

Welcome to

VIP Club

The simple and affordable
preventative pet care
plan for your cat

VIP Club members get more. More free advice, bigger discounts, better savings and more regular health checks for total VI-Peace of mind.

For simple and affordable
preventative pet care, join the club.
scarsdalevets.com/VIP





Join today and enjoy our exclusive VIP benefits

VIP Club membership makes preventative pet care marvellously simple. And it's not just the convenient and affordable monthly direct debits that make life easier.

It's the savings you can make on certain veterinary procedures, retail purchases and breaks at our pet resort.

Our members find it reassuring to know that the VIP Club is tailored to suit the lifestage of their pet. And there's even an option for unlimited ill pet consultations through our **Consult Care Plan** – available between 9.15am and 4.50pm Monday to Friday*.

VIP Club Price Plans

| Junior VIP Cat Club | |
|---------------------|---------|
| Annual | Monthly |
| £152.40 | £12.70 |

| Adult VIP Cat Club | |
|--------------------|---------|
| Annual | Monthly |
| £140.40 | £11.70 |

| After 8 VIP Cat Club | |
|----------------------|---------|
| Annual | Monthly |
| £171.60 | £14.30 |

| Consult Care Plan | |
|-------------------|---------|
| Annual | Monthly |
| £144.00 | £12.00 |

Important note for primary vaccinations

If your cat is starting their vaccinations, there is a small initial up-front payment of £10.00 to cover this.



Prices valid until June 2020

***Please be aware the Consult Care Plan covers only consultations with our own first opinion vets (non-referral), Monday to Friday 9.15am to 4.50pm, excluding bank holidays.**

Internal referral consultations attract 10% discount on the consultation (not further work). The scheme excludes: medications, lab sampling fees, lab fees interpretation, tonometry, blood pressure, dressings and nail clipping. Any work beyond the consultations e.g. diagnostic work up, operations, hospitalisation, assessments once in hospital, hydrotherapy and physiotherapy are not included. The scheme does not replace an insurance policy. All medications, food and supplements are excluded from the scheme. Only applicable to consultations within businesses owned by Scarsdalevets (Derby) Limited.

Thanks to **ViP** Club

You can enjoy the following benefits

| | Junior VIP Club | Adult VIP Club | After 8 VIP Club |
|--|-----------------|----------------|------------------|
| Clinical examination by a vet at time of vaccination | ✓ | ✓ | ✓ |
| Annual booster vaccination (where applicable) | | ✓ | ✓ |
| Primary vaccination course (where applicable) | ✓ | | |
| Flea treatments (12 month supply) | ✓ | ✓ | ✓ |
| Worming treatments (12 month supply) | ✓ | ✓ | ✓ |
| Nurse developmental health checks at 5 and 10-months old | ✓ | | |
| Additional free health check six months post vaccination | ✓ | ✓ | ✓ |
| Free nail clip at health check | ✓ | ✓ | ✓ |
| After 8 blood test | | | ✓ |
| Free microchip | ✓ | ✓ | ✓ |
| Insurance admin fees (max 6 per year) | ✓ | ✓ | ✓ |
| Nurse health, diet and behavioural advice | ✓ | ✓ | ✓ |
| 10 % discount off neutering | ✓ | ✓ | ✓ |
| 10 % discount off dentistry | ✓ | ✓ | ✓ |
| 10 % discount off retail shop purchases | ✓ | ✓ | ✓ |
| 10 % discount off long-term medication (terms apply) | ✓ | ✓ | ✓ |
| 10 % off blood samples | ✓ | ✓ | ✓ |
| 10 % discount off pet resort | ✓ | ✓ | ✓ |

Consult Care Plan Benefits (for just an additional £12.00 per month)

| | | | |
|---|---|---|---|
| Consultations and re-examinations with first opinion vets (see time restrictions) | ✓ | ✓ | ✓ |
| Medication recheck | ✓ | ✓ | ✓ |
| Post-operative checks | ✓ | ✓ | ✓ |
| 10 % discount off internal referrals | ✓ | ✓ | ✓ |

VIP Club and Consult Care Plan application form

Valid until June 2020. Please fill in and post this form back to us, or return it to the practice when you next visit.

About your pet

Please note: if VIP Club membership is cancelled before the annual renewal date, a £10 + VAT cancellation fee per animal will be charged and the bill for goods received under the VIP Club will be payable immediately.



| Pet's Name | Age | Please tick options | | | | Monthly Premium |
|---|-----|---------------------|--|--|---|-----------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Total monthly VIP Club payment | | | | | | |
| Total monthly Consult Care Plan payment | | | | | | |
| Total monthly payment | | | | | £ | |

How you want to pay Payment method Monthly ☐ by Direct Debit: please fill in the Direct Debit instruction overleaf Annually ☐ by cash or credit card: please call 01332 678333

Preferred monthly payment date 5th 25th

Scarsdale use Branch: P Farm | M/o | Shel | Hilt | Oak | Stap | Stret | P Park | Alf | L Mill | Woll

ID/Bank details checked: ☐

About you

| | |
|--|-----------|
| Title (Mr/Mrs/Miss/Ms): | Surname: |
| Other names: | |
| Email address: | |
| Address: | |
| | |
| | |
| County: | Postcode: |
| Contact telephone number: | |
| Communication preference: <input type="checkbox"/> Email <input type="checkbox"/> Post | |

Declaration and signature

I declare that the information I have given in this application is true and complete. I accept the terms and conditions issued by Animal Healthcare Company Ltd for the provision of the agreed routine healthcare plan from Scarsdalevets (Derby) Limited. I am 18 years old or over.

| | |
|-----------|------|
| Signature | Date |
|-----------|------|

DATA PROTECTION – The information given on this form contains your personal data. We record, process and hold your personal data in accordance with the law in the United Kingdom and in particular the Data Protection Legislation.

For full details of how we hold and use information relating to your please refer to the Data Protection Statement overleaf. By signing this form you confirm that you consent to such use of your personal data.

By listening to our customers, Simplyhealth Group will continue making improvements and introducing new products and services to help you and your loved ones stay as healthy as you can. We'd love to share this sort of information with you. We'll always treat your personal details with the utmost care and we'll never pass them on to other companies. Please let us know how you'd like to hear from us:

☐ Email ☐ Post ☐ Phone ☐ SMS

If you change your mind just let us know anytime by calling 0800 587 0068, going online to www.animal-healthcare.co.uk, or emailing us at admin@animal-healthcare.co.uk.

Prevention is better than cure!

- The preventative care offered through VIP Club membership is a simple and affordable way to prolong and protect the health and happiness of your pet.
- An easy and affordable monthly direct debit spreads the cost of your annual vaccinations. Flea and worming treatments are covered for cats and dogs, whilst rabbits benefit from health checks twice a year, as well as fly strike prevention.
- And it's not just about the routine care. Regular check-ups with our experienced team allow us to monitor their health and spot any potential or emerging issues... often meaning we can prevent problems before they start causing discomfort or harm.
- As well as spreading the cost of treatment, VIP Club members will receive the added benefit of discounts on many other items within the practice, such as neutering, dentistry, food and retail shop purchases.
- New VIPs may be asked to pay an initial payment until the first Direct Debit payment clears.

How do I join?

Please complete the attached application form, including the Direct Debit form, and hand it in next time you visit your practice. If you have any questions, one of our team will be happy to help or visit scarsdalevets.com/VIP

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



animalhealthcare

Originator's identification number

837473

Please fill in and post this form back to us at Scarsdale Vets, Pride Veterinary Centre, Riverside Road, Derby DE24 8HX or return it to the practice when you next visit.

Name and full postal address of your bank or building society

To: The Manager

Bank/building society:

Address:

Postcode:

Name(s) of bank account holder(s)

Branch sort code

Bank/building society account number

The Animal Healthcare Company Ltd reference (for office use only)

Instructions to your bank or building society Please pay The Animal Healthcare Company Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that the instruction may remain with The Animal Healthcare Company Ltd and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

/ /

Banks and building societies may not accept Direct Debit instructions for some types of account.

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 Animal Healthcare Company Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Animal Healthcare Company 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 The Animal Healthcare Company 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 Animal Healthcare Company Limited 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.

Here's the terms and conditions, please have a read through when you get chance

Welcome to your payment plan from Scarsdale Vets. The agreement you have with your practice means you can enjoy the benefits of preventive healthcare for your pet(s).

Your payment plan is administered by The Animal Healthcare Company Limited ("The Animal Healthcare Company, part of the Simplyhealth Group") for and on behalf of Scarsdale Vets. The Animal Healthcare Company's role is to provide administrative services to support the contract between you and Scarsdale Vets. This includes passing your payments onto your practice on a regular basis. Please remember, your Contract is between you and Scarsdale Vets and is not transferable to another. However, if you are considering changing your practice please contact The Animal Healthcare Company who will advise you on how to re-register, ensuring your pet's health is not compromised.

The following points make up the 'terms and conditions' of your Contract with Scarsdale Vets and are effective from 1 May 2019. 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 your practice's leaflet and any practice-specific notes or requirements in the leaflet will form part of these terms and conditions. In the event of a conflict, your practice's leaflet and any practice-specific notes or requirements in the leaflet will prevail.

1. Explanation of terms used

In this Agreement, 'your Contract' means the contract formed between you and your veterinary practice which you have signed and which comprises these terms and conditions, your Application Form and your practice's leaflet; and 'your veterinary practice' and 'your practice' means the veterinary practice named on The Animal Healthcare Company Application Form.

2. 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.

3. Treatment to which you are entitled

Your Contract entitles your pet to receive routine treatment required to maintain your pet's health, as prescribed by your veterinary practice. A list of inclusions is available from your practice.

4. Treatment to which you are not entitled

Your Contract is limited to the provision of routine preventive health care and only entitles your pet to the treatment required to monitor its health, as specified by your practice.

5. Treatment by another veterinary practice

Your Contract is with your practice. Where you choose for your pet to have routine care or treatment provided by a practitioner independently of your practice, your pet will not be covered by your Contract.

6. Payment

You must pay your initial joining fee to The Animal Healthcare Company, which covers you for life, and your monthly fee by Direct Debit in favour of The Animal Healthcare Company as Facilities Management provider for your practice. Any other amounts due to your practice for treatment not covered by your Contract are payable directly to your practice. Your liability to pay the monthly fee continues until your Contract is ended in accordance with these terms and conditions and no refund of fees will be allowed except in the case of administrative error or death of the pet or client. Your practice may choose to use the Pay.UK bulk direct debit transfer process to move your direct debit to another Facilities Management provider. Transferring direct debits using this process does not require your consent.

7. Alteration of monthly fees and categories

Your practice will normally review your pet's monthly fee once a year. Your pet's monthly fee will also change as different age and weight thresholds are reached. Should your pet's fees change, you will be given at least one month's written notice.

8. Direct Debit changes

Following a decrease in monthly fee or variation in discount available to you, your Direct Debit will be changed at the next available collection date. Where you are given notice of an increase in your monthly fee, your Direct Debit will be changed at the end of the notice period, unless in the meantime you end your Contract. If you need to change your bank details or any collection dates please contact us 10 working days prior to the due date for collection and we will make the change without charge.

9. Monthly contract

If your Contract is a monthly contract, no renewal fee will apply and your Contract will continue from month to month until it is ended and we will continue to collect your monthly payment until your Contract is ended.

10. Your responsibilities

You are responsible for ensuring your pet(s) attend(s) the practice regularly and that you comply with the advice and treatment your veterinary practice prescribes for your pet(s). 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 The Animal Healthcare Company.

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11. Ending your Contract

You may cancel your Contract by contacting The Animal Healthcare Company or your practice giving not less than 21 days' notice, expiring on the last day for which payment has been made. The practice may end your Contract by giving you written notice expiring on the last day of a month, after not less than one month's notice. If you cancel at any time other than on an anniversary of joining the plan, your practice may charge you either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.

12. Non-payment

If The Animal Healthcare Company are unable to collect your monthly payment they will inform you accordingly and attempt to collect the payment from your account within 10 days. You will be charged a £10 administration fee if any of your Direct Debit instalments is returned to us unpaid. Your Contract will be terminated if you default on 3 successive payments.

13. Refunds

If The Animal Healthcare Company (acting on behalf of your practice) agrees to refund your fees for whatever reason, your registration for those months will be treated as unpaid and the conditions relating to non-payment will fully apply to you.

14. Variation of these terms and conditions

The terms and conditions of your Contract may be varied on one month's written notice given to you by us. If you do not wish the Contract to continue having regard to any variation notified to you, you may end it as detailed in condition 11. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.

15. Contract not transferable

As your Contract is between you and your practice alone, you may not transfer it to another practice. If you need to change to another participating practice, a new contract will be required and the monthly fees may be different.

16. Treatment outside of your Contract

Your Contract does not prevent you and your practice agreeing that they will provide treatment outside your entitlement under your Contract. You will be responsible for paying for such treatment directly to your practice.

17. Liability

The Animal Healthcare Company's role is to provide administration services relating to your Payment Plan on behalf of Scarsdale Vets, specifically registering and collecting your payments. As such they will not accept no liability to you (whether in respect of negligence, breach of contract, defective or unsatisfactory treatment, or otherwise) in connection with your Payment Plan or any goods or services provided under it to you by your practice. We have no obligation to pay your practice any monies not received from you, even if treatment has been received.

18. Disputes

If you are unhappy with any aspect of your pet's veterinary care, you should approach your practice directly. Should you have any disputes regarding direct debit collections, you should contact The Animal Healthcare Company.

19. Notices

Any notice given to you by your practice under these terms and conditions is considered valid if The Animal Healthcare Company gives it to you on your practice's behalf. Any notice given by your practice or The Animal Healthcare Company is valid if sent to your last known address by ordinary post.

20. Your personal data

The main purpose for which we hold and use personal data is to enable The Animal Healthcare Company to administer your Payment Plan. The Animal Healthcare Company 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, The Animal Healthcare Company may receive and share personal data with:

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

The Animal Healthcare Company 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. The Animal Healthcare Company operate strict procedures to ensure that your personal data is kept safe and secure.

Where we have your agreement, the Simplyhealth Group may use your personal data to provide you with offers of products and services from The Animal Healthcare Company, Denplan and the Simplyhealth Group. You have the right to know what personal data we hold about you, why we hold it and what we do with it, how long we keep it and to whom we may disclose it. If you wish to find out any of these things or to advise us of a change to your personal data then please write to: The Data Protection Officer, Simplyhealth, Hambleden House, Waterloo Court, Andover, Hampshire, SP10 1 LO. Our full Privacy Policy can be found here -www.simplyhealth.co.uk/about-us/privacy

21. Complaints Procedure

Should you have any cause for complaint about the administration of your Direct Debit then please contact: Customer Services Manager, The Animal Healthcare Company Limited, Victoria Road, Winchester, Hampshire, SO23 7RG. Telephone: 0800 587 0068. Email: admin@animalhealthcare.co.uk

22. Governing Law and Jurisdiction

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

For even more peace of mind why not add our Consult Care Plan to your membership?

Our Consult Care Plan **offers unlimited** ill pet consultations to all **VIP Club members** for just an extra **£12.00 a month**.

Limitations apply to certain consultations. Please speak to one of our team or go to scarsdalevets.com/VIP for full terms and conditions.



To find out more about our **VIP Club** or **Consult Care Plan**

01332 678333 | vip.admin@scarsdalevets.com | scarsdalevets.com/VIP

Come and see us at a practice near you

To find your local practice visit
scarsdalevets.com/practice

What to do in an emergency

If you need urgent help when your local practice is closed you can call our **out-of-hours** service on **01332 678333**

Our hospital

Pride Veterinary Centre
Riverside Road
Pride Park, Derby DE24 8HX
Tel: **01332 678333**