



WOLDS VETERINARY CLINIC

TERMS AND CONDITIONS

*Our Health Care Plans are NOT insurance policies

*Our Health Care Plans entitle you to the recommended treatments and services covered on your plan and provided by Wolds Veterinary Clinic only. They cannot be exchanged for alternatives or additional services or used at any other practice

*Our Health Care Plans can not be transferred to another pet

*You have to be over 18 years old to take out a Health Care Plan

*When taking out a Plan you are required to pay a £5 initial admin fee and the first month's payment, per pet, up front

*After the initial admin fee and first month's payment, a Direct Debit will be set up for the next 11 months

*Direct Debits will auto renew after the 11 months for another 12 months, unless cancelled

*You understand that EasyDirectDebits administer all Direct Debit payments on behalf of the practice

*Any Direct Debit payment failures will result in the suspension of your Plan until either payment is made to reinstate the Plan or the Plan is cancelled

*You understand that providing your email and telephone number within your application you are consenting to receiving email and SMS correspondence relating to your pet and your Health Care Plan

*We reserve the right to cancel your Plan at any time, for example: unacceptable behaviour towards staff.

*We reserve the right to change the flea, tick, worm and vaccination products and protocols at any time

*Your plan is an annual contract and if you decide to cancel your plan within the 12 month contract period, you are liable to pay the full, non-discounted, value of any treatments or services received under the Plan prior to the date of cancellation.

*Previous monthly payments made in respect of your plan will be deducted from the amount outstanding