

# Membership Application Form

## Healthcare Plan Administered by Easy Direct Debits Limited

Practice Name / Surgery: **THE VET WHETSTONE**

### YOUR DETAILS:

Please complete the following information in **CAPITALS**

Title: Mr  Mrs  Ms  Miss  Other

First Name:

Surname:

Address:

Postcode:

Telephone:  Mobile:

Email address:

How did you hear about our healthcare plan?

[Office use only] Client reference:  [Office use only] Staff Member:  /

### YOUR PET'S / PETS' DETAILS:

Please complete the following information in **CAPITALS**

**If you have more than three pets to join, please ask at reception for another form.**

	1st Pet	2nd Pet	3rd Pet
Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Species:	Dog / Cat / Rabbit	Dog / Cat / Rabbit	Dog / Cat / Rabbit

[Office use only]

Weight:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Plan:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Monthly fee:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Start date:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pet reference:	<input type="text"/>	<input type="text"/>	<input type="text"/>

### PLEASE SIGN HERE

Your practice has terms and conditions of joining the healthcare plan, and separate information which explains what is included when you join.

Please sign to confirm that you have read and understood those terms, and that you would like to join for the benefit of the pet(s) named above.

Your signature:  Date:

Signed on behalf of the practice:  Date:

### HOW WE USE YOUR INFORMATION

- Easy Direct Debits Limited and your veterinary practice will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
- 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.
- Both Easy Direct Debits Ltd and your veterinary practice 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.
- 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 Practice Manager at your veterinary practice or Easy Direct Debits, 18 Albert Road, Bournemouth, BH1 1BZ.

## Easy Direct Debits Limited



**Please complete and return this form to reception at your veterinary practice.**

Name(s) of account holder(s)

Account number (normally 8 digits)

Branch sort code

 -  - 

Name and full postal address of your Bank/Building Society

Banks and building societies may not accept Direct Debit Instructions for some types of account

## The Direct Debit Guarantee



- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request BPS re Easy Direct Debits Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by BPS re Easy Direct Debits Limited 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.
  - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.
- 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 Easy Direct Debits by calling 01202 022 337 or by emailing help@easydirectdebits.co.uk, including both your details and the name of your veterinary practice.

## Instruction to your bank or building society to pay by Direct Debit

Service User Number

2	7	4	9	1	9
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### Instruction to your Bank or Building Society

Please pay BPS re Easy Direct Debits Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with BPS re Easy Direct Debits Limited and, if so, details will be passed electronically to my bank/building society.

Signature

Date

# 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 a 12 month contract 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, after an initial set up period of 12 days.
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 normal fees, terms and conditions, and legal obligations.
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.

If you do not use services or notify us that your pet requires a service at the time of your consultation, The Vet Whetstone does not have an obligation to provide them at a later date. Nail clipping and Anal gland emptying services can be redeemed at the time of the booster vaccination and 6-month health check only.

Failure to attend routine appointments may lead to your delivery of parasite treatment being stopped or delayed and The Vet Whetstone are not obligated to provide any missed treatments or services as a result of this.

You are responsible for sending written notification to The Vet Whetstone of any deliveries not received, within 2 weeks of your delivery due date. The Vet Whetstone are not obligated to provide replacement treatments.

You are responsible for sending written notification to The Vet Whetstone of a change of delivery address. The Vet Whetstone are not obligated to provide replacement treatments sent to incorrect addresses.

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](mailto: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.

