

THE TWEED HOUSE HEALTHCARE PLAN AGREEMENT - DOG

YOUR DETAILS

Title: _____ Full Name: _____ **Additional Pets** (for multiple pet plans)

Address: _____ 1. Name: _____

Postcode: _____ Tel. N^o: _____ Type: _____

Email: _____ 2. Name: _____

D.O.B: ____ / ____ / ____ Patient N^o: (if known) _____ Type: _____

Pet Name: _____ 3. Name: _____

Large Dog (over 40kg) Small Dog (under 40kg) Type: _____

YOUR DIRECT DEBIT

Instruction to your Bank or Building Society to pay by Direct Debit

Name(s) of Account Holder(s)

Branch Sort Code


Bank/Building Society account number

Signature(s)

Date

Originators Identification Number

6	7	9	9	5	9
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Reference Number (For Office Use)

Instructions to your Bank or Building Society
 Please pay Insurance Broking Finance 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 Insurance Broking Finance Ltd and, if so, details will be passed electronically to by Bank/Building Society.

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 Insurance Broking Finance Ltd will notify you 12 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Insurance Broking Finance 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.

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

DD15

Insurance Broking Finance Ltd. Registered in England No. 04981657
 Registered Office: Affinity House, Bindon Road, Taunton, TA2 6AA

YOUR DECLARATION

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms, which continue overleaf, carefully before signing this form to agree to these terms. By signing this form you are also consenting to the use of personal information as described in clause 4.1, which states: administration of this scheme is undertaken (on behalf of the practice) by Lloyd & Whyte Ltd and Insurance Broking Finance Ltd. 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. See our privacy notice (available at tweedhousevets.co.uk or by contacting the practice) for full details of how we process your data.

Pet Owner Signature: _____ Date: _____

YOUR PLAN

Monthly Fee: _____ Joining Fee: (if applicable) _____ Date of Commencement: ____ / ____ / ____

SIGNED ON BEHALF OF THE PRACTICE

Signature: _____ Date: ____ / ____ / ____

1. Fees payable by the Pet Owner

- 1.1 The Pet Owner will pay the Practice a Monthly Fee as stated overleaf for the services listed in 2. below.
- 1.2 Payments will be taken by Direct Debit, through Lloyd & Whyte Ltd, who administer the direct debit facility on behalf of the Practice.
- 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 months.
- 1.4 Immediate payment will be required for any vaccinations given at the same time as joining the Healthcare Plan. Monthly payments will go towards the booster vaccination due the following year. It is possible to join the Healthcare Plan partway through a vaccination year. Sign up in this case will be subject to an increased joining fee (please ask for details).

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 below either through the Vet or by a suitably qualified partner, member of staff, deputy or locum.
- 2.2 The services to be provided are:
 - An annual health check with a vet at the time of vaccination and unlimited health checks with the nurse
 - Annual vaccinations for Distemper, Adenovirus, Parvovirus, Parainfluenza virus, Leptospirosis, and Kennel Cough
 - An annual diagnostic urine sample
 - All annual flea and worming preventative treatment
 - 20% discount on food
 - 20% discount on dental treatment
 - Unlimited free nail clips with the nurse
 - Unlimited free anal gland express with the nurse
 - Unlimited free weight checks with the nurse
 - Microchip £10
 - Dental checks with the nurse
- 2.3 For the purposes 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 your Vet, which would be charged for separately.
- 2.5 THIS IS NOT AN INSURANCE POLICY. The services provided are for preventative healthcare

treatments outline in section 2.2 only. Consultations and treatment for other illness and disease are charged at standard rates.

- 2.6 Only preventative worming is available under this Healthcare Plan. Specific treatment worming protocols for pregnant animals or treatment for pathogenic endoparasitic disease are not covered by this Plan.
- 2.7 Only preventative flea treatment is available under this Healthcare Plan. Specific protocols for ectoparasitic disease, such as, but not limited to, flea allergic dermatitis, Otodectes, Sarcoptic Mange and Demodicosis, are not covered by this plan.
- 2.8 If sedation is required to perform any of the procedures available under this Plan, sedation will be charged at the standard rate.
- 2.9 Dental treatment is discounted by 20%. Should any treatment for another disease be carried out concurrently, this will be charged at the normal rate.

3. Responsibilities of the Pet Owner

- 3.1 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.
- 3.2 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.
- 3.3 You must keep appointments made with your Vet or pay the appropriate missed appointment fee.
- 3.4 Where weight categories apply, it is your responsibility to ensure your pet meets the weight criteria. We reserve the right to increase your fee accordingly by providing at least one month's notice in writing should your pet move into a higher or lower weight threshold.
- 3.5 It is your responsibility to ensure that all other outstanding balances (outwith the Healthcare Plan) with the Practice are paid for. We reserve the right to terminate this agreement if your outstanding balances are not paid for. All new Healthcare Plans are subject to our acceptance of the Agreement if your outstanding balances are not paid for. All new Healthcare Plans are subject to our acceptance of the Agreement Form and we reserve the right to not enter into Terms with you.

4. Administration

- 4.1 Administration of this scheme is undertaken (on behalf of the Practice) by Lloyd & Whyte Ltd and Insurance Broking Finance Ltd. 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.

- 4.2 Lloyd & Whyte Ltd and Insurance Broking Finance Ltd are not party to this Agreement 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 (Rights of Third Parties) Act 1999.

5. Complaints

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

6. Changes to the Plan

- 6.1 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 month's Notice of such changes. Under normal circumstances, fees would only be changed once each year.
- 6.2 Any Notice will be deemed to be valid if sent to your last known address by ordinary post.

7. Termination of this Agreement

- 7.1 Either the Practice or Pet Owner can terminate this Agreement at any time, with one months Notice.
- 7.2 If Direct Debits cannot be taken from the Pet Owner, then the Pet Owner will be deemed to have terminated this Agreement.
- 7.3 On termination of this Agreement:
 - All Services will cease immediately
 - If less than 12 months have passed since the commencement of this Agreement, and termination is by the Pet Owner rather than the Practice, then the Pet Owner will be responsible for paying any difference between the amount of fees paid and the Practice's standard costs for Services used.
 - There will be no refund for any "unused" Services.
- 7.4 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. Change of Vet

- 8.1 If the Pet Owner moved to a different practice, then this Agreement will terminate. This Agreement is not transferable.

9. Governing Law & Jurisdiction

- 9.1 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.