

Terms and conditions of Pet Health Club and VetsDeliver subscriptions

When taking out a Pet Health Club or VetsDeliver subscription, you are accepting these terms and conditions. It is important to read them carefully, and please ask a member of staff if you have any queries.

If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The Pet Health Club is a rolling annual preventative healthcare programme. VetsDeliver is a home delivery subscription service designed to make it easier to protect your pet from parasites. Neither VetsDeliver nor Pet Health Club are insurance policies.
2. Your subscription constitutes an agreement between you and ABJV Ltd T/A The Vet Whetstone Membership and benefits are not transferable to another practice.
3. Pet Health Club members will receive discounted products and services during the course of their membership including, but not limited to, yearly booster vaccines, twelve months' worth of routine parasite prevention, following veterinary surgeon's guidelines and a full health check with one of our vets. Full details of what is included are available from the practice, please note initial puppy or kitten vaccines are not included.
4. When you take out your subscription, the Vet Whetstone will collect your first month's payment by cash or card. Subsequent payments will be collected via monthly Direct Debit.
5. Where your subscription includes delivery of parasiticides to your home via VetsDeliver, you will collect your first VetsDeliver pack from the practice when you join. Subsequent VetsDeliver packages will be sent by post.
6. We use Easy Direct Debits Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Easy Direct Debits. For the avoidance of doubt, your agreement is with ABJV Ltd T/A The Vet Whetstone. Easy Direct Debits Limited merely provide support to the practice, which includes transferring your payments.
7. Unless you tell us you would prefer not to, you may receive text message reminders during the course of your subscription. Healthcare reminders are sent as a complimentary service to you, without any liability on our part for loss, damage or any cost which could result if you do not receive the reminder, or if you failed to notify us of a change in contact/delivery preference.
8. The monthly subscription fee for your pet will be determined by its species and weight.
9. Of course, your pet can still receive treatment outside the scope of your membership and this will be charged in accordance with the practice's normal fees, terms and conditions.

10. These terms and conditions should be read in conjunction with any additional information including, but not limited to, literature provided by the practice detailing what is included in your membership. That literature forms part of these terms and conditions.

11. Your responsibilities – you are responsible for following our vets' and nurses' guidance, and for ensuring you apply / administer your pet's treatment to ensure they remain free of parasites. You are responsible for collecting treatments you are entitled to on the plan. If you run out of treatments, it is your responsibility to let the practice know you need more. If you do not come to collect the treatments within 2 weeks they will be returned to stock. If you do not collect treatments and your pet misses out on them, we do not have the obligation to provide them.

We will need to see your pet at regular intervals so that we can check their health and renew their prescription. We will send you a reminder nearer the time. Please book your pet's health check as soon as you can, to ensure there are no unnecessary gaps in their protection against parasites.

6-month health checks are preventative only and cannot be booked for a medication check, revisit appointment or an illness/injury consultation.

12. Membership for each pet will renew automatically on the anniversary of the date that your pet's subscription began, unless your vet advises that there should be a change in your pet's treatment.
13. We will tell you in advance, in writing, if there is to be a change in membership fees on your renewal date. We will always give you at least 30 days' notice of any change in fees as a result of our annual review.
14. In between our annual fees review, your pet's monthly fees may also change as your pet's weight changes. A change in fees due to a change in weight will take effect as soon as is reasonably practical. This applies to both increases and decreases in weight.
15. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
16. If your subscription is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products or services received during the course of your subscription, minus any subscription payments received to date.

17. Ending our agreement / cancelling your membership:

- You may cancel your membership on your anniversary date (which is the anniversary of the date you joined) by giving us not less than two weeks' notice.
- If you cancel your membership before your anniversary date, we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during the course of your membership, minus any membership fees received to date.

- We may end our agreement by giving you written notice as outlined below.

18. Unpaid bills relating to your subscription fees or medicines dispensed will be handled in accordance with our standard terms and conditions (available on request) and may be referred to a third-party debt collection agency.

19. Notice:

- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
- 'In writing' includes emails, letters sent by post, or delivered by hand.
- When we write to you by post, we will use the address most recently provided.
- If you wish to write to us, please use the email address welcome@thevetwhetstone.co.uk or send letters to Pet Health Club Administration, 247 Oakleigh Road North, Whetstone, London, N20 0TX

20. Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

How we use your information

21. Easy Direct Debits Limited and The Vet Whetstone will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your subscription.
22. Both The Vet Whetstone and Easy Direct Debits Ltd may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.
23. We will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.
24. You have the right to see your personal data. If you have any queries about the data we hold, or how we use it, please write to either The Vet Whetstone, 247 Oakleigh Road North, Whetstone, London, N20 0TX or Easy Direct Debits Limited, 18 Albert Road Holdenhurst, Bournemouth BH1 1BZ.

