



Terms and conditions of Stoley's Vets Gold or Platinum Health Plan Membership

When joining the **Gold or Platinum Health Plan** 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 **Gold or Platinum Health Plan** is a rolling annual **12months preventative healthcare programme**. The **Gold or Platinum Health Plan** is **not** an insurance policy.
2. Membership of the agreement constitutes an agreement between you and Great Oakley Vets Ltd/Trading name Stoley's Vets. Membership and benefits are not transferable to another practice.
3. You will receive discounted products and services during your membership including vaccines and flea / worming / tick treatments and a preventative health check with one of our vets on the day of Booster vaccination.** it does not include diagnostic tests or medications needed during these checks.

What's included in your plan?

- Annual vaccinations & health check
- Additional 6-month preventative health check with a nurse
** it does not include diagnostic tests or medications needed during these checks
- 12 months' supply of parasite control
- 2x nail clippings per year
- 2x anal glands checks per year
- 20% discount on additional vaccines
- 10% discount on dental work
- 10% discount on neutering

We offer two types of Health Plan:

- a) **The Gold Plan** Includes Flea Protection;
 - b) **The Platinum Plan** Includes Flea & Tick Protection;
- More details of what is included are available from the practice.
4. The fee for your pet will be determined by its species, age and weight.
 5. Of course, your pet can still receive treatment outside the scope of the **Gold or Platinum Health Plan**, and this will be charged in accordance with the practice's normal fees, terms and conditions.
 6. These **Gold or Platinum Health Plan** 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 the **Gold or Platinum Health Plan**. That literature forms part of these terms and conditions.
 7. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance, and for ensuring your pet attends the practice regularly for the preventative healthcare checks which are included as part of your membership of the **Gold or Platinum Health Plan**. If we are unable to maintain your pet's health because you haven't followed guidance or attended the practice, we may need to terminate your membership. Termination would be in writing as outlined below, and with immediate effect.
 8. Your membership fees will be collected by Direct Debit monthly. **If you register in person at the practice (either through our team or manually), your first payment will be taken onsite by card or cash. If you register online, your first payment will be taken immediately from your card at the time of registration.**
 9. We use VetSuccess Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to VetSuccess on behalf of Stoley's Vets. For the avoidance of doubt, your agreement is with Great Oakley Vets Ltd/Trading name Stoley's Vets. VetSuccess Limited merely provide support to the practice, which includes transferring your payments.
 10. Membership for each pet will renew automatically on the anniversary of the date that your pet joined the **Gold or Platinum Health Plan**.



11. 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 because of our annual review.
12. In between our annual fees review, your pet's monthly fees may also change as your pet's age / weight change. A change in fees due to a change in weight / age will take effect as soon as is reasonably practical. This applies to both increases and decreases in weight.
13. Failed Direct Debit payments, eg because of a lack of available funds, cause a significant increase in administration costs for the practice.
14. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
15. If the second payment request also fails, we will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful your **Gold or Platinum Health Plan** membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts.
16. If your **Gold or Platinum Health** membership is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products and services received during your membership, minus any membership fees 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 **1 month 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 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 membership fees, treatment received 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:**
 - Regarding 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 **info@stoleysvets.com** or send letters to **Gold or Platinum Health Plan** Administration, **61-63 Occupation Road, NN17 1EE, Corby**
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. VetSuccess Limited and Stoley's Vets will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
22. Both Stoley's Vets and VetSuccess 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 Stoley's Vets, 61-63 Occupation Road, NN17 1EE, Corby or VetSuccess, 18 Albert Road, Bournemouth, BH1 1BZ.

VetSuccess Limited is a company registered in England and Wales with company number 09633942 whose registered office is at The Chocolate Factory, Keynsham, Bristol, England, BS31 2AU.

Great Oakley Vets Ltd/Trading name Stoley's Vets is a limited company registered in England and Wales with company number 14869985 whose registered office is at 3 Parry drive, NN18 8TP, Corby.