

# Healthy Horse Club Terms and Conditions



## What is included in the Healthy Horse Club

Prevention is better than cure! The Healthy Horse Club covers your horse's main preventative healthcare needs to ensure your horse stays happy and healthy. The Healthy Horse Club does not cover treatment for unexpected illnesses or accidents – you will need an Insurance Policy to be covered for these eventualities.

Please refer to the leaflet attached to your application form for details of what is included in the Horse Health Club package you have chosen. It is your responsibility to ensure that you receive all the benefits included in the Healthy Horse Club of your choice.

The Healthy Horse Club is not transferable to any other horse.

## Renewing your Healthy Horse Club Membership

At the end of your 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. If you pay annually, we will send you a renewal notice showing the amount you need to pay to continue the Healthy Horse Club for another year. You will need to return this payment by the due date shown on the renewal notice.

## Cancelling your Healthy Horse Club During the Annual Contract

Please note – cancellation of the Healthy Horse Club during the annual contract will incur a fee of £15 + VAT for each horse.

You may cancel the Healthy Horse Club by telephoning or writing to us at least 14 days prior to your next payment date. If you pay by Direct Debit, you must tell your Bank to cancel the Direct Debit Instruction(s). If your Healthy Horse Club Direct Debit is returned unpaid by your Bank, or a Direct Debit Instruction is cancelled and a new Direct Debit Instruction is not set up immediately, the Healthy Horse Club will be deemed to be cancelled.

If the Healthy Horse Club is cancelled during the annual contract, we will charge you for any goods received under the Healthy Horse Club, plus the cancellation fee, but any payments you have already made towards the Healthy Horse Club will be offset against the charges.

Should the cancellation result in a balance owing to The Scarsdale Veterinary Group, 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

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, The Scarsdale Veterinary Group will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request The Scarsdale Veterinary Group 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 The Scarsdale Veterinary Group 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 The Scarsdale Veterinary Group 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.

Group/Ts&Cs/Healthy Horse Club



Scarsdale Vets  
Markeaton Lane, Derby DE22 4NH  
T: 01332 294929  
E: farmandequine@scarsdalevets.com  
scarsdalevets.com/equine

