

Terms and Conditions of the Annual Health Plan Agreement

Below are the terms and conditions on which Teme Veterinary Practice LLP will provide Annual Health Plans services & products (the "Services & Products") to you (the "Pet Owner"). Before you agree that Teme Veterinary Practice LLP will provide Services & Products for your pet, please read these Terms and Conditions carefully. If you have questions concerning the terms and conditions please ask before entering into a contract with Teme Veterinary Practice LLP. **THIS IS NOT AN INSURANCE POLICY.** This Health Plan does **NOT** cover any additional products or procedures required should your pet develop an illness or have an accident during the plan period.

1. Services & Products included in this agreement:

1.1. For All pets

- 1.1.1. Thorough health examination by a Veterinary Surgeon at vaccination.
- 1.1.2. Annual worming and flea treatment and prevention cover for 12 months.

1.2. For puppies and kittens under 1 year of age

- 1.2.1. Microchipping for kittens and registration onto database.
- 1.2.2. Full Primary Vaccination Course.
- 1.2.3. free extras include: an initial appointment with a Veterinary Nurse to discuss your new puppy or kitten and answer your questions on behaviour, feeding and nutrition, first aid, worm and flea prevention and an introduction to Teme Veterinary Practice LLP. Nurse clinics every two months for puppies and every three months for kittens to check your pet's development. A puppy information pack. Four weeks free insurance.
- 1.2.4. The optional neutering package includes:
Males - a general anaesthetic and castration. All the pain relief medications, post op checks and suture removal are included.
Females - a general anaesthetic and an ovariohysterectomy.
All the pain relief medications, post op checks and suture removal are included.

1.3. For adult dogs and cats over 1 year of age

- 1.3.1. Annual Booster Vaccination.
- 1.3.2. For adult pets over 1 year of age: one free dental checkup. 10% off any dental procedures during the period covered by the Annual Health Plan
- 1.3.3. The optional Geriatric package for pets over 8 years of age includes a wellness check (Mini Blood Profile at booster plus free urinalysis) and a free geriatric nurse clinic every three months.

2. General Conditions applicable to this agreement

- 2.1. We withhold the right to charge the difference should you choose the wrong weight category for your dog.
- 2.2. Vaccination must be given within 3 months of due date. Overdue vaccinations will need to restart a course and this will not be included in the health plan. We will send a reminder but it is the clients' responsibility to book the appointment
- 2.3. Some dogs may not be able to have kennel cough vaccination due to aggression or underlying illness. The veterinary surgeon will discuss and choose the suitable vaccine that your pet requires each year and the needed combination of the vaccine will be used.
- 2.4. Neutering your kitten
Male kittens: usually neutered between 5-6 months of age, and must be done before your cat is 7 months for purposes of this agreement.
Female kittens: usually neutered at 4-5½ months of age and must be done before your cat is 7 months for purposes of this agreement.
- 2.5. Neutering your dog
Your dog must be a minimum of 5 months old and a maximum of 18 months. We will not neuter dogs older than this under this health plan unless agreed in health interests of the dog by our veterinary surgeons.
- 2.6. Health Plan flea and worm products will be available to collect at suitable intervals (every 3 months) over the counter or you can sign on to a home delivery service Post2Pet (Premier Vet Alliance Limited) through Teme Veterinary Practice LLP.
- 2.7. It is the Pet owners responsibility to attend Teme Veterinary Practice LLP in order to receive the Services & Products and no refund for unused Services & Products will be given. Annual SMS text, email or letter reminders for booster vaccinations and Health Plan renewals will be generated and sent prior to the due date. Please contact your surgery should you **not** wish to receive these reminders. Pet owners may request to receive SMS text reminders for certain other products, such as flea and worm treatments. We **cannot** be held responsible for any missed or late text message, email or letter reminders and it is your responsibility to ensure your personal data we hold on our computer system is up to date.
- 2.8. Any complications arising from vaccination, worming or flea treatment (although extremely rare) are outside of the health plan and will have to be paid at normal rates. However, our Veterinary Surgeon may advise to switch to alternative worm or flea treatments at no extra cost.

For the avoidance of doubt Teme Veterinary Practice LLP retains absolute discretion as to the medications and treatments provided under the terms of this agreement

- 2.9. For the purposes of the Contract (Rights of Third Parties) Act 1999 this agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its provisions.
- 2.10. All notices given to Teme Veterinary Practice LLP under the provisions of this agreement must be in writing and sent to Teme Veterinary Practice LLP, 44 The Casemill, Temeside, Ludlow, Shropshire SY8 1JW.

3. Payment

- 3.1. By signing these terms and conditions the Pet Owner agrees that in consideration for the Annual Health Plan Services & Products the Pet owner will make monthly payments to Teme Veterinary Practice LLP by Direct Debit.
- 3.2. Teme Veterinary Practice LLP reserves the right to increase the monthly payment in its absolute discretion provided that it gives the Pet owner not less than 10 days notice in writing of such increase.
- 3.3. In the event of any Direct Debit being unpaid the amount due will be charged to the Pet Owner's account at Teme Veterinary Practice LLP with an additional administration charge added.
- 3.4. In the event of any monthly payments being unpaid one month after it has become due, Teme Veterinary Practice LLP may terminate this agreement by giving notice to the Pet Owner to that effect. In that event, the Pet Owner shall not be entitled to any further Annual Health Plan Services & Products and where the monthly payments in advance do not cover the cost of the Services & Products received by the Pet owner, an additional charge will be made by Teme Veterinary Practice LLP to cover the shortfall.
- 3.5. Teme Veterinary Practice LLP reserves the right to terminate the Annual Health Plan agreement immediately should the Pet Owner's account go into arrears. Should the monthly payments be in excess of benefits received, then these payments will be used towards any amounts outstanding on the Pet Owner's account.

4. Term

- 4.1. The Pet Owner's Annual Health Plan will continue from the date of this agreement until such time as it is terminated in accordance with clause 5 of these terms and conditions.

5. Termination of this agreement

- 5.1. Teme Veterinary Practice LLP may terminate this agreement by giving the Pet Owner a minimum notice of one month in writing to that effect, provided that all Services which have been paid for in advance have been supplied or will be supplied prior to the termination date.
- 5.2. The Pet Owner may terminate this agreement by giving a minimum of one month notice in writing to Teme Veterinary Practice LLP, provided that all monthly payments up to the termination date have been received and are in excess of the total value of the Services & Products received by the Pet Owner prior to the termination date. Where the monthly payments in advance do not cover the full retail cost of the Services & Products received by the Pet Owner up to and including the termination date, an additional charge will be payable to Teme Veterinary Practice LLP by the Pet Owner to cover the shortfall.
- 5.3. Should your dog sadly pass away or go missing during the period covered by the Health Plan no notice period is required to terminate this agreement. You will be expected to pay the balance for the month in which the event occurred, but subsequent monthly fees will be waived. Where the monthly payments in advance do not cover the full retail cost of the Services & Products received by the Pet Owner up to and including the termination date, an additional charge will be payable to Teme Veterinary Practice LLP by the Pet Owner to cover the shortfall. Please contact us immediately so that payments can be stopped or adjusted accordingly.
- 5.4. Relocation - Should your dog move more than 15 miles from Teme Veterinary Practice LLP you will be expected to pay on the same terms as above under point 5.2. Should your dog be rehomed you will be expected to pay on the same terms as above under point 5.2.
- 5.5. By signing up to this agreement you have agreed to these terms and conditions. We reserve the right to pursue any monies owed through the Small Claims Court and charge interest payments on outstanding debt.

Privacy Policy

Our Privacy Policy (GDPR) can be found in our general Terms & Conditions on our website or you can ask for a printed copy at one of our branches.