

Dog Membership

Welcome to

VIP Club

The simple and affordable
preventative pet care plan
for your dog

VIP Club members get more. More free advice, bigger discounts, better savings and more regular health checks for total VI-Peace of mind.

For simple and affordable
preventative pet care, join the club.
scarsdalevets.com/VIP

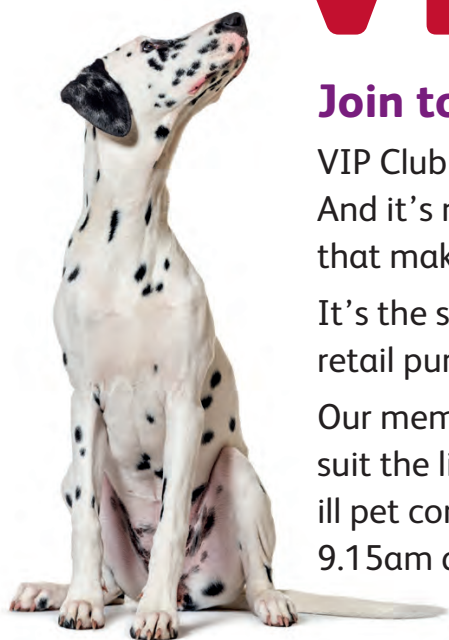
April 2021

 Scarsdale Vets

scarsdalevets.com



VIP Club



Join today and enjoy our exclusive VIP benefits

VIP Club membership makes preventative pet care marvellously simple. And it's not just the convenient and affordable monthly direct debits that make life easier.

It's the savings you can make on certain veterinary procedures and retail purchases.

Our members find it reassuring to know that the VIP Club is tailored to suit the lifestage of their pet. And there's even an option for unlimited ill pet consultations through our **Consult Care Plan** – available between 9.15am and 4.50pm Monday to Friday*.

VIP Club Price Plans

Junior Dog VIP Club

Weight	Annual	Monthly
Small up to 10kg	£152.40	£12.70
Medium 10-25kg	£162.00	£13.50
Large 25-40kg	£174.00	£14.50
X-Large 40kg	£192.00	£16.00

After 8 Dog VIP Club

Weight	Annual	Monthly
Small up to 10kg	£174.00	£14.50
Medium 10-25kg	£178.80	£14.90
Large 25-40kg	£190.80	£15.90
X-Large 40kg	£216.00	£18.00

Adult Dog VIP Club

Weight	Annual	Monthly
Small up to 10kg	£140.40	£11.70
Medium 10-25kg	£150.00	£12.50
Large 25-40kg	£166.80	£13.90
X-Large 40kg	£186.00	£15.50

Consult Care Plan

Annual	Monthly
£144.00	£12.00

Please note: For adult and After 8 VIP Dog Club members please select your pet's actual weight.

Prices valid until June 2021

*Please be aware the Consult Care Plan covers only consultations with our own first opinion vets (non-referral), Monday to Friday 9.15am to 4.50pm, excluding bank holidays.

Internal referral consultations attract 10% discount on the consultation (not further work). The scheme excludes: medications, lab sampling fees, lab fees interpretation, tonometry, blood pressure, dressings and nail clipping. Any work beyond the consultations e.g. diagnostic work up, operations, hospitalisation, assessments once in hospital, hydrotherapy and physiotherapy are not included. The scheme does not replace an insurance policy. All medications, food and supplements are excluded from the scheme. Only applicable to consultations within businesses owned by Scarsdale Vets.

Thanks to **VIP** Club

Junior VIP Club

Adult VIP Club

After 8 VIP Club

You can enjoy the following benefits

Clinical examination by a vet at time of vaccination	✓	✓	✓
Annual booster vaccination (where applicable)		✓	✓
Primary vaccination course (where applicable)	✓		
Flea treatments (12 month supply)	✓	✓	✓
Worming treatments (12 month supply)	✓	✓	✓
Nurse developmental health checks at 5 and 10-months old	✓		
Additional free health check six months post vaccination	✓	✓	✓
Free nail clip at health check	✓	✓	✓
After 8 blood test			✓
Free microchip	✓	✓	✓
Insurance admin fees (max 6 per year)	✓	✓	✓
Nurse health, diet and behavioural advice	✓	✓	✓
10 % discount off neutering	✓	✓	✓
10 % discount off dentistry	✓	✓	✓
10 % discount off retail shop purchases	✓	✓	✓
10 % discount off dog training and agility classes	✓	✓	✓
10 % discount off long-term medication (terms apply)	✓	✓	✓
10 % off blood samples	✓	✓	✓

Consult Care Plan Benefits (for just an additional £12.00 per month)

Consultations and re-examinations with first opinion vets (see time restrictions)	✓	✓	✓
Medication recheck	✓	✓	✓
Post-operative checks	✓	✓	✓
10 % discount off internal referrals	✓	✓	✓

VIP Club and Consult Care Plan application form

Valid until June 2021. Please fill in and post this form back to us, or return it to the practice when you next visit.

About your pet

Please note: if VIP Club membership is cancelled before the anniversary, a £10 + VAT cancellation fee per animal will be charged and the bill for goods received under the VIP Club will be payable immediately.



Pet's Name	Age	Please tick options				Monthly Premium
Total monthly VIP Club payment						
Total monthly Consult Care Plan payment						
Total monthly payment						£

How you want to pay Please circle preferred monthly payment date

5th	25th
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Payment method **Monthly** by Direct Debit: please fill in the Direct Debit instruction overleaf
Annually by cash or credit card: please call **01332 678333**

Scarsdale Vets use Branch: P Farm | M/o | Shel | Hilt | Oak | Stap | Stret | P Park | Alf | L Mill | Woll
ID/Bank details checked:

About you

Title (Mr/Mrs/Miss/Ms):	Surname:
Other names:	
Email address:	
Address:	
County:	Postcode:
Contact telephone number:	
Communication preference: <input type="checkbox"/> Email <input type="checkbox"/> Post	

Declaration and signature

I declare that the information I have given in this application is true and complete. I accept the terms and conditions issued by Easy Direct Debits Limited Ltd for the provision of the agreed routine healthcare plan from Scarsdale Vets. I am 18 years old or over.

Signature	Date
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DATA PROTECTION – The information given on this form contains your personal data. We record, process and hold your personal data in accordance with the law in the United Kingdom and in particular the Data Protection Legislation.
For full details of how we hold and use information relating to your please refer to the Data Protection Statement overleaf. By signing this form you confirm that you consent to such use of your personal data.
By listening to our customers, Simplyhealth Group will continue making improvements and introducing new products and services to help you and your loved ones stay as healthy as you can. We'd love to share this sort of information with you. We'll always treat your personal details with the utmost care and we'll never pass them on to other companies. Please let us know how you'd like to hear from us:

Email Post Phone SMS

If you change your mind just let us know anytime by calling 0800 587 0068, going online to www.animal-healthcare.co.uk, or emailing us at admin@animal-healthcare.co.uk.

Prevention is better than cure!

- The preventative care offered through VIP Club membership is a simple and affordable way to prolong and protect the health and happiness of your pet.
- An easy and affordable monthly direct debit spreads the cost of your annual vaccinations. Flea and worming treatments are covered for cats and dogs, whilst rabbits benefit from health checks twice a year, as well as fly strike prevention.
- And it's not just about the routine care. Regular check-ups with our experienced team allow us to monitor their health and spot any potential or emerging issues... often meaning we can prevent problems before they start causing discomfort or harm.
- As well as spreading the cost of treatment, VIP Club members will receive the added benefit of discounts on many other items within the practice, such as neutering, dentistry, food and retail shop purchases.
- New VIPs may be asked to pay an initial payment until the first Direct Debit payment clears.

How do I join?

Please complete the attached application form, including the Direct Debit form, and hand it in next time you visit your practice. If you have any questions, one of our team will be happy to help or visit scarsdalevets.com/VIP

Instruction to your bank or building society to pay by Direct Debit



Originator's identification number 185829

Please fill in and post this form back to us at Scarsdale Vets, Pride Veterinary Centre, Riverside Road, Derby DE24 8HX or return it to the practice when you next visit.

Name and full postal address of your bank or building society	
To: The Manager	Bank/building society:
Address:	
Postcode:	
Name(s) of bank account holder(s)	

Branch sort code	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Bank/building society account number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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The Easy Direct Debits Limited reference (for office use only)												
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Instructions to your bank or building society Please pay Easy Direct Debits Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that the instruction may remain with Easy Direct Debits Limited and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)	<input type="text"/>
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Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Banks and building societies may not accept Direct Debit instructions for some types of account.

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, Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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 Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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 Easy Direct Debits Limited Re Independent Vetcare Limited T/A Pet Health Club 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.

Here's the terms and conditions, please have a read through when you get chance

Welcome to your VIP Club membership from Scarsdale Vets. This contract is between you and Scarsdale Vets. The VIP Club membership is administered by Easy Direct Debits Limited for and on behalf of Scarsdale Vets. This includes passing the fees on to Scarsdale Vets on a monthly basis.

The following points make up the terms and conditions of the contract between you and Scarsdale Vets. These are very important and we recommend that you read through them carefully at the start of your pet's VIP Club membership.

1. Definitions of terms used

Contract means the plan agreement between you and Scarsdale Vets which you have signed and which comprises these terms and conditions. Scarsdale Vets means the veterinary practice named as the provider of your pet's treatment on the VIP Club membership form. You means the holder of the plan who has signed the application form and who is named as the primary contact for the VIP Club membership in our records. Your pet means the animal named on the application form as beneficiary of the VIP Club membership. Plan means the pet health plan offered by Scarsdale Vets that covers specified treatment required to maintain your pet's VIP Club membership. Year means an iterative cycle of twelve consecutive months starting from the beginning of the contract and any 12 month period thereafter. Your monthly VIP Club membership fee is the monthly amount charged by Scarsdale Vets to cover the cost of the treatment provided to your pet under the terms of this contract. The application form is the document that is completed by Scarsdale Vets at the start of the VIP Club membership which sets out the plan category and monthly plan fee. An approved practice is a practice owned by Independent Vetcare Ltd.

2. Treatment to which Your Pet is entitled

The contract entitles your pet to receive the routine and preventive treatment required to maintain your pet's health as prescribed by Scarsdale Vets. This includes twice-yearly health assessments, routine vaccinations and regular control of parasites. A full list of inclusions are available from Scarsdale Vets, which may include any references to discounts on other items of treatment and retail goods. These terms and conditions should be read in conjunction with Scarsdale Vets' specific plan details.

3. Treatment to which your pet is not entitled

This contract is limited to the provision of routine preventive health care and only entitles your pet to the treatment required to monitor its health, as specified by Scarsdale Vets. There is no insured benefit under the contract, and this contract is not a substitute for pet insurance. The contract does not entitle your pet to:

- The cost of consultations that may or may not precede clinical treatment
- Any treatment that is deemed clinically necessary by Scarsdale
- Vets in the event of illness (short-term or long-term) and injury
- Any drugs or general health improvers (such as vitamins or 'nutraceuticals') which are not clinically necessary in the opinion of Scarsdale Vets
- The cost of food, including prescription and special dietary food
- Treatment provided by Scarsdale Vets outside of normal surgery hours and/or outside of the surgery, including home visits
- Any treatment that continues after the contract has been cancelled.

4. Treatment of other animals

The contract is for your pet named on the application form and is not transferable between animals.

5. Treatment at another surgery

Your contract is between you and Independent Vetcare Ltd as the owners of Scarsdale Vets. Your plan can only be transferred to an approved practice that is owned by Independent Vetcare Ltd (trading as IVC Evidensia) but cannot be transferred to another practice outside of the Independent Vetcare Ltd Group. Where you choose for your pet to have routine preventive treatment anywhere other than an approved practice, your pet will not be covered by this contract. If you wish to transfer your contract to another approved practice, please ask Scarsdale Vets for details.

6. Monthly Plan Fee

Your monthly VIP Club membership fee will be determined by your pet's species. Scarsdale Vets reserve the right to make changes to the plan and monthly fee with no less than 4 weeks' notice.

7. Payment of fees

Your contract is a monthly contract and will continue from month to month until it is ended by either you or Scarsdale Vets. You must pay the monthly fee by Direct Debit in favour of Easy Direct Debits Limited as collecting agent for Scarsdale Vets. Any other amounts due to Scarsdale Vets for treatment not covered by this contract are payable directly to Scarsdale Vets. Your liability to pay the monthly fee continues until the contract is ended in accordance with these terms and conditions (see sections 10 and 11). No refund of fees will be allowed except in the case of administrative error or death of your pet or client.

8. Alteration of Monthly Plan Fee

Scarsdale Vets will normally review your pet's monthly VIP Club membership fee once a year and your monthly plan fee may change as a result. You will be given at least 4 weeks' notice of any changes to your monthly fee and any notice sent to the payer's email address (if provided) or last known postal address will be treated as adequate notice. You will be entitled to terminate if you do not accept the increased monthly VIP Club membership fee pursuant to Section 11. If you tell us you want to terminate during the 4 week notice period detailed in this section, you will not be charged the increased monthly VIP Club membership fee.

9. Direct Debit Changes

Following a decrease in your monthly fee, your monthly plan fee will be changed at the next available Direct Debit collection date. Where you are given notice of an increase in your monthly fee, your Monthly VIP Club membership fee will be increased at the end of the notice period. If you need to change your bank details or Direct Debit collection date, please contact your veterinary practice at least 10 working days before the next collection is due.

10. Your responsibilities

You are responsible for ensuring your pet attends Scarsdale Vets regularly for health checks, vaccinations and parasite control and that you comply with the advice and treatment Scarsdale Vets prescribes. If in the reasonable opinion of Scarsdale Vets, they are not able to maintain your pet's health due to any act or omission on your part, your practice may end the contract with immediate effect.

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11. Ending the Contract

You may cancel the contract by giving no less than one calendar months' notice in writing to Scarsdale Vets or Easy Direct Debits Limited expiring on the last payment date. If you cancel at any time other than on an anniversary of joining the plan, your practice may charge you either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.

Scarsdale Vets may end your contract for any reason by giving you not less than one month's notice and notice given will be deemed valid if sent to the payer's last known postal address.

If in the reasonable opinion of Scarsdale Vets, they are not able to maintain your pet's health due to any act or omission on your part, our practice may end the contract with immediate effect. Scarsdale Vets may also end this contract if in our reasonable opinion you, and or any person who brings your pet to Scarsdale Vets in relation to your pet's care, are aggressive and/or abusive to any of our veterinary practice's staff.

12. Non-payment

Failed Direct Debit payments cause a significant increase in administration costs for the practice. Scarsdale Vets therefore reserves the right to charge an administration fee of £10 for each failed payment. This administration charge will be added to your account.

After a failed Direct Debit payment, Easy Direct Debits Limited will re-present the payment request to your bank after 3-5 working days. If the second payment request also fails, a second administration charge may be added to your account. A third and final payment request will be made to your bank after a further 3-5 working days. If this payment request is unsuccessful your VIP Club membership will be cancelled automatically, and your pet will no longer receive the associated benefits and discounts.

If your 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.

13. Refunds

If your monthly payment is refunded by Easy Direct Debits Limited for whatever reason, the VIP Club membership plan will be subject to the conditions of non-payment (see Section 12) for those months that have been refunded.

14. Variation of these terms and conditions

The terms and conditions of your contract may be varied by Scarsdale Vets or by Easy Direct Debits Limited on Scarsdale Vets' behalf. You will be given at least one month's written notice of any changes. Details of the variation will be sent to the plan fee payer's last known postal address. If you don't want to accept the changes you have the right to cancel – in line with Section 11 of these Terms and Conditions you will not have to pay any more than one month's plan fee if you are cancelling because of the variations to the terms. You will be deemed to have accepted the variations to the terms if you have not cancelled your plan membership within one month of receiving written notice of those changes.

15. Liabilities

Easy Direct Debits Limited administers your pet's plan on behalf of Scarsdale Vets. The contract is not with Easy Direct Debits Limited, and to the extent permitted by law Easy Direct Debits Limited has no liability to you whether in respect of tort (including negligence), breach of contract, defective or unsatisfactory treatment in connection with any plan it administers on behalf of Scarsdale Vets. This does not affect any right or remedy you may have against Scarsdale Vets. Easy Direct Debits Limited has no obligation to pay to Scarsdale Vets any fees not received by us from you, or any monies owed to you by Scarsdale Vets.

15. Liabilities continued

Your practice's liability to you in respect of the VIP Club membership plan shall not exceed 12 times the monthly plan fee.

16. Your personal data

Easy Direct Debits Limited and Scarsdale Vets will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.

Both Scarsdale Vets and Easy Direct Debits Ltd may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.

Scarsdale Vets and Easy Direct Debits Limited will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.

You have the right to see your personal data. If you have any queries about the data we hold, or how we use it, please write to either Scarsdale Vets or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Scarsdale Vets will only use your personal information as set out in its privacy policy, which can be found here: <https://ivcevidensia.co.uk/privacy-policy>

17. Complaints and disputes

All disputes relating to treatment should be directed to Scarsdale Vets in accordance with their in-house complaints procedure. Should you have a complaint about the administration of your plan please contact the Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth, BH8 8DY or email at help@easydirectdebits.co.uk

18. Governing law and jurisdiction

This contract shall be governed by and construed exclusively in accordance with the Law of England and Wales.

This document was updated on the 18th February 2021



For even more peace of mind why not add our Consult Care Plan to your membership?

Our Consult Care Plan offers unlimited ill pet consultations to all **VIP Club** members for just an extra **£12.00 a month**.

Limitations apply to certain consultations. Please speak to one of our team or go to scarsdalevets.com/VIP for full terms and conditions.



To find out more about our **VIP Club** or **Consult Care Plan**
01332 678333 | vip.admin@scarsdalevets.com | scarsdalevets.com/VIP

Come and see us at a practice near you

To find your local practice visit
scarsdalevets.com/practice

What to do in an emergency

If you need urgent help when your local practice is closed you can call our **out-of-hours** service on **01332 678333**

Our hospital

Pride Veterinary Centre
Riverside Road
Pride Park, Derby DE24 8HX
Tel: **01332 678333**