

The cost, content and delivery of the goods and services paid for by the Health Plan is agreed between you and us. The Animal Healthcare Company Limited (AHC) on our behalf administers the health plan. The Animal Healthcare Company's role is to provide administrative services to support the contract between you and Paxton Vets. This includes passing your payments onto your practice on a regular basis. Please remember, your Contract is between you and Paxton Veterinary Clinic and is not transferable to another veterinary practice.

The following points make up the "terms and conditions" of your Contract with Paxton Veterinary Clinics Ltd and are effective from 1st December 2017. These are very important and we strongly advise that you read through them carefully, and keep them in a safe place, so that you can refer to them in the future, should you wish to. These terms and conditions should be read in conjunction with our practice leaflet, as the details in the leaflet will form part of these terms and conditions. In the event of a conflict, our practice leaflet and any practice-specific notes or requirements in the leaflet will prevail.

1. Plans Categories and fees

The cost, content and delivery of the goods and services paid for by your Contract are set by your practice. There is no insured benefit under your Contract.

PLEASE NOTE THAT YOUR CONTRACT IS NOT AN INSURANCE POLICY

2. Treatments to which you are entitled

Your contract entitles your pet to receive routine preventative treatment to maintain your pet's health. A list of inclusions is available on our pamphlet.

3. Direct Debit

The scheme is payable by direct debit instalments at the prices noted in the Registration Form.

Payments will be managed by AHC on behalf of Paxton Veterinary Clinics Ltd. You will be required to complete and sign the form overleaf required by AHC, including the Direct Debit mandate form.

Once we have received confirmation that your banking details are correct your Pet Health Plan will be activated and the contract between you and us will be formed.

You will be required to pay the first month's payment on the day you sign up to the Health Plan. AHC will then take another payment 14 days later to check that your bank account is correct. Due to you paying two payments in the first month, AHC will not charge you for the final month of your 12 month plan.

4. Failure of payment

We may terminate this contract if you fail to make payments due under it or if, in our reasonable opinion; you (and/or any person who brings the pet to us in relation to the Services) are aggressive and/or abusive to any of our staff.

5. Contract Term

This contract is from the date beside your signature in the declaration box on the application form (the anniversary date) and, unless you give written notice to terminate it shall continue for successive 12 month periods.

6. Default of payment

If Animal Health Care is unable, because of a default by you, to collect a payment they will inform you accordingly and will attempt to collect the failed payment having given you adequate notice in writing of the new payment date - AHC reserve the right to charge you £10 should they have to do this. If you default on two successive payments, AHC will inform you your Plan has been subsequently cancelled.

7. Cancellation

If you cancel at any time other than on the anniversary date you will be required to pay us the outstanding amount for any treatment received at the full list price. The 20% discount will be applied.

The plan cannot be transferred to another practice. If you move veterinary surgeries the plan will be cancelled.

If you are due a refund this will be paid directly to you. If you owe us for treatment this will need to be paid in order to exit the plan. You must give at least one month's advance notice of your wish to terminate your Pet Health Plan, unless your pet is deceased, when it will be cancelled with immediate effect.

8. You MUST be over 18 years of age.

9. Your responsibilities

You are responsible for ensuring your pet attends the practice regularly and that you comply with the advice and treatment your veterinary practice prescribes for your pet. They must be seen by a Veterinary Surgeon at least once a year.

If, in the reasonable opinion of your practice, they are not able to maintain your pet's health due to any act or omission on your part, your practice may end your Contract immediately by giving notice to that effect.

If your personal details change or your pet is lost or deceased, you should notify your practice and AHC. Clients must collect products quarterly in person. Parasite treatment cannot be posted to clients.

10. Liability

AHC administers AHC registrations and collects monthly fees on our behalf.

AHC accepts no liability to you (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment or otherwise) in connection with any contract it administers on our behalf.

AHC has no obligation to pay to your practice any payment fees not received by them or any other monies owed by you.

11. Disputes

If you are unhappy with any aspect of your pet's veterinary care you should approach your practice directly.

12. Your personal data

The main purpose for which we hold and use personal data is to enable us to administer your Payment Plan. AHC also use personal data for market research to improve our services to you and our other customers, to comply with legal obligations which we are subject to, to protect our interests and for fraud detection and prevention. Whilst administering your Payment Plan, we may receive and share personal data with:

- Other relevant persons involved in dealing with a query regarding your payment plan
- Persons appointed by the Payment Plan holder and/or under a Power-Attorney for a period of time.
- For example the pet's owner when different to the Payment Plan holder.

We may provide your personal data to persons who provide services to us – this can include companies operating outside the United Kingdom and the European Economic Area, and to persons engaged in fraud detection and prevention. We operate strict procedures to ensure that your personal data is kept safe and secure.

13. Complaints Procedure

Should you have any cause for complain about the administration of your Direct Debit then please contact: Customer Manager, The Animal Healthcare Company Limited, Victoria Road, Winchester, Hampshire SO23 7rG, Telephone 0844 8008548.

Email: info@animalhealthcare.co.uk

14. Governing Law and Jurisdiction

You and we agree that this Agreement shall be governed by and constructed in accordance with the Law of England and Wales and you and we hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

15. The Direct Debit Guarantee This 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 AHC will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request AHC 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 AHC or your bank or building society - if you receive a refund you are not entitled to, you must pay it back when The Animal Healthcare Company 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.

