

## Donnington Grove Preventative Healthcare

### Discount Club

**Please be aware, this plan is not a replacement for Pet Insurance.**

We recommend taking out Pet Insurance in addition to this plan.

Please ask reception for more details.

Some things to note:

1. After signing up you have 7 days to change your mind, but we know you won't want to due to the huge savings you will be making over the next 12 months.
2. Your first month's payment for each pet signed up will be collected at your branch, either at Reception or over the phone.
3. Your bank statement will show the payment from Pet Help Club (Vetsuccess Limited).
4. This is a 12 monthly payment plan. On month 13, the plan will auto-renew for another year unless you tell us you want to cancel.
5. If the direct debit is cancelled by you, or payments are not collected, products and services included in the scheme during the discount scheme year will be charged back to full cost and payments made by you to date deducted. Any outstanding costs will be invoiced to you directly, to be paid in full.
6. It is your responsibility to order and collect your flea and worming treatment when they're due. We will send out a courtesy reminder asking you to contact us and order the treatment- this can be done over the phone or on our website. Please note if you do not act upon your reminder no further reminders are generated, and no refunds will be given if treatments are not administered on time.
7. Unfortunately, we cannot issue items in bulk due to some items having a short shelf life. It is a great opportunity to check your pet's weight to ensure we are providing the correct dose.
8. Although we hope you do utilise the free vet health checks every 6 months which allow us to identify any issues early, we appreciate that some pets become overly stressed when visiting the vets. Please note that you are not obliged to bring your pet in for the checks, however there is no reduction in fees or alternative service provided if these free checks are not taken.
9. All health checks are by appointment only as per our usual standard consultations. Clients bringing their pets into health checks for specific issues maybe subject to a consultation fee.
10. There are instances in which Direct Debit collections may be rejected by your bank or building society.  
Failed Direct Debit payments, e.g. because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £15 for each failed payment. This administration charge will be added to your account.  
After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days. If the second payment request also fails, a second administration charge will be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful your Pet Care Plan membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts. If your Pet Care Plan membership is cancelled automatically because of failed direct debits, your account will be reviewed and you will be charged the full price of any products and services received during the course of your membership, minus any membership fees received to date.