



130 Streatham Vale, London SW16 5TB
Telephone 020 8679 6969

Pet Savers Club

At the Vale Veterinary Clinic we have created a way to ensure that if your pet has an accident or suffers from any illness then you will not have any unexpected bills to pay. By making regular monthly payments to our **Super Plan**, in addition to the normal benefits, you will enjoy free preventative care treatments.

The **Super Plan** will include free:

- Full health check & vaccinations including kennel cough
- Microchip
- Years supply of flea & worming treatment
- Six month health check
- Nail clips at time of health checks

Plus 10% discount on everything else.

Plan membership means you will never have any large veterinary bills to pay for work carried out at our clinic. The super plan offers you a fantastic opportunity to spread the cost of caring for your pet throughout the year, enjoying significant savings while doing so, giving you complete peace of mind.

We are finding that many existing pet insurance policies are becoming increasingly costly and restrict payment by large excess payments, increased premiums or age and we wish to offer you a helpful alternative.

We wanted to create a plan that would:

- not involve claim forms
- not require you to pay bills and have to wait for reimbursement
- not demand you pay a percentage of your bill
- not increase your premiums because you have claimed or are claiming on your policy
- be better value than pet insurance

Plan	Cats	Rabbits	Small Dogs Up to 10kg	Medium Dogs Up to 10-25kg	Large Dogs Up to 25-40kg	Giant Dogs Up to 40kg+	Benefits
Standard	£18.00	£13.00	£23.00	£25.00	£29.00	£35.00	Free drugs, operations and hospitalisation necessary for any illness or accident
Super	£32.00	£21.75	£38.00	£42.00	£48.00	£60.00	Standard plan + free vaccinations, flea & worming, microchip, nail clips + 10% off everything else
Age supplements	£11.00 10 years+		£13.00 10 years+	£15.00 9 years+	£16.00 8 years+	£17.00 7 years+	Applicable to all pets above stated age
Additional age supplements	£12.00 14 years+		£13.00 14 years+	£14.00 12 years	£15.00 10 years+	£16.00 9 years+	Additional age supplement for all animals above stated age.

The Plans

Both plans will only pay for treatment required for any incident of sickness or accident including drugs and hospital care carried out at the Vale Veterinary clinic. They will not pay for whelping, neutering, prescription diets, cremation or any pre-existing conditions. You will be required to pay an initial fee of £75 on our Plans at the start of each condition but if the total cost of treatment is lower than this then the lower figure will be applied. The initial fee will apply along with the out of hours charges and visit fees if you do not visit the surgery for work carried out by us out of normal surgery hours.

The Standard Plan is aimed at clients who wish to avail themselves of a means to ensure that any illness or accident that may involve their cat or dog is covered. Should a condition be resolved but then recur at a later date the initial fee of £75 will be required.

The Super Plan is designed to assist you to take care of the majority of your pet's veterinary needs. So in addition to the benefits of our standard plan the following treatments will be provided completely free of charge:-

- Full health check & vaccinations including kennel cough
- Flea & worming treatments
- Microchip
- Six month health checks
- Nail clips at time of health checks

Plus 10% off everything else

Whilst your pet is a member of the *Pet Savers Club* we will always provide the best care we feel is appropriate at that time and we will always discuss the proposed treatment with you before we go ahead.

The treatment that we provide will always be at the sole and unrestricted discretion of our vet, who we feel is best qualified to judge what is right for your pet. Treatment costs are capped at £2,500 per individual condition.

The Plans are not insurance policies and do not cover members for third party liability. Almost all household insurance policies provide third party cover and therefore it is both expensive and unnecessary for most of our clients to duplicate this cover.

At the Vale Veterinary Clinic our purpose is to provide first class medical facilities and treatment together with friendly service.

Our aim is to provide comprehensive health care for all animals from our well-qualified staff whose training is continuously up-dated to keep them in touch with every new development in veterinary medicine. We are always ready to discuss any problem that your pet may be undergoing.

The Vale Pet Savers Club Plans are designed to enable you to afford any treatment that may prove necessary for your pet and we always attempt to maintain our competitive prices for as long as possible. Unfortunately, when drugs costs and other prices are increased we are forced to pass them on for us to remain in business. We do guarantee that our membership fees will not increase until absolutely necessary and we will give you sufficient notice that you can cancel your membership should you wish to do so.

PLAN AGREEMENT

Vale Veterinary Clinic promise: -

To see you and your pet whenever they need attention.

To carry out all of the routines and treatments as listed under the appropriate plan to the absolute best of their ability.

To refer and pay, up to the levels stated, for your pet's treatment at a specialist centre whenever that may be considered necessary by the vet.

Not to charge you for treatment, drugs, operations, hospitalisation or aftercare apart from an initial fee of £75.

To give you the all of the discounts that plan membership entitles you to.

You promise: -

To pay your membership fee each month by Direct Debit through your bank or annually by cheque or in cash to Vale Veterinary clinic.

To join a level of the plan and remain on it for a minimum of twelve months

To inform Vale Veterinary Clinic of any change of address or other relevant circumstance

To discuss any pre-existing or recurrent condition affecting your pet with a member of Vale Veterinary Clinic staff before joining.

I understand that my membership will not be activated until my first payment has been received by the administrators of the plan. I have read the brochure and I have been given the opportunity to discuss my membership of the plans with a member of the Vale Veterinary Clinic staff either on the telephone or in person. I also understand that if treatments are offered by the Vale Veterinary Clinic vets they are at the sole and unrestricted discretion of the vet as I accept that they are best qualified to judge what is right for my pet.

Signed

Date

Print Name

Address

Telephone

Plan Type Standard Super

Please delete one which does not apply

£ Amount of usual payment

Amount of usual payment in words

Date of first payment and subsequent payments are taken on 1st or 15th of each month. If you require earlier membership please contact Vale Veterinary Clinic.

Pet's Details

Name

Breed

Age

Weight

Existing illnesses if any

Pet's Details

Name

Breed

Age

Weight

Existing illnesses if any

All sections except those marked "for office use only" must be completed in order for the direct debit to be processed

HOW WE USE YOUR INFORMATION

- Easy Direct Debits Limited and your veterinary practice will hold and use your personal data (as defined by the General Data Protection Regulation) for the purpose of administering your preventative healthcare plan.
- Both Easy Direct Debits Ltd and your veterinary practice 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.
- We 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. Please note that there may be a charge if you wish to do this. If you have any queries about the data we hold, or how we use it, please write to either the Practice Manager at your veterinary practice or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.