



ORCHARD HEALTH PLAN

Veterinary Surgeon/Pet Owner AGREEMENT

Please complete this form in BLOCK CAPITALS

Effective Date 14th 20

This Contract is made between:

“THE VETERINARY SURGEON”

and

“THE PET OWNER”

Orchard Veterinary Group
Wirrall Park Road
Glastonbury
Somerset
BA6 9XE

Title: Mr/Mrs/Miss/Other

Forename: Surname:

Address:

Postcode:

PET DETAILS (Discount of £1.00 applies for each additional animal)

I. The Pet Owner will pay the Veterinary Surgeon:

I.1 An initial registration fee of £ payable to the practice

a. Name	<input type="text"/>	Breed	<input type="text"/>	Monthly Fee	£ : <input type="text"/>
Age	<input type="text"/>	Plan Type	<input type="text"/>	<input type="checkbox"/> Add Accidental Injury Cover @ £1.50/month	£ : <input type="text"/>

b. Name	<input type="text"/>	Breed	<input type="text"/>	Monthly Fee (discounted by £1.00)	£ : <input type="text"/>
Age	<input type="text"/>	Plan Type	<input type="text"/>	<input type="checkbox"/> Add Accidental Injury Cover @ £1.50/month	£ : <input type="text"/>

c. Name	<input type="text"/>	Breed	<input type="text"/>	Monthly Fee (discounted by £1.00)	£ : <input type="text"/>
Age	<input type="text"/>	Plan Type	<input type="text"/>	<input type="checkbox"/> Add Accidental Injury Cover @ £1.50/month	£ : <input type="text"/>

d. Name	<input type="text"/>	Breed	<input type="text"/>	Monthly Fee (discounted by £1.00)	£ : <input type="text"/>
Age	<input type="text"/>	Plan Type	<input type="text"/>	<input type="checkbox"/> Add Accidental Injury Cover @ £1.50/month	£ : <input type="text"/>

I.2 Thereafter, the Pet Owner will pay to the Veterinary Surgeon a **TOTAL MONTHLY FEE of** £ : in respect of the practice Plan for the above animals on or about the 14th of every month.

Pet Owner signature: Date:

For and on behalf of the Veterinary Surgeon: Date:

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



Please fill in the form and send to: Practice Plan for Vets Limited, Kempthorne House, Park Avenue, Oswestry, Shropshire SY11 1AY

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Originator's Identification Number
 9 4 2 8 2 5

Reference Number

Instruction to your Bank or Building Society
Please pay Practice Plan for Vets Limited 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 Practice Plan for Vets 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

<p>2 The Plan is designed to allow for monthly payment, in advance, for treatment administered at intervals under the Plan, over a twelve month period/cycle. In consideration of the payment by the Pet Owner of the monthly fee, the Veterinary Surgeon agrees to provide services under the Plan (as described in practice literature) either by himself/herself or by a qualified member of his/her staff.</p> <p>2.1 All subsequent pets after the first will attract a £1.00 discount off the Plan provided that the fee is collected on the same Direct Debit.</p> <p>3 The monthly fee entitles the Pet Owner to the services described in the Plan. Entitlement to membership benefits commences after the third payment has been made.</p> <p>3.1 The accidental injury cover, if chosen, is restricted to the cover described in the insurance policy. A copy of this policy is available on request.</p> <p>4 The Veterinary Surgeon may increase the monthly fee on 1st April in each year and will give two month's notice of such increase. The Veterinary Surgeon may increase the charges on his/her price list at any time. Any course of discounted treatment commenced before the increase and ongoing after the increase will be charged at the original discounted price. Treatments requiring on-going drug supply, for chronic conditions, will be subject to normal annual price increases.</p> <p>5 The Veterinary Surgeon may terminate this Agreement by giving to the Pet Owner not less than one month's notice, provided that all treatments and examinations, paid for in advance under the Plan, have been or will be supplied. If the pet is in receipt of a course of treatment, following an accident, which will take longer than one month, the Agreement will terminate on completion of the treatment. The monthly fee, including the accidental injury cover supplement, must be paid until the termination of the Agreement.</p> <p>5.1 Upon commencement of this Agreement the Pet Owner has the right to terminate the Agreement within seven days of the commencement date.</p> <p>5.2 The Pet Owner may terminate this Agreement by giving not less than one month's notice, provided that all treatments and examinations have been paid for as intended over the twelve month period. Should the Pet Owner leave the Plan before this time, then the full value of the balance of payments must be paid immediately. This will also apply to any discounted treatments offered or any extended payments agreed.</p> <p>5.3 In the event of the monthly charge being unpaid one month after it has become due, the Veterinary Surgeon may terminate this Agreement by giving notice to the Pet Owner to that effect. In that event, all insurance cover will cease and the Pet Owner will be liable for all monies then outstanding and due to the Veterinary Surgeon.</p> <p>5.4 In the event that the Pet Owner leaves the Plan within 12 months of receiving discounted treatment or within 12 months from the end of a course of discounted treatment, the Veterinary Surgeon reserves the right to make a charge equal to the discount received by the Pet Owner, i.e. a refund of the discount. The Pet Owner would not have to refund the discount in the unfortunate circumstances of the pet dying within twelve months of receiving discounted treatment but the Pet Owner would be liable for all other fees due.</p> <p>6 The monthly fee will be payable by Direct Debit to Practice Plan for Vets Limited (or its nominee or assignee) who collect the fee on behalf of the Veterinary Surgeon. The Pet Owner will pay the monthly fee until this contract is terminated. The Pet Owner acknowledges that Practice Plan for Vets Limited (or its assignee or nominee) is only the administering and collecting agent of the vet and therefore Practice plan for Vets Limited (or its assignee or nominee) has no responsibility for standards of treatment or affairs of a clinical nature and disputes relating to treatment are strictly a matter between the Veterinary Surgeon and Pet Owner.</p>	<p>7 It is the Pet Owner's responsibility to:</p> <p>7.1 Attend the Veterinary Surgeon's practice for check-up as provided for in the Plan.</p> <p>7.2 Inform the Veterinary Surgeon of any injury, difficulty or other relevant matter affecting the pet's health generally.</p> <p>8 This contract is exclusive to the Pet Owner and is non transferable between Pet Owners, and does not cover the services or any other veterinary practice. This contract may be transferred between Veterinary Surgeons within the practice or upon the sale of a practice to a new owner by notice in writing from a partner of the practice to the Pet Owner.</p> <p>8.1 Any discounts offered as part of the Plan apply only to those pets named in paragraph 1, overleaf.</p> <p>9 Any dispute arising under this Agreement will be submitted to arbitration under the Arbitration Act 1996 at the joint cost of the parties.</p> <p>10 All notices given under the provisions of this Agreement must be in writing and sent to the last known address of the Pet Owner or the Veterinary Surgeon by recorded delivery post.</p> <p>11 Enrolment: All applications for membership will be effective on the 14th of any month, provided that the application is received at Practice Plan for Vets Limited 10 working days before that date. Applications received after that deadline will be effective on the 14th of the succeeding month.</p> <p>11.1 The Veterinary Surgeon reserves the right to refuse an application.</p> <p>12 Accidental Injury Cover (available subject to the option being ticked overleaf). The following information is a summary of the main benefits and is correct at the time of printing. It is possible that some details may change; a copy of the full, up-to-date terms and conditions of the insurance policy is available on request.</p> <p>12.1 The veterinary practice holds the insurance certificate for a policy currently underwritten by Allianz Cornhill Insurance plc and administered by Stoneways Insurance Services and Practice Plan for Vets Limited. The practice can recover the costs of treatment provided for accidental injury. Treatment provided under this Agreement will be limited in accordance with the policy, limits and excesses.</p> <p>12.2 The Pet Owner can access the insurance cover for their pet as part of the membership of the practice's Plan upon payment of a stated monthly fee.</p> <p>12.3 The underwriters will indemnify the Veterinary Surgeon up to the amount specified in the schedule for the proper and reasonable fees incurred in respect of treatment administered by the Veterinary Surgeon named in the schedule following an accidental injury by an identifiable and known cause and occurring on a specific date sustained during the period of insurance. If an accident occurs to the pet anywhere in the UK where it is impossible or impractical for the Pet Owner to obtain the prior consent of underwriters for any treatment, the pet may be treated by any Veterinary Surgeon. All subject to written notice of such accident having been given immediately by the Veterinary Surgeon to the underwriters and, in any event, within 30 days of the injury.</p> <p>12.4 Referrals for second opinions and specialised hospital/treatment centres are not considered to be standard veterinary fees and underwriters discretionary permission must be obtained, in writing, before such treatment is undertaken; otherwise no liability can be accepted for this.</p> <p>12.5 Cover is dependent upon each claim being substantiated by a detailed account from the Veterinary Surgeon named in the schedule and a report detailing the treatment carried out.</p> <p>12.6 An excess of £75 per claim applies and the limit on each claim is £2,500 with a maximum of £5,000 in any 12-month period.</p> <p>12.7 Conditions: Full policy schedules available at the practice – copies available on request.</p>
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The information concerning insurance is a summary of the main points and is correct at the time of printing. It is possible that some details may change; full, up-to-date information is available at the surgery.

This guarantee should be retained by the Payer.

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, Practice Plan for Vets will notify you ten working days in advance of your account being debited or as

otherwise agreed.

- If an error is made by Practice Plan for Vets Limited 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 also send a copy of your letter to Practice Plan Vets Limited.

