

*Welcome to*

# Healthy Horse Club

The simple and affordable  
preventative healthcare  
plan for your horse

To find out more talk to one of our team or  
visit [scarsdalevets.com/healthy-horse-club](https://scarsdalevets.com/healthy-horse-club)

 **ScarsdaleVets**  
Equine

[scarsdalevets.com](https://scarsdalevets.com)

# Prevention is better than cure!

The preventative care offered through the Healthy Horse Club is a simple and affordable way to prolong and protect the health and happiness of your horse. 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... helping to prevent problems before they start causing discomfort or harm.

Healthy Horse Club members receive the added benefit of discounts on many other items within the practice, such as dentistry, food and retail shop purchases.



## Thanks to Healthy Horse Club

you can enjoy the following benefits

### All members receive the following

- Free insurance claim administration
- Free use of the equine weighbridge (at the practice, up to 6x per year)
- 10% off items sold in the Scarsdale Equine Shop
- Free hire of our outdoor school (up to 12x per membership\*)
- 20% off some additional dental work including wolf tooth removal, reduction of large overgrowths and treatment of diastemata

### Healthy Horse Club Fees

(valid until June 2022)

	Annual	Monthly	Annual Saving (minimum)
<b>Gold</b>	£276.00	<b>£23.00</b>	£218.06
<b>Silver</b>	£204.00	<b>£17.00</b>	£167.64
<b>Bronze</b>	£180.00	<b>£15.00</b>	£52.83



Please note, Healthy Horse Club packages do not replace an insurance policy.\* Free hire of our outdoor school by appointment. For full Healthy Horse Club terms and conditions visit

[scarsdalevets.com/healthy-horse-club](https://scarsdalevets.com/healthy-horse-club)

### Bronze Package

- Annual Vaccination for Equine Influenza and/or Tetanus as required.
- Annual Health Check (at time of vaccination) including examination of the heart, lungs, eyes and limbs, and a brief lameness examination. A written report will be provided for your records.
- Dental check up and routine dental work if required, including any necessary sedation and a dental chart for your records.
- 2x worm egg counts per year, including worming advice from an equine veterinary surgeon.
- Weekday visit (on day of your choice) from a member of the Healthy Horse Club veterinary team.

### Silver Package

Includes Bronze package benefits **plus**

- Additional 6-monthly dental check up and routine dental work if required, including any necessary sedation and dental chart for your records.
- Additional 2x worm egg counts per year, including worming advice from an equine veterinary surgeon.
- Additional weekday visit (on day of your choice) from a member of the Healthy Horse Club veterinary team.

### Gold Package

Includes Bronze and Silver package benefits **plus**

- Additional health check 6 months after vaccination.
- Annual blood sample to assess general health.

# Healthy Horse Club application form

Valid until June 2022. Please fill in and post this form back to us, or return it to the practice when you next visit.

## About your horse

Please note: if Healthy Horse Club membership is cancelled before the anniversary, a £15+ VAT cancellation fee per horse will be charged and the bill for goods received under the Healthy Horse Club will be payable immediately.



Horse's Name	Age	Bronze	Silver	Gold	Monthly Premium
		Please tick options			
<b>Total monthly Healthy Horse Club payment</b>					
<b>Total monthly payment</b>					£

<b>How you want to pay</b>	<b>Please circle preferred monthly payment date</b>	3rd	23rd
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**Payment method**    **Monthly**  by Direct Debit: please fill in the Direct Debit instruction overleaf  
**Annually**  by cash or credit card: please call **01332 294929**

## 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 Easy Direct Debits for the provision of the agreed routine healthcare plan from Scarsdalevets (Derby) Limited. I am 18 years old or over.

Signature	Date
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**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. Please let us know how you'd like to hear from us:

Email     Post     Phone     SMS

# Offering the highest standard of veterinary care to horses, ponies and donkeys throughout the Midlands

Our Healthy Horse Club has been designed to help you budget for your horse's routine preventative healthcare, either by spreading the costs via monthly direct debit or in one annual payment. Gold, Silver and Bronze packages are offered to encompass you and your horse's individual requirements, regardless of whether your horse is a much loved family pet, a high class competition horse or anything in between.

## How do I join?

Please complete the attached application form, including the Direct Debit form, and hand it in next time you visit the practice. If you have any questions, one of our team will be happy to help or visit [scarsdalevets.com/healthy-horse-club](http://scarsdalevets.com/healthy-horse-club)

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



Service User Number

185829



Please fill in and post this form back to us at Scarsdale Vets, Farm and Equine Practice, Markeaton Lane, Derby DE22 4NH 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	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Bank/building society account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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The Easy Direct Debits reference (for office use only)									
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



### Instruction to your bank or building society.

Please pay Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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 EasyDirect Debits Limited Re Independent Vetcare Limited T/A Pet Health Club and, if so, details will be passed electronically to my bank/building society.

Signature(s)	<input type="text"/>
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Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
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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, Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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 Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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 Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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

## Scarsdale Vets Healthy Horse Club Terms & Conditions

Welcome to your Healthy Horse Club (your Plan) from Scarsdale Vets Derby Ltd. This contract is between You and Scarsdale Vets Derby Ltd. Your Plan is administered by Easy Direct Debits Limited for and on behalf of Scarsdale Vets Derby Ltd. This includes passing the fees on to Scarsdale Vets Derby Ltd on a monthly basis.

The following points make up the terms and conditions of the Contract between You and Scarsdale Vets Derby Ltd. These are very important and we recommend that You read through them carefully at the start of Your Pet's Plan.

### 1. Definitions of terms used

Contract means the Plan agreement between You and Scarsdale Vets Derby Ltd which You have signed and which comprises these terms and conditions. Your Veterinary Practice means Scarsdale Vets Derby Ltd, the provider of Your Pet's treatment on the Plan application form. You means the holder of the Plan who has signed the application form and who is named as the primary contact for the Plan in our records. Your Pet means the animal named on the application form as beneficiary of the Plan. Plan means the pet health plan offered by Scarsdale Vets Derby Ltd that covers specified treatment required to maintain Your Pet's health. Plan Year means an iterative cycle of twelve consecutive months starting from the beginning of the Contract and any 12 month period thereafter. Your Monthly Plan Fee is the monthly amount charged by Scarsdale Vets Derby Ltd to cover the cost of the treatment provided to Your Pet under the terms of this Contract. The Application Form is the document that is completed by Scarsdale Vets Derby Ltd at the start of the Plan which sets out the Plan category and Monthly Plan Fee. An Approved Practice is a Scarsdale Vets Derby Ltd practice owned by Independent Vetcare Ltd

### 2. Treatment to which Your Pet is entitled

The Contract entitles Your Pet to receive the routine and preventive treatment required to maintain Your Pet's health as prescribed by Scarsdale Vets Derby Ltd. A full list of inclusions are available from Scarsdale Vets Derby Ltd. These terms and conditions should be read in conjunction with Scarsdale Vets Derby Ltd's specific Plan details.

### 3. Treatment to which Your Pet is not entitled

This 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 Scarsdale Vets Derby Ltd. There is no insured benefit under The Contract, and this Contract is not a substitute for pet insurance. The Contract does not entitle Your Pet to:

- The cost of consultations that may or may not precede clinical treatment
- Any treatment that is deemed clinically necessary by Scarsdale Vets Derby Ltd in the event of illness (short-term or long-term) and injury
- Any drugs or general health improvers (such as vitamins or 'nutraceuticals') which are not clinically necessary in the opinion of Scarsdale Vets Derby Ltd.
- The cost of food, including prescription and special dietary food.
- Treatment provided by Scarsdale Vets Derby Ltd outside of normal surgery hours and/or outside of the surgery including home visits,
- Any treatment that continues after the Contract has been cancelled.

### 4. Treatment of other animals

The Contract is for Your Pet named on the Application Form and is not transferable between animals.

### 5. Treatment at another surgery

Your Contract is between You and Independent Vetcare Ltd as the owners of Scarsdale Vets Derby Ltd. Your plan can not be transferred to another practice. Where you choose for your pet to have routine preventive treatment anywhere other than at Scarsdale Vets Derby Ltd Your Pet will not be covered by this Contract.

### 6. Monthly Plan Fee

Your Monthly Plan Fee will be determined by your choice of plan, either gold, silver or bronze. Scarsdale Vets Derby Ltd reserve the right to make changes to the plan and monthly fee with no less than 4 weeks' notice.

### 7. Payment of fees

Your Contract is a monthly contract and will continue from month to month until it is ended by either You or Scarsdale Vets Derby Ltd. You must pay the monthly fee by Direct Debit in favour of Easy Direct Debits Limited as collecting agent for Scarsdale Vets Derby Ltd. Any other amounts due to Scarsdale Vets Derby Ltd for treatment not covered by this Contract are payable directly to Scarsdale Vets Derby Ltd. Your liability to pay the monthly fee continues until the Contract is ended in accordance with these terms and conditions (see sections 10 and 11). No refund of fees will be allowed except in the case of administrative error or death of Your Pet or client.

### 8. Alteration of Monthly Plan Fee

Scarsdale Vets Derby Ltd will normally review Your Pet's Monthly Plan Fee once a year and Your Monthly Plan Fee may change as a result. You will be given at least 4 weeks' notice of any changes to your monthly fee and any notice sent to the payer's email address (if provided) or last known postal address will be treated as adequate notice. You will be entitled to terminate if you do not accept the increased Monthly Plan Fee pursuant to Section 11. If you tell us you want to terminate during the 4 week notice period detailed in this Section, you will not be charged the increased Monthly Plan Fee.

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## 9. Direct Debit Changes

Following a decrease in your monthly fee, your Monthly Plan Fee will be changed at the next available Direct Debit collection date. Where You are given notice of an increase in your monthly fee, your Monthly Plan Fee will be increased at the end of the notice period. If You need to change your bank details or Direct Debit collection date, please contact Scarsdale Vets Derby Ltd at least 10 working days before the next collection is due.

## 10. Your Responsibilities

You are responsible for ensuring Your Pet attends Scarsdale Vets Derby Ltd regularly for health checks, vaccinations and parasite control and that You comply with the advice and treatment Scarsdale Vets Derby Ltd prescribes. If in the reasonable opinion of Scarsdale Vets Derby Ltd, they are not able to maintain Your Pet's health due to any act or omission on your part, your practice may end the Contract with immediate effect.

## 11. Ending the Contract

You may cancel the Contract by giving no less than one calendar months' notice in writing to Scarsdale Vets Derby Ltd or Easy Direct Debits Limited expiring on the last payment date. 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. Scarsdale Vets Derby Ltd may end your Contract for any reason by giving You not less than one month's notice and notice given will be deemed valid if sent to the payer's last known postal address.

If in the reasonable opinion of Scarsdale Vets Derby Ltd, they are not able to maintain Your Pet's health due to any act or omission on your part, our practice may end the Contract with immediate effect. Your Practice may also end this Contract if in our reasonable opinion You, and or any person who brings Your Pet to Scarsdale Vets Derby Ltd in relation to Your Pet's care, are aggressive and/or abusive to any of Scarsdale Vets Derby Ltd's staff.

## 12. Non-payment

Failed Direct Debit payments cause a significant increase in administration costs for the practice. Scarsdale Vets Derby Ltd therefore reserves the right to charge an administration fee of £10 for each failed payment. This administration charge will be added to your account. After a failed Direct Debit payment, Easy Direct Debits Limited will re-present the payment request to your bank after 3-5 working days. If the second payment request also fails, a second administration charge may be added to your account. A third and final payment request will be made to your bank after a further 3-5 working days. If this payment request is unsuccessful your Plan membership will be cancelled automatically, and your pet will no longer receive the associated benefits and discounts. If your Plan membership is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products and services received during the course of your membership, minus any membership fees received to date.

## 13. Refunds

If your monthly payment is refunded by Easy Direct Debits Limited for whatever reason, the plan will be subject to the conditions of Non-Payment (see Section 12) for those months that have been refunded.

## 14. Variation of these terms and conditions

The terms and conditions of your Contract may be varied by Scarsdale Vets Derby Ltd or by Easy Direct Debits Limited on Scarsdale Vets Derby Ltd's behalf. You will be given at least one month's written notice of any changes. Details of the variation will be sent to the Plan Fee payer's last known postal address. If you don't want to accept the changes you have the right to cancel – in line with Section 11 of these Terms and Conditions You will not have to pay any more than one month's Plan Fee if you are cancelling because of the variations to the terms. You will be deemed to have accepted the variations to the terms if you have not cancelled your Plan membership within one month of receiving written notice of those changes.

## 15. Liabilities

Easy Direct Debits Limited administers Your Pet's Plan on behalf of Scarsdale Vets Derby Ltd. The Contract is not with Easy Direct Debits Limited, and to the extent permitted by law Easy Direct Debits Limited has no liability to You whether in respect of tort (including negligence), breach of contract, defective or unsatisfactory treatment in connection with any Plan it administers on behalf of Scarsdale Vets Derby Ltd. This does not affect any right or remedy You may have against Scarsdale Vets Derby Ltd. Easy Direct Debits Limited has no obligation to pay to Scarsdale Vets Derby Ltd any fees not received by us from You, or any monies owed to You by Scarsdale Vets Derby Ltd. Your practice's liability to you in respect of the Plan shall not exceed 12 times the Monthly Plan Fee.

## 16. Your personal data

Easy Direct Debits Limited and Scarsdale Vets Derby Ltd will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan. Both Scarsdale Vets Derby Ltd 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. Scarsdale Vets Derby Ltd and Easy Direct Debits Limited 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 Scarsdale Vets Derby Ltd or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY. Your Practice will only use your personal information as set out in its privacy policy, which can be found here: <https://ivcevidensia.co.uk/privacy-policy>

## 17. Complaints and disputes

All disputes relating to treatment should be directed to Scarsdale Vets Derby Ltd in accordance with their in-house complaints procedure. Should You have a complaint about the administration of your Plan please contact the Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth, BH8 8DY or email at [help@easymdirectdebits.co.uk](mailto:help@easymdirectdebits.co.uk)

## 18. Governing law and jurisdiction

This contract shall be governed by and construed exclusively in accordance with the Law of England and Wales