



## **Terms and Conditions – Lifetime Care Club**

### **WHAT IS INCLUDED IN THE LIFETIME CARE PLAN**

The Lifetime Care Club is a pre-payment plan that covers the cost of preventative health issues of your pet. Please refer to the leaflet attached to your application form for details of what is included in the Lifetime Care Club you have chosen. It is your responsibility to ensure that you receive all the treatments included in the Lifetime Care Club. Membership is not transferable to another pet. The Lifetime Care Club is not a pet insurance.

### **RENEWING YOUR LIFETIME CARE CLUB**

At the end of the annual contract, we will write to you about renewing for another year. If you pay by Direct Debit, we will send you a renewal notice showing the amount we will automatically collect for the next year, unless you inform us otherwise.

### **CANCELLING THE LIFETIME CARE CLUB DURING THE ANNUAL CONTRACT**

- You may cancel the Lifetime Care Club by telephoning or writing to us at least 14 days prior to your next payment date. If you pay Direct Debit, you must tell your Bank to cancel the Direct Debit Instruction/s. If your Lifetime Care Club is returned unpaid by your Bank or Direct Debit Instruction is cancelled and a new Direct Debit Instruction is not set up immediately, the Lifetime Care Club will be deemed to be cancelled.
- If the Lifetime Care Club is cancelled during the annual contract, we will charge you for any goods received under the Life Time Care Club, but any payments you have already made towards the Lifetime Care Club will be offset against the charges.
- Should the cancellation result in a balance owing to Friars Moor Veterinary Clinic Ltd, an invoice will be sent to you and payment will become due immediately. No credit will be given if the cost of goods received is less than the amount paid by Direct Debit at the time of cancellation.

### **THE DIRECT DEBIT GUARANTEE**

Banks and building societies may not accept Direct Debit Instructions for some types of account.

- This Guarantee is offered by all banks and buildings societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request 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 Friars Moor Veterinary Clinic Ltd 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 Friars Moor Veterinary Clinic Ltd 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.

**PRIVACY – YOUR INFORMATION**

By providing us with your email address you agree to being contacted about information and changes relating to your Lifetime Care Club plan or payments. This information will not be used for any other purpose.

For our full Privacy Policy please see our website:

<https://friarsmoorvets.co.uk/about-us/the-small-print/#privacy>