Save money and pay monthly for your pet’s preventive care with our Pet Health Plans

Care Compassion Commitment
www.valevetgroup.com
The Vale Veterinary Centre Pet Health Plans provide you with a simple, money-saving way to give your cat or dog the regular preventive treatments he or she needs.

Pet Health Plans are not pet insurance: Pet Health Plans cover the regular things – like vaccinations, flea, worm and parasite treatments, health checks and advice – that pet insurance generally doesn’t. However young or old your pet, a Pet Health Plan is designed to adapt to your pet’s needs, from puppy or kitten, to adulthood and throughout its senior years.

You pay for your Pet Health Plan monthly, by a simple Direct Debit, so you spread the cost of your regular veterinary needs.

Your Pet Health Plan gives you access to additional discounts, too.

Pet Health Plans give you the reassurance of knowing that you are providing the best possible protection and care for the pet you love.

Our Pet Health Plan for cats supports ICC’s WellCat for life programme.
See www.icatcare.org for more information on the International Cat Care with expert advice for cat owners.
At The Vale Veterinary Centre we believe that a proactive, preventive approach to your pet’s healthcare is far better than waiting until your pet is vulnerable, ill or suffering to put things right. We want to make responsible pet ownership simple and affordable, which is why we have designed these Pet Health Plans.

A Pet Health Plan makes it easy for you to protect your pet and your family against preventable diseases and discomfort by making sure your pet’s vaccinations, flea, worm and parasite treatments are kept up to date. Plus, regular check-ups and early diagnosis of any potential health issues will help your pet enjoy a long, comfortable life, whilst saving you money and worry too.

We have teamed up with Denplan Pet Health Plans, who will collect your Direct Debits on our behalf and take care of the administration of the plans. This frees us up to concentrate on looking after your pets.

What to do next
It’s simple to join in either of the following ways:

- Call the Pet Health Plans team free on 0800 169 9958 and join up over the phone. Call anytime Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm.
- Come into the practice during our opening hours and speak to any member of the practice team. We will complete a short joining form with you.

If you have any questions at all, call the Pet Health Plans team free on 0800 169 9958, Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm, or pop into the practice.

### Planning for your pet’s health

### Friends for life

The treatments and services included in the The Vale Veterinary Centre Pet Health Plans are shown below, with the monthly payments.

<table>
<thead>
<tr>
<th></th>
<th>Dog Any age</th>
<th>Cat Any age</th>
<th>Dog Any age</th>
<th>Cat Any age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Care</td>
<td>Essentials</td>
<td>Total Care</td>
<td>Essentials</td>
</tr>
<tr>
<td>50% off primary vaccination* course</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
</tr>
<tr>
<td>Annual booster vaccination* with a vet consultation which includes a comprehensive health check</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
<td>✧ ✧</td>
</tr>
<tr>
<td>Kennel Cough Vaccination</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>Comprehensive year round flea, worm and other parasite treatment</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>Essential year round flea and worm treatment</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>Bi-annual 10 Point Health Check with a nurse consultation (6 months after vaccination)</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>Additional visit to the practice for nurse health check</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>Microchipping for £10 (special discounted price)</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>10% off all dental procedures</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>10% off senior health screen blood testing (including liver and kidney function)</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>10% off routine neutering</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>10% off emergency out of hours consultations (excluding treatment)</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>10% off pet accessories bought from the practice</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
<tr>
<td>5% off Seresto Pet Collars</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
<td>✧</td>
</tr>
</tbody>
</table>

#### Vaccinations included:

**Dogs:** Distemper, Hepatitis, Parvovirus, Leptospirosis.

**Cats:** Feline Leukaemia, Chlamydomphia, Enteritis, Herpes, Feline Influenza.

One vaccination per year per pet - either annual booster or the second vaccination from the primary vaccination course.

<table>
<thead>
<tr>
<th></th>
<th>Small Up to 10Kg</th>
<th>Medium 10.1Kg – 25Kg</th>
<th>Large 25.1Kg – 40Kg</th>
<th>Extra Large Over 40Kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>£11.75</td>
<td>£13.95</td>
<td>£15.90</td>
<td>£26.50</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Small Up to 10Kg</th>
<th>Medium 10.1Kg – 25Kg</th>
<th>Large 25.1Kg – 40Kg</th>
<th>Extra Large Over 40Kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>£8.00</td>
<td>£10.50</td>
<td>£11.95</td>
<td>£19.90</td>
<td></td>
</tr>
</tbody>
</table>

### Notes:

1. There is a discount of 5% on your total monthly fee if you have more than one pet on a Pet Health Plan.
2. There is a joining fee of £10 per owner (for life), plus a pet joining fee of £5 per animal. These fees will be collected with the first payment.
3. If you cancel at any time other than on an anniversary of joining the plan, you will be required to pay the practice either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.
4. No refunds are payable for any months paid before a pet’s death except at the discretion of the practice.
5. Plans and prices valid from 1st February 2014.
Welcome to your Pet Health Plan from your veterinary practice. The Agreement you have with your practice means you can enjoy the benefits of preventive healthcare for your pet(s).

Pet Health Plans are administered by Pet Health Plans from Denplan for and on behalf of each veterinary practice. Pet Health Plans from Denplan’s role is to provide administrative services to support the contract between you and your practice. This includes passing your payments onto your practice on a regular basis.

Please remember, your Pet Health Plan Contract is between you and your specified veterinary practice and is not transferable to another. However, if you are considering changing your practice please contact Pet Health Plans 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 your veterinary practice and are effective from 1st December 2008.

Please speak to your veterinary practice to confirm what is included in your Pet Health Plan.

When you complete the Pet Health Plans application form at your practice, you will find these details on the back of the form you sign. If you wish to join Pet Health Plans over the phone, you will be asked if you have read and understood these details before your membership is confirmed.

Please speak to your veterinary practice to confirm what is included in your Pet Health Plan.

1. Explanation of terms used – In this Agreement, ‘The Contract’ means these terms and conditions and the Contract entered into by you and your veterinary practice which you have agreed, ‘your veterinary practice’ and ‘your practice’ means the veterinary practice named on the Pet Health Plans Application Form.

2. Plans, categories and fees – The fee for your pet will be set by your practice, based on its species, age, weight and gender.

3. Treatment to which you are entitled – The 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 – The 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 to have treatment provided by a practitioner independently of your practice, your pet will not be covered by your Pet Health Plan.

6. Payment – You must pay your initial joining fee, which covers you for life, each pet’s joining fee and monthly fee by Direct Debit in favour of Pet Health Plans from Denplan as collecting agent for your practice.

Any other amounts due to your practice for treatment not covered by the Contract are payable directly to your practice. Your liability to pay the monthly fee continues until the 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.

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 may 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 (correspondence sent to the last known address by ordinary post) if the increase is not negligible.

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 fees, your Direct Debit will be changed at the end of the notice period.

9. Your responsibilities – The date of birth and weight of your pet(s) entered on your Pet Health Plans Application Form will be the date of birth and weight used to determine the fee category your pet(s) falls into. If the month of birth is unknown, we will use 1st January of the specified year for this purpose. If your pet is unknown, an estimate should be made.

10. Ending the Contract – You may cancel your Contract by contacting Pet Health Plans from Denplan or your practice within the cancellation period, which is 14 days following the start of your Contract. Following this period, you may end the Contract by giving not less than 21 days’ notice to your practice and to Pet Health Plans from Denplan, expiring on the last day of a month. The practice may end the Contract by giving you written notice expiring on the last day of a month, after no less than one month’s notice.

11. Non-payment of fees – If we fail to collect a monthly payment Pet Health Plans from Denplan will inform you accordingly and attempt to collect fees from your account in the following month.

12. Refunds – Pet Health Plans from Denplan 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.

13. Clinical Records – By signing the Pet Health Plans Application Form, you consent to the disclosure of your pet’s medical notes and other records for the purpose of any review, assessment or consideration of the care provided by your practice, which may take place under the terms of membership of Pet Health Plans, but not for any other purpose without your further consent.

14. Variation of those terms and conditions – The terms and conditions of this Contract may be varied on one month’s written notice given to you by your practice. If you do not wish to accept the variation you should, having regard to any variation notified to you, respond in writing to the practice within the time limit specified in condition 13. 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 practitioner. If you need to change to another participating practice, a new Contract will be required and the fees may change.

16. Treatment outside the Contract – This Contract does not prevent you and your practice agreeing that they will provide treatment outside your arrangement with the Contract. You will be responsible for paying for such treatment.

17. Disputes – Your practice has an in-house complaints procedure. If you are unhappy with any aspect of your pet’s veterinary care, you should speak to your practice directly.

18. Notice – Any notice given to you by your practice under these terms and conditions is considered valid if Pet Health Plans from Denplan gives it to you on your practice’s behalf. Any notice given by your practice or Pet Health Plans from Denplan is valid if sent to your last known address by ordinary post.

19. Pet Health Plans services – Pet Health Plans from Denplan may record and monitor telephone calls for training purposes and for use in the event of any subsequent queries.

We will hold and use information relating to you. We call this information personal data. The main purpose which we hold and use personal data for is to enable us to administer your plan. Other purposes which we use personal data for are to improve our services to you and our other clients, to comply with legal obligations, which we are subject to, to protect our interests and for fraud detection and prevention.

We may receive and share personal data with persons appointed by you or who provide a service to you, for example your veterinary practice. We may provide personal data to persons appointed by you who assist us in relation to the services we provide to you, including companies operating outside the United Kingdom and to organisations responsible for fraud prevention.

Where we have an agreement we will use your personal data to provide you with offers of products and services from Denplan. Where you have agreed to this, we will share your personal data with other companies within the Simplyhealth Group and carefully selected third parties in order for them to provide you with offers of products and services.

We operate strict procedures to ensure that personal data is kept secure.

You have the right to see your personal data which is held by us. There may be a charge if you want to do this. If you have any questions or concerns about the personal data we hold and how we use it please write to: the Data Protection Officer, Denplan Limited, Denplan Court, Victoria Road, Winchester, SO23 7RL. Denplan records telephone calls for training and quality assurance purposes.

Governing Law and Jurisdiction – Both parties agree that this Agreement shall be governed by and construed in accordance with the Law of England and Wales and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

Pet Health Plans are administered on behalf of the practice by Pet Health Plans from Denplan.

Correspondence Address: Pet Health Plans from Denplan, Victoria Road, Winchester, SO23 7RL, UK.

Denplan Limited, incorporated in England and Wales with registered number 1981258, whose registered office is at Holmebank House, Waterlooville, Hampshire, PO8 9LW.
College Road
Cullompton
Devon
EX15 1TG
01884 35558
Honiton
2 Duchy Road
Heathpark Industrial Estate
Honiton
Devon
EX14 1YD
01404 44095

The Laurels
Tiverton
Devon
EX16 4LF
01884 258585
7 Fore Street
Uffculme
Devon
EX15 3AN
01884 841317

www.valevetgroup.com

Find us on Facebook

Pet Health Plans are administered on behalf of practices by

Denplan Pet Health Plans, Victoria Road, Winchester, Hampshire SO23 7RG  0800 169 9958

Denplan Limited, incorporated in England and Wales with registered number 1981238, whose registered office is at Hambleden House, Waterloo Court, Andover, Hampshire SP10 1LQ.