3. You may cancel the Pet Health Plancontract 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.
4. If your Pet Health PlanDirect 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, we will contact you to make suitable reparation

**RENEWALS AND CANCELLATIONS Cont.**

of any outstanding monies due. If payment is delayed or not forthcoming following 2 formal request letters then we will cancel the PHP plan and continue to pursue you for any monies due.

1. If the contract is cancelled before the 12 months is up or cancelled mid-term, all discounts received on goods and services since the start of that 12 month period, or from the last renewal date, 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. A £10 cancellation fee is also applicable for all cancellations with the exception of end of life cancellations.
2. If an Insurance Claim has been made for consultations received under the Pet Health Plan, you may have to pay this back. If you would like to sign up to the Pet Health Planagain 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.**

1. 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.
2. 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.
3. 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.
4. If you receive a refund you are not entitled to, you must pay it back when Calweton Veterinary Group asks you to.
5. 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.