

Pet Health Club Application Form

Healthcare Plan Administered by Easy Direct Debits Limited



YOUR DETAILS:
Please complete the following information in **CAPITALS**

Title: Mr Mrs Ms Miss Other

First Name:

Surname:

Address:

Postcode:

Telephone:

Email address:

How did you hear about our healthcare plan?

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:			
Species:	Dog / Cat / Rabbit	Dog / Cat / Rabbit	Dog / Cat / Rabbit
Gender:	Male / Female	Male / Female	Male / Female
Chargeable Extras:	Kennel Cough/Neutering	Kennel Cough/Neutering	Kennel Cough/Neutering

PLEASE SIGN HERE

Please tick this box and sign below to confirm that you have read and understood the Terms and Conditions overleaf, what is included in Pet Health Club and that you would like to join for the benefit of the pet(s) named above.

Client signature: Date:

Direct Debit Collection Date: 1st 15th Your first direct debit will be collected on or after 10 days following the application.

[Office use only] RV reference: [Office use only] Staff Name:

[Office use only] Branch:

Weight:			
Plan:			
Monthly fee:			
Pet reference:			

HOW WE USE YOUR INFORMATION

- Easy Direct Debits Limited and Drove Veterinary Hospital will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
- Both Easy Direct Debits Ltd and Drove Veterinary Hospital 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.
- 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.
- 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 Drove Pet Club at Drove Veterinary Hospital or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Easy Direct Debits Limited



Please complete and return this form to reception at Drove Veterinary Hospital.

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

Name(s) of account holder(s)

Service User Number

4	2	4	7	4	7
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Account number (normally 8 digits)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Branch sort code

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>
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Name and full postal address of your Bank/Building Society

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

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 us.

Pet Club Membership Terms and Conditions

Membership

- Membership of the Drove Pet Health Club is only available to persons over the 18 years of age.
- Membership is for a 12 month period.
- The first month's premium. Stated on the application form, must be paid at the time of sign up.
- Membership provides routine healthcare to be supplied during the 12 month period. This is limited to primary vaccinations, booster vaccinations and flea and worm treatment, and a mid-year health check and nail clip with a Veterinary Nurse.
- Free nail clips will be carried out by a Veterinary Nurse with owner holding during a standard 15 minute consultation.
- Neutering is only to be supplied when stated and agreed too at the time of sign up, as stipulated on the application form.
- Puppies and Kittens can only be signed up to the Kitten or Puppy Pet Club scheme if they are under 12 weeks of age on the day of sign up.
- Drove reserves the right to expect a minimum of 3 months payments to have been made before kittens can be neutered.
- Drove reserves the right to expect a minimum of 6 months payments to have been made before puppies can be neutered.
- **All goods and services available within the membership period must be collected on the due dates. The practise is not liable for non-collection. No refunds will be given should products fail to be collected.**
- Memberships will be renewed, every 12 months, automatically.
- Membership holders will be informed in the 11th month of the membership period of the upcoming renewal.
- The membership fee will remain fixed throughout the membership 12 month period.
- An escalating discount will be applied to the cost of vaccinations up until the 3rd consecutive renewal of the membership scheme.

Pricing

- Adult cat and dog scheme prices shown are worked out to include a booster vaccination course, 12 months supply of parasite treatment, appropriate to the maximum weight limit of the cat or dog as recommended by the manufacturer, and 12 months supply of wormer appropriate to the maximum weight limit of the cat or dog as recommended by the manufacturer.
- Puppy and Kitten scheme prices shown are worked out to include a primary vaccination course, 12 months' supply of parasite treatment for kittens/puppies, appropriate to the maximum weight limit of the cat or dog as recommended by the manufacturer, worming granules appropriate to the maximum weight limit of the cat or dog as recommended by the manufacturer for the first 3 months of the scheme, and 12 months supply of wormer for kittens/puppies, appropriate to the maximum weight limit of the cat or dog as recommended by the manufacturer.
- Neutering costs are worked out appropriate to weight, sex and species of the animal.
- Any additional flea or worming products provided outside of the set amount of products included in the membership price are chargeable.
- Dogs and cats over the age of 9 years old within the pet club scheme will be eligible for a discounted blood and urine test at the mid-year health check.
- If for any reason a cat or dog is unable to receive a specific parasite or worming treatment a replacement will be recommended.

Payment

- Membership fees are collected by a monthly Direct Debit only.
- The Direct Debit collection date will be set according to the application form.
- Membership will only remain in place if the monthly payments are made on the due dates.
- Drove Veterinary Hospital is not liable for any payments made, should the membership holder fail to cancel the Direct Debit upon cancellation of the scheme.
- Should a refund be received that the client is not entitled too, it must be paid back as soon as Drove Veterinary Hospital asks.

Non Payment

- Should a Direct Debit be returned unpaid the membership holder will be notified via email (please ensure we have an up to date email address) of the missed payment.
- The payment will be resubmitted after 3 days, if returned unpaid for a second time , a third and final attempt for payment will be made 3 days later.
- Should the 7 day deadline be reached and the third and final payment request returns unpaid, the membership will be deemed to have been cancelled due to default.

Cancellation

- **If you wish to cancel Pet Club membership at any time during the 12 month membership period, the full cost of any services and products provided by the scheme are immediately due and payable. An adjustment will be made to take into account the amount of payments made.**
- Upon cancellation of the membership all discounts provided are revoked.
- If the cancellation amount remains unpaid Drove Veterinary Hospital reserves the right to begin the cost recovery procedure.
- Drove Veterinary Hospital will add an initial administration fee of £25 to the outstanding balance if it remains unpaid.
- Drove Veterinary Hospital is entitled to employ the services of a Debt collector and or solicitor to progress debt recovery to whom they may assign the debt and all rights without restriction. Further costs may be added to the debt should it reach this stage and the default position may be recorded with Credit Reference Agencies.
- Should an animal die during the membership period the membership will be cancelled with no outstanding charges, providing the animal has not been neutered through the membership with the same 12 month period.
- Drove Veterinary Hospital reserves the right to terminate a membership, should the membership holder fail to be an active member of the scheme for a significant period of time.
- Should a client wish to re-join the pet club scheme after cancellation, the membership holder will not be eligible to continue any loyalty discounts they were previously entitled too.

Data Protection

- Easy Direct Debits Limited and Drove Veterinary Hospital will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
 - Both Drove Veterinary Hospital 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.
 - 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.
 - 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 Drove Veterinary Hospital, 252 Croft Road, Swindon SN1 4RW or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.
- Drove Veterinary Hospital reserves the right to unilaterally change the membership terms and conditions without giving further notice to the individual member. Such changes will, unless otherwise stated, take immediate effect. Drove Veterinary Hospital will publish changes to the terms and conditions on its website. However, members are responsible for keeping themselves updated in relation to any changes to the terms and conditions.



PRACTICE DIRECTORS

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DROVE VETERINARY HOSPITAL OFFERS A 24 HOUR EMERGENCY SERVICE FOR ALL ANIMALS VIA OUT OF HOURS

SPECIALIST VETS NOW. 252 CROFT ROAD SWINDON WILTS SN1 4RW TEL (01793) 522483 Drove Veterinary

Hospital Company Number: 09524640.