

Best Friends Healthy Pet Club Agreement

for medium-sized dogs



This agreement is made between:

Best Friends Veterinary Surgery, 154 Worcester Road, Malvern, Worcestershire, WR14 1AA - "The Practice"

And the Pet Owner named below.

- "The Pet Owner"

Your Details

Title: Mr / Mrs / Miss / Other _____	Full Name: _____	Additional Pets For Multiple Pet Plans
Address: _____	Postcode: _____	1. Name: _____ Type: _____
Tel. No.: _____	Email: _____	2. Name: _____ Type: _____
D.O.B: ____/____/____	Patient No.: (if known) _____	3. Name: _____ Type: _____
Pet Name: _____		4. Name: _____ Type: _____

Your Direct Debit

Instruction to your Bank or Building Society to pay by Direct Debit

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

Signature(s)

Date

Originators Identification Number



Reference Number (For Office Use)

Instructions to your Bank or Building Society

Please pay Insurance Broking Finance Ltd Direct Debits from account detailed in this instruction subject to the safeguards assumed by the Direct Debit Guarantee. I understand that this instruction may remain with Insurance Broking Finance Ltd and, if so, details will be passed electronically to Bank/Building Society.

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

DD15

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Insurance Broking Finance Ltd will notify you normally 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Insurance Broking Finance Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.

Insurance Broking Finance Ltd is authorised & regulated by the Financial Conduct Authority. Registered in England No. 04981657. Registered Office: Affinity House, Bindon Road, Taunton, TA2 6AA

Your Declaration

This is our standard agreement upon which we intend to rely. For your own benefit and protection you should read these terms, which continue overleaf, carefully before signing them. By signing this form you are also consenting to the use of

personal information as described in clause 4.1 overleaf and are opting to receive marketing information from the Practice. If you wish to receive marketing information from the Practice please tick the box.

Pet Owner Signature: _____

Date: _____

Your Plan

Monthly Fee: £16.95

Joining Fee (if applicable): £ _____

Date of Commencement: ____/____/____

Signed On Behalf Of The Practice

Signature: _____

Date: _____

1. Fees payable by the Pet Owner

- 1.1 The Pet Owner will pay the Practice a Monthly Fee, of £16.95, as stated overleaf for the services listed in 2. below.
- 1.2 Payments will be taken by Direct Debit, through Lloyd & Whyte Ltd, who administer the direct debit facility on behalf of the Practice.
- 1.3 The first payment may be taken up to 2 months after the date of this Agreement due to administrative reasons and will consist of a "double payment" to include payment for the first and second months.

2. Services provided by the Practice

- 2.1 In consideration of the fees outlined in 1.1 above, the Practice agrees to provide the services described in 2.2 below either through the Vet or by a suitably qualified partner, member of staff, deputy or locum.
- 2.2 The services to be provided to dogs between 10kg - 25kg in weight are:
 - 1 x annual vaccination (not including kennel cough)
 - 2 x health checks with the vet
 - Monthly routine parasite control
 - 10% discount off Royal Canin life stage diets
 - 10% discount off routine dental proceduresDogs over the age of seven years also benefit from:
 - 25% discount off preventative healthcare blood testing
 - 2 x additional health checks with a qualified veterinary nurse
 - Basic urine analysis every six months
- 2.3 For the purposes of clause 2.2, 12 months will run from the Date of Commencement and each anniversary of that date.

2.4 The fees paid under this Agreement do not cover costs associated with treatment which has been specifically agreed to be excluded between you and your Vet, would be charged for separately.

3. Responsibilities of the Pet Owner

- 3.1 You must pay the Monthly Fee. If the Direct Debit cannot be taken, then all benefits under the Plan will cease from the date it was due to be taken.
- 3.2 You are responsible for ensuring that you make appointments with the Practice. There will be no refunds for any "unused" services, nor can they be carried forward from one year to another.
- 3.3 You must keep appointments made with your Vet or pay the appropriate missed appointment fee.

4. Administration

- 4.1 Administration of this scheme is undertaken (on behalf of the Practice) by Lloyd & Whyte Ltd and Insurance Broking Finance Ltd. By signing this agreement you consent to these companies using the data you provide in order to complete such administration, but your personal details will not be used by them for any other reason.
- 4.2 Lloyd & Whyte Ltd and Insurance Broking Finance Ltd are not party to this Agreement and as such have no liability to the Pet Owner (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment or otherwise) but they may rely on the provisions of this Agreement despite the terms of the Contracts (Rights of Third Parties) Act 1999.

5. Complaints

- 5.1 Any complaints should be made in writing to the Practice. Such complaints will be treated fairly and promptly.

6. Changes to the Plan

- 6.1 The Practice may change the

fees payable or extent of services provided under this agreement at any time. The Pet Owner will always be given at least one month's Notice of such changes. Under normal circumstances, fees would only be changed once each year.

- 6.2 Any Notice will be deemed to be valid if sent to your last known address by ordinary post.

7. Termination of this Agreement

- 7.1 Either the Practice or Pet Owner can terminate this Agreement at any time, with one months Notice.
- 7.2 If Direct Debits cannot be taken from the Pet Owner, then the Pet Owner will be deemed to have terminated this Agreement.
- 7.3 On termination of this Agreement:
 - All Services will cease immediately
 - If less than 12 months have passed since the commencement of this Agreement, and termination is by the Pet Owner rather than the Practice, then the Pet Owner will be responsible for paying any difference between the amount of fees paid and the Practice's standard costs for Services used.
 - There will be no refund for any "unused" Services.
- 7.4 If a Pet Owner wishes to re-join the Plan, then this is at the discretion of the Practice and may incur a charge which would be advised prior to re-joining.

8. Change of Vet

- 8.1 If the Pet Owner moved to a different practice, then this Agreement will terminate. This Agreement is not transferable.

9. Governing Law & Jurisdiction

- 9.1 This Agreement is governed by and constructed in accordance with English Law and the parties hereby irrevocably submit to the