Terms and conditions of your Complete Care Health Plan ("Your Plan")

These terms and conditions, the Membership Application Form and the Complete Care Leaflet together ("the Plan") form the basis of the contract with us ("the Company") for and on behalf of Your Vet. The Animal Healthcare Company’s role is to provide administrative services to you and Your Vet. This includes passing your payments onto Your Vet on a regular basis.

Treatment
1. Treatment your pet is entitled to – the treatment paid for by Your Plan entitles the pet you name in the Membership Application Form ("Your Pet") to receive specified routine preventative healthcare, services and treatments required to maintain Your Pet’s health, as specified by Your Vet. We also reserve the right to charge for any treatment which may result in an additional charge. Please discuss Your Pet’s clinical requirements with Your Vet.

2. Your Plan entitles you and Your Vet agreeing that they will provide additional healthcare, services and treatments outside Your Pet’s entitlement under Your Plan. Any additional healthcare, services or treatments which are not included in your Plan will be charged at the normal rates.

3. Treatment by another veterinary practice – Your Plan entitles Your Pet to receive treatment paid for by direct debit to The Animal Healthcare Company Limited the first of which will be calculated by Your Vet before you complete the Membership Application Form. Please note the following:

- The discount excludes items constituting flea and worm treatment which are already provided for in the appropriate quantities for your pet within the plan. The only pet registered for Complete Care Senior Plan is eligible for the 10% discount on prescription foods. This discount cannot be used for treatment for other pets not covered by the plan.

Payments and your Direct Debit
7. By entering into your Plan you are agreeing to pay the initial one-off payment as detailed in the Membership Application Form, following by equal monthly payments by direct debit, paid to The Animal Healthcare Company Limited the first of which will be calculated by Your Vet before you complete the Membership Application Form. Please note the following:

- you must pay the direct debit payments until Your Plan is terminated in accordance with clause 10 above.
- if you cancel your Direct Debit for any reason at any time, we will immediately cancel the Direct Debit and you will be charged a £10 administration fee.

10. Payment of one or more fees – if we are unable to collect your monthly payment we will inform you accordingly and attempt to collect payment from your account within 10 days. You will be charged a £10 administration fee if any of your Direct Debit instalments are returned to us unpaid. Your Contract will be terminated if you default on 3 successive payments and Your Vet will obtain from you any unpaid amounts for treatments Your Pet has received. If you cancel your Direct Debit for any reason at any time, we will terminate the Direct Debit and you will be charged a £10 administration fee.

11. You must pay the direct debit payments until Your Plan is terminated in accordance with clause 7 above. We will not refund fees or charges, whether paid by you or your pet or your pet’s owner, in the case of our administrative error (in our reasonable opinion) or the death of Your Pet, in which case we will only refund sums you have already paid for which Your Pet has not received treatment. You must collect all prescribed treatments within 3 months after the termination or expiry of Your Plan, whichever occurs sooner; following which you will not be entitled to collect any prescribed treatments.

Use of Personal Information
32. The main purpose for which the Animal Healthcare Company hold and use your personal data is non-refundable, but we will cancel

33. The Animal Healthcare Company administers Complete Care Health Plan registrations and collects fees on Your Vet’s behalf. If a dispute arises about the provision of treatment or veterinary services is not with the Animal Healthcare Company Limited and the Animal Healthcare Company Limited accepts no liability to you (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment or otherwise) in connection with any contract it administers on Your Vet’s behalf. The Animal Healthcare Company Limited has no obligation to pay Your Vets any payment or fees not received or any other monies owed.

Term and termination
14. Your Plan will continue until the date of cancellation of the Plan. Your Plan will automatically renew on a yearly basis unless you request it to be cancelled. Your Plan will be automatically renewed by us on the anniversary of your contract. You may cancel Your Plan on one month’s written notice to us, however any outstanding payments for the remainder of the year will be due and payable immediately.

15. If you fail to keep up with the payments under Your Plan, we will terminate it in accordance with clause 10 above.

16. If you change your mind and wish to cancel Your Plan, you have 14 days from paying the initial one-off payment to cancel the Membership Application Form in which to do so. You should contact us in writing at the address above. The initial one-off payment set out in the Membership Application Form is non-refundable, but we will cancel

17. We and Your Vet reserves the right to terminate your plan by giving you written notice expiring on the last day of the calendar month that Your Plan one month’s notice, for any reason that we consider reasonable and necessary.

Variation of these Terms
24. Your Vet reserves the right to vary these Terms on one month’s written notice given to you by them. If you do not wish to continue having regard to any variation notified to you, you may end it as detailed in clause 14. If you do not do this by the time the notice has expired, you will be deemed to have accepted the variation.

Your Responsibilities
25. The weight of Your Pet entered on your Membership Application Form will be the weight used to determine the tax category Your Pet falls into, subject to any changes in accordance with clause 12.

26. If your personal details change, you should notify Your Vet immediately.

27. If Your Pet is lost or deceased, you should notify Your Vet and contact us to cancel Your Plan.

28. You are responsible for ensuring Your Pet attends Your Vet regularly and that you comply with the advice and treatment Your Vet prescribes for Your Pet. We will endeavour to remain current with any changes in treatment, whether due to a change in medical condition or after changes in the health of Your Pet.

29. If you have cause for complaint about the administration of Your Plan, please contact The Animal Healthcare Company by telephone: 0844 800 8548 or by email: infominealhealthcare@animalhealthcare.co.uk at least THREE working days prior to the due date for collection. We will not charge you to change your due date for collection.

30. If you are unhappy with the Treatment or any aspect of Your Pet’s veterinary care, you should contact Your Vet.

Use of Your Personal Information
31. The main purpose for which the Animal Healthcare Company hold and use your personal data is to enable us to administer your Payment Plan. We may use your personal data for market research to improve services to you and other customers, to comply with legal obligations which they are subject to, to protect their interests and for fraud detection and prevention.

32. Whilst administering your Payment Plan, the Animal Healthcare Company may receive and share personal data with:

- other relevant persons involved in dealing with your Plan and Your Vet or any other person appointed by you to act on your behalf;
- any other person appointed by you to act on your behalf.

Disputes
30. If you are unhappy with the Treatment or any aspect of Your Pet’s veterinary care, you should contact Your Vet.

Complaints Procedure
29. If you have cause for complaint about the administration of Your Plan, please contact The Animal Healthcare Company by telephone: 0844 800 8548 or by email: infominealhealthcare@animalhealthcare.co.uk at least THREE working days prior to the due date for collection. We will not charge you to change your due date for collection.

30. If you are unhappy with the Treatment or any aspect of Your Pet’s veterinary care, you should contact Your Vet.

Liability
33. The Animal Healthcare Company administers Complete Care Health Plan registrations and collects fees on Your Vet’s behalf. If a dispute arises about the provision of treatment or veterinary services is not with the Animal Healthcare Company Limited and the Animal Healthcare Company Limited accepts no liability to you (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment or otherwise) in connection with any contract it administers on Your Vet’s behalf. The Animal Healthcare Company Limited has no obligation to pay Your Vets any payment or fees not received or any other monies owed.