

VIP Pet Club and Consult Care Plan - Terms and Conditions

WHAT IS INCLUDED IN THE VIP PET CLUB

Prevention is better than cure! The VIP Pet Club covers the main preventative health issues of your pet to ensure a long and happy life. The VIP Pet Club does not cover treatment for unexpected illnesses or accidents – you will need an Insurance Policy to be covered for these eventualities.

Please refer to the leaflet attached to your application form for details of what is included in the VIP Pet Club you have chosen. It is your responsibility to ensure that you receive all the treatments included in the VIP Pet Club. The VIP Pet Club is not transferable to another pet.

WHAT IS INCLUDED IN THE CONSULT CARE PLAN

This Plan is only available to VIP Pet Club members, covering all our consultation fees (Monday to Friday 9.15am to 16.50pm) during the period of the annual contract. Any items such as medication or further procedures are not covered by this plan and will require payment at the time.

The Consult Care Plan will have the same start and expiry date as the VIP Pet Club, but payment will be taken by a separate Direct Debit on the same day as the Direct Debit for the VIP Pet Club. The Consult Care Plan is not transferable to another pet.

The Consultation Care Plan covers all consultations with our first opinion team that are performed at our main hospital or our branches between 9.15am and 16.50pm. Consultations at home, outside of the stated hours and with our referral team (referral consultations do attract a 10% discount under this scheme if paid for at the time) are excluded from the plan. Minor procedures that may be carried out such as lab sampling fees, test results, skin scrapings, tonometry, blood pressure, dressings and nail clipping are also excluded from the scheme.

This scheme covers consultations as outlined above but does not cover medications, operations, diagnostic procedures, assessments once hospitalised, hydrotherapy or physiotherapy. This does not replace an insurance policy.

RENEWING YOUR VIP PET CLUB AND CONSULT CARE PLAN

At the end of the annual contract, we will write to you about renewing for another year. If you pay by Direct Debit, we will send you a renewal notice showing the amount we will automatically collect for the next year, unless you inform us otherwise. If you pay annually, we will send you a renewal notice showing the amount you need to pay to continue the VIP Pet Club and if applicable Consult Care Plan for another year. You will need to return this payment by the due date shown on the renewal notice.

When your pet becomes eligible for the After 8 VIP Pet Club, we will give you the choice of changing to the After 8 VIP Pet Club or remaining in the Adult VIP Pet Club. If you do not wish to renew the VIP Pet Club, please let us know as soon as possible. The Consult Care Plan will not be renewed either.

CANCELLING YOUR VIP PET CLUB AND CONSULT CARE PLAN DURING THE ANNUAL CONTRACT

PLEASE NOTE - CANCELLATION OF THE VIP PET CLUB AND CONSULT CARE PLAN DURING THE ANNUAL CONTRACT WILL INCUR A FEE OF £10 + VAT FOR EACH PET.

You may cancel the VIP Pet Club and Consult Care Plan by telephoning or writing to us at least 14 days prior to your next payment date. If you pay by Direct Debit, you must tell your Bank to cancel the Direct Debit Instruction/s. If your VIP Pet Club Direct Debit is returned unpaid by your Bank or a Direct Debit Instruction is cancelled and a new Direct Debit Instruction is not set up immediately, the VIP Pet Club and Consult Care Plan will be deemed to be cancelled.

If the VIP Pet Club is cancelled during the annual contract, we will charge you for any goods received under the VIP Pet Club, plus the cancellation fee, but any payments you have already made towards the VIP Pet Club will be offset against the charges.

Should the cancellation result in a balance owing to The Scarsdale Veterinary Group, an invoice will be sent to you and payment will become due immediately. No credit will be given if the cost of goods received is less than the amount paid by Direct Debit at the time of cancellation.

If the Consult Care Plan is cancelled during the annual contract, we will charge you for any consultations received under the Consult Care Plan, plus the cancellation fee, but any payments you have already made towards the Consult Care Plan will be offset against the charges. No credit will be given if the cost of consultations received is less than the amount paid by Direct Debit at the time of cancellation.

If an Insurance Claim has been made for consultations received under the Consult Care Plan, you may have to pay this back.

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 Scarsdale Veterinary Group will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request The Scarsdale Veterinary Group 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 The Scarsdale Veterinary Group 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 Scarsdale Veterinary Group 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.