

Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form using a ball point pen and send it to:

MyVet Projects Ltd
100b High Street
Winslow
Buckinghamshire
MK18 3DQ

Originator's Identification Number

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Name(s) of Account Holder(s)

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Branch Sort Code

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Bank/Building Society account number

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address:	
Post Code	

Instruction to your Bank or Building Society

Please pay MyVet Projects Ltd 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 MyVet Projects and if so details will be passed electronically to my Bank/Building Society.

Reference *for office use only*

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Signature(s)

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Date

The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change MyVet Projects Ltd will notify you 20 working days in advance of your account being debited or as otherwise agreed.

If an error is made by MyVet Projects Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please send a copy of your letter to us.

Questions & Answers

Do you cover only healthy pets?

No. The plan will take any pet but will not cover pre-existing conditions but you can still join to cover any future problems that may occur. The plan cannot cover the cost of whelping in bitches kept for breeding.

Will you drop my pet from the plan when it gets older?

No. Your cat, dog or rabbit may join from the age of six weeks to 8 years for large and giant dogs and 10 years for small and medium dogs and cats and can remain on the plan as long as it lives. There is a maximum cost to treatment given for each individual condition of £2,500.

What if my pet is taken ill whilst I am on holiday?

Providing you are away for longer than 48 hours and further than 50 miles from our surgery then simply go to the nearest vets and get treatment, retain your receipt and at our discretion we will reimburse you for all but the initial fee of £70.

Is neutering free in the plan?

No but you will only have to pay the normal neutering cost if neutering becomes clinically necessary. We always recommend neutering to avoid problems that may occur at a later date.

What happens if I need the vet outside of normal working hours or need a house call?

You pay the normal after hours or visit charges plus the initial fee but further drugs and treatment are free.

I have 3 pets and wish to enrol them all do you give a discount in this case?

You will receive a discount of 10% for each pet.

How do I pay?

You pay by Direct Debit through your bank each month or by postal order to our administration Company as arranged. Membership will not start until your first payment is received

What is the difference between the standard and super plan?

Whilst the standard plan has been set up to take care of those emergencies that may happen the super plan is designed to also cover the routine treatments that are necessary, these are delivered free of charge without the initial fee being taken.



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 piece of mind.

We are finding that many existing pet insurance policies are becoming increasingly costly and restrict payment by large excess payments 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
- create a relationship with us as your vet
- offer a flexibility to suit your pocket
- be better value than pet insurance

Plan	Cats	Rabbits	Small Dogs up to 10kg	Medium Dogs 10-25kg	Large Dogs 25-40kg	Giant Dogs 40kg +	Benefits
Standard	£17.00	£13.00	£22.00	£24.00	£28.00	£34.00	Free drugs, operations and hospitalisation necessary for any illness or accident.
Super	£31.00	£21.75	£37.00	£41.00	£47.00	£59.00	Standard plan + free vaccinations, flea & worming, microchip, nail clips + 10% off everything else.
Age supplements	£10.00 10 years+	10 years+	£12.00 10 years+	£14.00 10 years+	£15.00 8 years+	£16.00 8 years+	Applicable to all pets above stated age.
Additional age supplements	£11.00 14 years+		£12.00 14 years+	£13.00 14 years+	£14.00 10 years+	£15.00 10 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, individual cremation or any pre-existing conditions. You will be required to pay an initial fee of £70 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 completely but then recur at a later date the initial fee of £70.00 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 £70.

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

You promise: -

To pay your membership fee each month by standing order through your bank or annually by cheque or in cash to our administration company.

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 3rd of each month. If you require earlier membership please attach a cheque made payable to MyVet Projects Ltd to this application and forward it to MyVet or 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.