

YOUR 365 PET CARE PLAN

TERMS AND CONDITIONS

1. The 365 Pet Care Plan is available for dogs, cats and rabbits only. It does not include vaccinations for Rabies or Chlamydia.
2. The plan and plan items may not be used for any animal other than the registered pet which is noted on the 365 Pet Care Plan registration form.
3. Primary vaccine course is for puppies and kittens only (under 1 year of age). If you are signing up a puppy or kitten under 9 months of age you should select the puppy/kitten plan. Home delivery for flea and worming will start after 9 months of age, until then you will need to come into the practice to collect their monthly flea and worming - this is because their weight needs to be checked before prescribing the appropriate dosage for home delivery.
4. 365 Pet Care Plan inclusions cannot be redeemed in conjunction with any other easipetcare offer, unless explicitly stated.
5. Whilst the practice will endeavour to send regular reminders to clients, it remains your responsibility to present your pet for all elements of the plan at the appropriate time.
6. If you do fail to collect a product or redeem a service, that product or service is lost and cannot be backdated.
7. easipetcare reserves the right to change any of the products included within the 365 Pet Care Plan with the assurance that the plan will continue to cover all essential healthcare needs.
8. Lifetime medication discount is subject to clinical diagnosis and will be advised by one of our vets.
9. Separate terms and conditions apply to the purchase of Vetsure Pet Insurance. Visit www.vetsure.com for more information or call 0800 050 2022
10. The 365 Pet Care Plan may be transferred between any of the main easipetcare practices.
11. It is a condition of the 365 Pet Care Plan that you are up to date with all payments due to the practice and you shall not be entitled to any plan essentials or rewards whilst there are sums owing by you to the practice.
12. Your 365 Pet Care Plan IS NOT pet insurance and only provides preventative wellness treatments as outlined by your practice. Unlike insurance which covers unexpected accidents or illnesses, Your 365 Pet Care Plan covers the expected, routine treatments your pet needs throughout the year. Your 365 Pet Care Plan will not provide any cover for the treatment of accidents or illnesses for your pet. We would highly recommend you take out pet insurance to cover these eventualities.
13. By signing up for the 365 Pet Care Plan you are also bound by the Monthly Direct Debit payment terms and conditions as stated at time of purchase. Your first month's direct debit payment will be processed the month after sign-up. Your direct debit will be collected by Premier Vet Alliance (PVA) our direct debit provider and this is the name



that will appear on your bank statement.

- 14.** Separate Direct Debit terms and conditions apply – upon sign-up you will be required to agree to Premier Vet Alliance’s T&Cs. Please note a correction to their terms for easipetcare clients – the terms state that an additional admin fee will be payable to PVA, however this fee is waived and therefore not relevant to easipetcare 365 Plan clients.
- 15.** Should you need to amend your personal/banking details or change your payment date, please contact the practice where your 365 Plan is registered and they will be happy to get this updated for you.
- 16.** If you have chosen to pay for your membership by direct debit, there is no need to worry about renewing, as your plan will continue to roll forward each year until you cancel. The date on which you join the plan will be the date it will automatically renew in years to come.
- 17.** You can cancel at any time, but if you are part way through a plan year and have received more treatment than what has been paid for in direct debits (for the plan year you are in), your practice will ask you to pay the difference or the subsequent months to take the plan up to renewal (whichever is less).
- 18.** Cancellations must be requested to the practice directly. Our direct debit company, Premier Vet Alliance, are unable to action cancellations. This is because they don’t have access to your pet’s records to see what treatments have already been redeemed from your annual plan. Please speak to a member of the reception team to cancel your plan.
- 19.** The practice reserves the right to alter these terms and conditions at any time.

