

**Healthy Pet Club - Terms and Conditions of Membership**  
**(This is a Credit Agreement regulated by the Consumer Credit**  
**Act 1974)**

This document sets out the terms and conditions of membership of the Healthy Pet Club. By completing and submitting your HPC registration you confirm that you are the legal owner of the pet(s) listed on your registration form and that you wish to enter into a contract for membership of the Healthy Pet Club with CVS (UK) Limited (**CVS**) subject to these terms and conditions.

Please read the terms and conditions carefully. If you have questions concerning them please raise these with CVS before submitting your completed Registration Form.

## **1 The Annual Services**

On submission of your completed registration and payment of the first monthly fee you will be entitled to receive the following benefits for the pet(s) named on your registration form:

### **Adult (Cat/Dog) Healthy Pet Club entitlements (not to be used in conjunction with any other offer):**

- Primary vaccination course on sign up
- Annual booster vaccination (including Kennel cough for dogs)
- Annual flea and worm cover as deemed necessary by your CVS vet
- Health check conducted by a veterinary nurse every 6 months
- 10% discount on all services/products provided/sold by CVS veterinary practices\*
- micro chipping
- nail clipping by a CVS nurse
- An additional 20% of Well Pet Health Screening

- 20% discount on selected medications for long-term conditions
- 20% discount on neutering, including pre-operative blood test
- Fixed price dentals – includes dental, scale, polish and minor extractions. Surgical extractions, endodontics and other advanced dental procedures may be charged at the discretion of CVS
- 5% off the annual insurance premium in the first year if you take out a Petplan insurance plan\*\*

**Junior (puppy/kitten) Healthy Pet Club entitlements (not to be used in conjunction with any other offer):**

- Course of initial vaccinations (including Kennel Cough for dogs)
- Annual flea and worm cover as deemed necessary by your CVS vet
- Health check conducted by a veterinary nurse every 6 months
- 10% discount on all services/products provided/sold by CVS veterinary practices\*
- micro chipping
- nail clipping by a CVS nurse
- 20% discount on neutering, including pre-operative blood tests
- 4 weeks free Petplan insurance if **you** decide to take out an instant veterinary cover (IVC) at your local CVS practice plus your first month free on a full policy\*\*

Please note that after 12 months CVS will automatically transfer your pet onto the adult plan where usual adult Health Pet Club fees/services apply. CVS will notify you of this transfer in writing before your pet is transferred onto the adult plan.

**Rabbit Healthy Pet Club Offer entitlements (not to be used in conjunction with any other offer):**

- Complete myxomatosis & VHD vaccination
- 1kg bag of hay or 2 kg bag of food every month
- nail clipping by a CVS nurse
- micro chipping
- Health check conducted by a veterinary nurse every 6 months
- 1 Rearguard treatment (to prevent flystrike in the warmer months)
- 20% discount on neutering
- 20% discount on dentals
- 10% discount on all services/products provided/sold by CVS veterinary practices\*

Please note that it is your responsibility to utilise the above listed benefits applicable to your HPC membership and that you shall not be entitled to any refund in respect of unutilised benefits.

**\*Not applicable on services and products provided at CVS specialist led Referrals (currently ChesterGates Veterinary Specialists, Lumbry Park Veterinary Specialists, Grove Referrals, Wey Referrals and St David's Referrals).**

**\*\*Terms, conditions and excesses apply.** Visit [www.thehealthypetclub.co.uk/petplan](http://www.thehealthypetclub.co.uk/petplan) to view offer Terms and Conditions in full. CVS (UK) Ltd (Registered in England No. 3777473) is an Appointed Representative of Pet Plan Limited. Registered office: 1 Vinces Road, Diss, Norfolk, IP22 4AY, United Kingdom. Petplan is a trading name of Pet Plan Limited (Registered in England No. 1282939) and Allianz Insurance plc (Registered in England No. 84638) both of which are authorised and regulated by the Financial Services Authority (FSA). Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB, United Kingdom. CVS (UK) Ltd is not part of the Allianz (UK)

Group. There is no insured benefit. THIS IS NOT AN INSURANCE POLICY

## **2 Payment**

2.1 You agree that you will make monthly payments to CVS of the sum shown on your registration form, payable in advance. The first payment is payable by cash or credit card at the time of your registration being submitted with all subsequent payments payable by Direct Debit.

2.2 CVS reserves the right to increase the monthly payment shown on your registration form in its absolute discretion provided that it gives you not less than one month's notice in writing of such increase. If you do not agree with the increase you may terminate your membership with immediate effect by notifying CVS in writing within 2 weeks of receiving notice of the increase.

2.3 If you fail to make any monthly payment on the due date for payment CVS shall be entitled to suspend the provision of goods and services to you until you have paid the overdue sum in full. Should you fail to do so within 30 days CVS shall be entitled to terminate your membership in accordance with clause 2.4

2.4 If any monthly payment remains unpaid one month after it has become due, CVS may terminate your membership with immediate effect by giving notice to you.

2.5 CVS reserves the right to terminate your membership immediately should your account at any CVS veterinary practice go into arrears.

2.6 All payments made to CVS are inclusive of VAT and for the avoidance of doubt no interest is charged on payments made under this agreement.

## **3 Term**

Unless terminated earlier in accordance with clause 4 your membership of the Healthy Pet Club will continue for **an initial**

**term of one year** and shall continue thereafter until such time as it is terminated by you or CVS in accordance with clause 4.

#### **4 Termination of this agreement**

4.1 CVS may terminate your membership of the Healthy Pet Club at any time (including during the initial term) by giving you notice of termination to take immediate effect if you commit any serious breach of these terms and conditions which shall include failure to meet your payment obligations as set out at clause 2.

4.2 You may terminate your membership of the Healthy Pet Club during the initial term of one year by giving CVS notice of termination to take immediate effect if:

- (a) you notify CVS of your desire to cancel within FOURTEEN days from the date you joined The Healthy Pet Club by giving notice as set out in clause 10 below; or
- (b) the Pet(s) named on your registration form die.

4.3 Either you or CVS may terminate your membership by giving one month's notice to the other at any time after the initial term of one year has expired.

4.4 For the avoidance of any doubt, upon termination of your membership in accordance with the terms of this agreement you will no longer be liable to make any further payments to CVS and will no longer be eligible to receive any of the entitlements listed at clause 1 from CVS.

4.5 If you cancel at any time other than on an anniversary of joining the Healthy Pet Club or in accordance with clause 4.2 above, you will be required to pay to CVS either the outstanding amount for treatment received in the period between the joining date or anniversary of joining (as applicable) and the cancellation date (at the full list price as set out on our website [www.thehealthypetclub.co.uk/terms-and-conditions](http://www.thehealthypetclub.co.uk/terms-and-conditions) and/or provided to you at the time of registration), or the monthly payments due until the anniversary of your plan, whichever is lower.

## **5 General conditions applicable to this agreement**

5.1 Adult Canine and feline species are eligible to join the scheme immediately. Junior puppy and kitten offer eligible to join up to the age of 6 months. Rabbits can be signed up immediately. All other species are excluded from the scheme.

5.2 It is your responsibility to let the CVS veterinary practice know that you are a member of the Healthy Pet Club when you arrange treatment or purchase goods.

5.3 All notices given to CVS under the provisions of this agreement must be in writing and sent to CVS House, Vinces Road, Diss, Norfolk IP22 4AY.

5.4 For the purposes of the Contracts (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.

5.5 CVS shall only be liable for any loss of damaged suffered by you which is a reasonably foreseeable consequence of a breach of this Agreement.

5.6 For the avoidance of doubt the CVS veterinary practices have absolute discretion as to the medications and treatments provided under the terms of this agreement.

5.7 Your Healthy Pet Club plan is not transferrable.

5.8 This agreement is governed by the laws of England & Wales. The courts of England & Wales shall have exclusive jurisdiction over any claim or dispute arising under this agreement.

## **6 Right of Early Repayment**

By s.94 of the Consumer Credit Act 1974 you are entitled to pay the sums due under this Agreement early. If you wish to make early repayment please contact CVS to make arrangements to pay the balance of the payments due under this Agreement. In the event of early repayment you will remain entitled to access the Services and benefits listed above until expiry of the Agreement.

## **7. Your Right to Complain**

In the event of dispute you are entitled to complain about this Agreement to the Financial Ombudsman Service. Details can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## **8. Supervisory Authority**

The supervisory authority under the Consumer Credit Act 1974 is the Financial Conduct Authority.

## **9. Data Protection**

9.1 CVS, as administrators of the Healthy Pet Club, take your privacy very seriously and take great care to comply with its obligations under the Data Protection Act 1998 and to protect your personal information including any financial details that you provide. CVS will use your personal information to administer the Healthy Pet Club. It may need to disclose or share your personal information with regulatory authorities for the purpose of fraud preventions and/or to comply with any legal or regulatory requirement.

9.2 If you have any questions about the way CVS uses your personal information you should write to the Data Protection Officer, CVS Group Plc, Vinces Road, Diss, Norfolk IP22 4AY.

9.3 From time to time CVS may wish to use the details you have provided to advise you of associated products important to your animal's welfare and of potential interest as a pet owner. If you do not wish to be informed of these please tick the direct marketing box on the Registration Form or notify CVS of your preference by writing to it at the address above.

9.4 We would like to share your personal data with selected third parties to enable them to contact you about goods and services which may be of interest to you. Please tick the third party marketing box on the Registration Form if you do not want CVS to disclose your personal data to selected third parties

## **10. CANCELLATION**

10.1 Under s.66A of the Consumer Credit Act 1974 you are entitled to withdraw from this Agreement within 14 days of the start date as detailed on the registration form without having to provide any reason.

10.2 You may exercise your right of withdrawal by giving us either written or oral notice. To give written notice of your intention to withdraw from this Agreement please fill in the Cancellation Form overleaf and/or available from your CVS practice and send it to CVS. To provide oral notice please contact the Healthy Club support Team by telephone on 01379 658425.

10.3 Please note that if you have already used any of the services financed under this Agreement prior to withdrawing from it, you will have 30 days from the date upon which you give notice of withdrawal to pay the Cash Price (as stated on [www.thehealthypetclub.co.uk/terms-and-conditions/](http://www.thehealthypetclub.co.uk/terms-and-conditions/)) of the service(s) which you have used and in accordance with clause 4.5 above.

## **HEALTHY PET CLUB CANCELLATION FORM**

To: CVS (UK) Limited, CVS House, Vinces Road, Diss,  
Norfolk IP22 4AY

I hereby give notice that I cancel my Healthy Pet Club  
Membership



Membership Number:

.....

Name of member	
Address of member	
Contact telephone and email	
Cancel policy for pet 1 named	
Cancel policy for pet 2 named	
Cancel policy for pet 3 named	

Date: .....

## **DIRECT DEBIT GUARANTEE**

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.

The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

- If the amounts to be paid or the payment dates change CVS (UK) Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by CVS (UK) Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.  
Please also send a copy of your letter to us.