

Membership Application Form

Healthcare Plan Administered by Easy Direct Debits Limited

Practice Name / Surgery: **ALLPETS VETERINARY SURGERY**

YOUR DETAILS:

Please complete the following information in **CAPITALS**

Title: Mr Mrs Ms Miss Other

First Name:

Surname:

Address:

Postcode:

Telephone: Mobile:

Email address:

How did you hear about our healthcare plan?

[Office use only] Client reference: [Office use only] Staff Member: /

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:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Species:	Dog / Cat	Dog / Cat	Dog / Cat

[Office use only]

Weight:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Plan:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Monthly fee:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Start date:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pet reference:	<input type="text"/>	<input type="text"/>	<input type="text"/>

PLEASE SIGN HERE

Your practice has terms and conditions of joining the healthcare plan, and separate information which explains what is included when you join.

Please sign to confirm that you have read and understood those terms, and that you would like to join for the benefit of the pet(s) named above.

Your signature: Date:

Signed on behalf of the practice: Date:

HOW WE USE YOUR INFORMATION

- Easy Direct Debits Limited and your veterinary practice 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 your veterinary practice 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 Practice Manager at your veterinary practice or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Easy Direct Debits Limited



Please complete and return this form to reception at your veterinary practice.

Name(s) of account holder(s)

Account number (normally 8 digits)

Branch sort code

 - -

Name and full postal address of your Bank/Building Society

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 Easy Direct Debits by calling 01202 022 337 or by emailing help@easydirectdebits.co.uk, including both your details and the name of your veterinary practice.

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

Service User Number

2	7	4	9	1	9
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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

Terms and conditions of Freedom(+) Care Plan and VetsDeliver subscriptions

When taking out a Freedom Care Plan, a Freedom Plus Care Plan or a VetsDeliver subscription, 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. Both the Freedom Care Plan and the Freedom Plus Care plan will hereon in be referred to as Freedom(+) Care Plan.

If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The Freedom(+) Care Plan is a rolling annual preventative healthcare programme. VetsDeliver is a home delivery subscription service designed to make it easier to protect your pet from parasites. Neither VetsDeliver nor Freedom(+) Care Plan are insurance policies.
2. Your subscription constitutes an agreement between you and AllPets Veterinary Clinic Limited t/a AllPets Veterinary Surgery. Membership and benefits are not transferable to another practice.
3. Freedom Care Plan members will receive discounted products and services during the course of their membership including, but not limited to, vaccines and flea / worming / tick treatments and unlimited routine consultations with our vets and registered veterinary nurses including telemedicine consultations. Freedom Plus Care Plan members will receive the above and in addition an annual dental scale and polish under anaesthesia, annual blood chemistry, differential blood count, urine chemistry analysis and blood pressure testing and enhanced discounts on products and services. Full details of what is included are available from the practice.
4. All routine (including weekend during normal hours) consultations for healthy and unwell pets are included within Freedom(+) Care Plans. Specialist, referral, end of life, home visits and out of hours consultations are not included. Procedures, admission fees, surgeries, sampling, medication, and treatments during and out of consultations are not included.
5. Fair usage (at the sole discretion of the clinical director) of unlimited consultations included as part of Freedom(+) care plans applies. We reserve the right to charge in accordance with our normal pricing structure at the time for consultations above and beyond what would reasonably be considered to be included as part of Freedom(+) plans.
6. Consultations will be with animal care assistants, registered veterinary nurses and veterinary surgeons, following triage (where necessary) the most appropriate booking will be made.
7. Consultations may be at the practice, over the phone or by video call.
8. Same day consultations for non-emergency consultations may not always be possible.
9. These 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 your membership. That literature forms part of these terms and conditions.

10. When you take out your subscription, AllPets Veterinary Surgery may collect your first month's payment by cash, card or online payment. Subsequent payments will be collected via monthly Direct Debit. Plan coverage starts from the first payment.
11. Where your subscription includes delivery of parasiticides to your home via VetsDeliver, you will collect your first VetsDeliver pack from the practice when you join (if due). Subsequent VetsDeliver packages will be sent by post.
12. We use Easy Direct Debits Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Easy Direct Debits. For the avoidance of doubt, your agreement is with AllPets Veterinary Clinic Limited t/a AllPets Veterinary Surgery. Easy Direct Debits Limited merely provide support to the practice, which includes transferring your payments.
13. Unless you tell us you would prefer not to, you may receive text message reminders during the course of your subscription.
14. The monthly subscription fee for your pet will be determined by your plan type.
15. Of course, your pet can still receive treatment outside the scope of your membership, and this will be charged in accordance with the practice's normal fees, terms and conditions. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance, and for ensuring you apply / administer your pet's treatment to ensure they remain free of parasites.
16. We will need to see your pet at regular intervals so that we can check their health and renew their prescription. We will send you a reminder nearer the time. Please book your pet's health check as soon as you can, to ensure there are no unnecessary gaps in their protection against parasites. There is no additional charge for this health check.
17. Membership for each pet will renew automatically on the anniversary of the date that your pet's subscription began, unless your vet advises that there should be a change in your pet's treatment.
18. 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 as a result of our annual review.
19. Failed Direct Debit payments, eg because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £5 for each failed payment. This administration charge will be added to your account.
20. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
21. If the second payment request also fails, a second administration charge will be added to your account. 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 subscription will be cancelled automatically, and your pet will no longer receive the associated benefits or any discounts which have been applied.
22. If your subscription is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products or services received during

the course of your subscription, minus any subscription payments received to date.

23. 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 two weeks' 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 the course of your membership, minus any membership fees received to date.
 - We may end our agreement by giving you written notice as outlined below.
24. Unpaid bills relating to your subscription fees 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.

25. Notice:

- With regard to 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.
26. If you wish to write to us, please use the email address careplan@allpetsvets.co.uk or send letters to Freedom Care Plan, AllPets Veterinary Surgery, Ffordd Pendyffryn, Prestatyn, LL19 9DG
27. 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

28. Easy Direct Debits Limited and AllPets Veterinary Surgery will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your subscription.
29. Both AllPets Veterinary Surgery 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.
30. 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.
31. 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 AllPets Veterinary Surgery, Ffordd Pendyffryn, Prestatyn, LL19 9DG or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

