

# Terms and conditions of your Flea and Worm Health Plan (“Your Plan”)

**These terms and conditions, the Membership Application Form and the Flea and Worm Pack Leaflet together (together “Terms; Your Plan”) form the basis of the contract with your veterinary practice (“Your Vet”) and the pet owner (“you”/“your”). These Terms are important and we strongly advise that you read through them carefully and keep them in a safe place, so that you can refer to them in the future.**

Your Plan is administered by The Animal Healthcare Company Limited (The Animal Healthcare Company”) for and on behalf of Your Vet. The Animal Healthcare Company’s role is to provide administrative services to support the contract between 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 on your Membership Application Form (“Your Pet”) to receive specified routine preventative healthcare, services and treatments required to maintain Your Pet’s health, as prescribed by Your Vet and as described in the Flea and Worm Pack Leaflet (“Treatment”).
2. Nothing in Your Plan prevents 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 incur an additional charge which is payable separately by you to Your Vet.
3. Treatment by another veterinary practice – Your Plan entitles Your Pet to receive Treatment at Your Vet only. If you choose for Your Pet to have healthcare, services or treatments provided by a veterinary practice other than Your Vet, these services will not be covered by Your Plan.
4. Products prescribed by Your Vet must be used in accordance with Your Vet’s instructions and must not be used on any pet other than Your Pet. If Your Pet is sensitive or allergic to the products prescribed under Your Plan, substitute products may be available, which may result in an additional charge. Please discuss Your Pet’s clinical requirements with Your Vet.
5. Your Plan entitles Your Pet to one consultation with Your Vet per year, at the discretion of Your Vet. You must ensure that Your Pet has had a consultation within 12 months prior to any Treatment. Please note that any additional veterinary consultations, health checks, treatments, preventative healthcare or services are payable separately by you to Your Vet.

## Payment

6. By entering into Your Plan you are agreeing to make the payments set out in the Membership Application Form (“Payment”) to Your Vet.
7. We will not refund fees paid or payable by you except 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. In order to comply with dispensing regulations your pet will need to have been examined by a veterinary surgeon within the 12 months prior to collection, otherwise you may be required to book a consultation which will be charged at Your Vet’s normal rates.
8. If Your Pet’s weight changes and as a result it moves into a higher or lower weight threshold, we reserve the right to terminate your plan on 28 days’ written notice, You will then be required to enter into a new plan and pay the increased or decreased fee accordingly. We also reserve the right to change the weight thresholds from time to time by giving you at least 28 days’ notice in writing.

## Term and termination

9. Your Plan is an annual contract and we will write to you no later than 28 days prior to the expiry of Your Plan to offer you continuation terms on behalf of Your Vet. If you do NOT wish to renew Your Plan for a subsequent year, then you should notify us at least 7 days prior to the expiry of Your Plan.
10. We or Your Vet reserves the right to terminate your plan by giving you written notice expiring on the last day of the month, after not less than one month’s notice, for any reason that we consider reasonable and necessary.
11. If you change your mind and wish to cancel Your Plan, you have 14 days from the date of making the Payment in which to do so. You should contact us in writing at the address above. You will be liable to pay to Your Vet the full, non-discounted value of any Treatments received prior to the date of cancellation of Your Plan.
12. Any refund due to you of fees paid in respect of Your Plan pursuant to clauses 7, 8 and/or 11 above shall be paid as follows:
  - 12.1 If you paid the Payment by payment card – by a refund by Your Vet of the relevant amount to the same card that you used to make the Payment.

## General Conditions

13. You MUST be over 18 years of age to enter these Terms.
14. Your Plan may not be transferred either from Your Pet to another pet, or from you to a third party.
15. THIS IS NOT AN INSURANCE POLICY.
16. These Terms are subject to English law.
17. The estimated saving compared to the full price of the products in Your Plan will be calculated by Your Vet before you complete the Membership Application Form. Please note that any offer or discount to reduce the price of Your Plan at the time of your application will be permitted solely at the discretion of Your Vet.
18. We reserve the right to suspend Your Plan if you have any outstanding debt with your vet for any treatment or medication outside of Your Plan, that is more than 7 days overdue. Your Plan will be reactivated once payment of the debt is made in full. All new Flea and Worm Pack plans are subject to our acceptance of your Membership Application Form and we reserve the right to refuse to enter into Terms with you.

## Variation of these Terms

19. We reserve the right to vary these terms on one months’ written notice given to you by us. If you do not wish Your Plan to continue having regard to any variation notified to you, you may cancel your plan on one months’ written notice to us and you will be liable to pay to Your Vet the full, non-discounted value of any Treatments received prior to the date of cancellation of Your Plan. If you do not do this by the time the notice has expired, you will be deemed to have accepted the variation.

## Your Responsibilities

20. The weight of Your Pet entered on your Membership Application Form will be the weight used to determine the fee category Your Pet falls into, subject to any changes in accordance with clause 8.
21. If your personal details change, you should notify Your Vet immediately.
22. If Your Pet is lost or deceased, you should notify Your Vet and contact us to cancel Your Plan.
23. 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 remind you about treatments that are due but it is your responsibility to ensure that you collect and correctly administer any prescribed treatments that are covered within Your Plan and you should not rely solely on the reminder system.

## Complaints Procedure

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