

Pet Health Plans

from Towerwood Vets



Towerwood Vets



A Holistic approach to Animal Health

Save money and pay monthly
for your pet's essential preventive
care with our **Pet Health Plans**

Pet
Health Plans
from
Denplan

Working together for a longer, happier life

Towerwood Veterinary Group Pet Health Plans for rabbits give you:

- A new, easy and cost-effective way to spread the cost of your pet's essential healthcare, including vaccinations, flea, worm and parasite treatments;
- Regular, structured 10 Point Health Checks, preventive treatments and advice;
- Access to exclusive discounted prices on purchases, services and treatments from your practice;
- A Health Check Record Book to allow you and your vet to monitor and record your pet's health;
- Plans to suit your pet, whatever its age;
- A health plan that works well on its own or alongside pet insurance;
- The chance to diagnose and manage earlier any health issues your pet may develop;
- Reassurance that you are providing the best care for your pet throughout its life.



Towerwood Veterinary Group
Pet Health Plans provide you with a simple, money-saving way to give your rabbit the regular preventive treatments he or she needs.

Pet Health Plans are not pet insurance: Pet Health Plans cover the regular things – like vaccinations, flea, worm and parasite treatments, health checks and advice – that pet insurance generally doesn't. However young or old your pet, a Pet Health Plan is designed to adapt to your pet's needs, to adulthood and throughout its senior years.

You pay for your Pet Health Plan monthly, by a simple Direct Debit, so you spread the cost of your regular veterinary needs and save money too.

Your Pet Health Plan gives you access to additional discounts, too.

Pet Health Plans give you the reassurance of knowing that you are providing the best possible protection and care for the pet you love.

Planning for your pet's health

Friends for life

The treatments and services included in the Towerwood Veterinary Group Pet Health Plans are shown below, with the monthly payments.

Please call the Towerwood Veterinary Group practice team on 0113 267 8419 or call in for more information about Pet Health Plans.

Alternatively call the Pet Health Plans team on 0800 169 9958, Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm.

At Towerwood Veterinary Group we believe that a proactive, preventive approach to your pet's healthcare is far better than waiting until your pet is vulnerable, ill or suffering to put things right. We want to make responsible pet ownership simple and affordable, which is why we have designed these Pet Health Plans.

A Pet Health Plan makes it easy for you to protect your pet and your family against preventable diseases and discomfort by making sure your pet's vaccinations, flea, worm and parasite treatments are kept up to date. Plus, regular check-ups and early diagnosis of any potential health issues will help your pet enjoy a long, comfortable life, whilst saving you money and worry too.

We have teamed up with Pet Health Plans from Denplan, who will collect your Direct Debits on our behalf and take care of the administration of the plans. This frees us up to concentrate on looking after your pets.

What to do next

It's simple to join in either of the following ways:

- Call the Pet Health Plans team free on 0800 169 9958 and join up over the phone. Call anytime Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm.
- Come into the practice during our opening hours and speak to any member of the practice team. We will complete a short joining form with you.

If you have any questions at all, call the Pet Health Plans team free on 0800 169 9958, Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm, or pop into the practice.

	Rabbit		
	Ultimate	Premium	Standard
Annual vaccination*			
2 additional appointments for a nurse health check (excluding treatment and out of hours consultation)			
Pet Health Check Record Book			
Six monthly 10 Point Veterinary Health Check			
Year round worm treatment			
Summer fly strike treatment†			
Nail clipping if required at six monthly health check			
Discount off all products and services**	15%	10%	5%
* Vaccinations included: VHD, Myxomatosis	£9.00	£7.00	£5.00
† Fly Strike Treatment: 6 spot on pipettes			
** Highest available discount on products or services will be applied when other offers are available but not in addition to other offers.	Up to 20% saving	Up to 20% saving	Spread the cost over 12 months

Notes:

- 1) There is a discount of 5% on your total monthly fee if you have more than one pet on a Pet Health Plan.
- 2) There is a joining fee of £10 per owner (for life), plus a pet joining fee of £5 per animal. These fees will be collected with the first payment.
- 3) If you cancel at any time other than on an anniversary of joining the plan, you will be required to pay the practice either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.

4) No refunds are payable for any months paid before a pet's death except at the discretion of the practice.

5) Plans and prices valid from 1st April 2014.

6) The practice may require you to make an upfront payment or pay for treatment before the plan commences.

Your Pet Health Plan Agreement details

When you complete the Pet Health Plans application form at your practice, you will find these details on the back of the form you sign. If you wish to join Pet Health Plans over the phone, you will be asked if you have read and understood these details before your membership is confirmed.

Please speak to your veterinary practice to confirm what is included in your Pet Health Plan.

Welcome to your Pet Health Plan from your veterinary practice. The Agreement you have with your practice means you can enjoy the benefits of preventive healthcare for your pet(s).

Pet Health Plans are administered by Pet Health Plans from Denplan for and on behalf of your veterinary practice. Pet Health Plans from Denplan's role is to provide administrative services to support the contract between you and your practice. This includes passing your payments onto your practice on a regular basis.

Please remember, your Pet Health Plan Contract is between you and your specified veterinary practice and is not transferable to another. However, if you are considering changing your practice please contact Pet Health Plans who will advise you on how to re-register, ensuring your pet's health is not compromised.

The following points make up the 'terms and conditions' of your Contract with your veterinary practice and are effective from 1st December 2008. These are very important and we strongly advise that you read through them carefully, and keep them in a safe place, so that you can refer to them in the future, should you wish to.

These terms and conditions should be read in conjunction with your practice's Pet Health Plans Leaflet and any practice-specific notes or requirements in the Leaflet will form part of these terms and conditions. In the event of a conflict, your practice's Pet Health Plans Leaflet and any practice-specific notes or requirements in the Leaflet will prevail.

- 1. Explanation of terms used** – In this Agreement, 'the Contract' means these terms and conditions and the Contract formed between you and your veterinary practice which you have signed; 'your veterinary practice' and 'your practice' means the veterinary practice named on the Pet Health Plans Application Form.
- 2. Plans, categories and fees** – The fee for your pet will be set by your practice, based on its species, age, weight and gender.
- 3. Treatment to which you are entitled** – The Contract entitles your pet to receive routine treatment required to maintain your pet's health, as prescribed by your veterinary practice. A list of inclusions is available from your practice.

- 4. Treatment to which you are not entitled** – The 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 your practice.
- 5. Treatment by another veterinary practice** – Your Contract is with your practice. Where you choose for your pet to have routine care or treatment provided by a practitioner independently of your practice, your pet will not be covered by your Pet Health Plan.
- 6. Payment** – You must pay your initial joining fee, which covers you for life, each pet's joining fee and monthly fee by Direct Debit in favour of Pet Health Plans from Denplan as collecting agent for your practice.

Any other amounts due to your practice for treatment not covered by the Contract are payable directly to your practice. Your liability to pay the monthly fee continues until the Contract is ended in accordance with these terms and conditions and no refund of fees will be allowed except in the case of administrative error or death of the pet or client.

- 7. Alteration of monthly fees and categories** – Your practice will normally review your pet's monthly fee once a year. Your pet's monthly fee may also change as different age and weight thresholds are reached. Should your pet's fees change, you will be given at least one month's written notice (correspondence sent to the last known address by ordinary post will be treated as adequate notice).
- 8. Direct Debit changes** – Following a decrease in monthly fee or variation in discount available to you, your Direct Debit will be changed at the next available collection date. Where you are given notice of an increase in your monthly fee, your Direct Debit will be changed at the end of the notice period.
- 9. Your responsibilities** – The date of birth and weight of your pet(s) entered on your Pet Health Plans Application Form will be the date of birth and weight used to determine the fee category your pet(s) falls into. If the month of birth is unknown, we will use 1st January of the specified year for this purpose. If the year of birth is unknown, an estimate should be made.

You are responsible for ensuring your pet(s) attend(s) the practice regularly and that you comply with the advice and treatment your veterinary practice prescribes for your pet(s). If, in the reasonable opinion of your practice, 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 immediately by giving notice to that effect.

If your personal details change, you should notify Pet Health Plans from Denplan. If your pet is lost or deceased, you should notify your practice and Pet Health Plans from Denplan.

- 10. Ending the Contract** – You may cancel your Contract by contacting Pet Health Plans from Denplan or your practice within the cancellation period, which is 14 days following the start of your Contract. Following this period, you may end the Contract by giving not less than 21 days' notice to your practice and to Pet Health Plans from Denplan, expiring on the last day of a month. The practice may end the Contract by giving you written notice expiring on the last day of a month, after no less than one month's notice.
- 11. Non-payment of one fee** – If we fail to collect a monthly payment Pet Health Plans from Denplan will inform you accordingly and attempt to collect two payments from your account in the following month.
Non-payment of two fees – If you default on two successive payments, Pet Health Plans from Denplan will inform you your Contract has been subsequently cancelled.
Refunds – If Pet Health Plans from Denplan (acting on behalf of your practice) agrees to refund your fees for whatever reason, your registration for those months will be treated as unpaid and the conditions relating to non-payment will fully apply to you.
- 12. Clinical Records** – By signing the Pet Health Plans Application Form, you consent to the disclosure of your pet's medical notes and other records for the purpose of any review, assessment or consideration of the care provided by your practice, which may take place under the terms of their membership of Pet Health Plans; but not for any other purpose without your further consent.
- 13. Variation of these terms and conditions** – The terms and conditions of this Contract may be varied on one month's written notice given to you by your practice. If you do not wish the Contract to continue having regard to any variation notified to you, you may end it as detailed in condition 10. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.
- 14. Contract not transferable** – As your Contract is between you and your practice alone, you may not transfer it to another practice. If you need to change to another participating practice, a new Contract will be required and the monthly fees may be different.
- 15. Treatment outside the Contract** – This Contract does not prevent you and your practice agreeing that they will provide treatment outside your entitlement under the Contract. You will be responsible for paying for such treatment.
- 16. Liability** – Pet Health Plans from Denplan administers Pet Health Plan registrations and collects monthly fees on your practice's behalf.

This Contract is not with Pet Health Plans from Denplan and Pet Health Plans from Denplan has no liability to a member of Pet Health Plans (whether in respect of negligence, breach of Contract, defective or unsatisfactory treatment, or otherwise) in connection with any Contract it administers on your practice's behalf.

- 17. Disputes** – Your practice has an in-house complaints procedure. If you are unhappy with any aspect of your pet's veterinary care, you should approach your practice directly.
- 18. Notices** – Any notice given to you by your practice under these terms and conditions is considered valid if Pet Health Plans from Denplan gives it to you on your practice's behalf. Any notice given by your practice or Pet Health Plans from Denplan is valid if sent to your last known address by ordinary post.
- 19. Pet Health Plans services** – Pet Health Plans from Denplan may record and monitor telephone calls for training purposes and for use in the event of any subsequent queries.

We will hold and use information relating to you. We call this information personal data. The main purpose which we hold and use personal data for is to enable us to administer your plan. Other purposes which we use personal data for are to improve our services to you and our other clients, to comply with legal obligations which we are subject to, to protect our interests and for fraud detection and prevention.

We may receive and share personal data with persons appointed by you or who provide a service to you, for example your veterinary practice. We may provide personal data to persons appointed by us who assist us in relation to the services we provide to you, including companies operating outside the United Kingdom and to organisations responsible for fraud prevention.

Where we have your agreement we will use your personal data to provide you with offers of products and services from Denplan. Where you have agreed we will share your personal data with other companies within the SimplyHealth Group and carefully selected third parties in order for them to provide you with offers of products and services.

We operate strict procedures to ensure that personal data is kept secure.

You have the right to see your personal data which is held by us. There may be a charge if you want to do this. If you have any questions or concerns about the personal data we hold and how we use it please write to: The Data Protection Officer, Denplan Limited, Denplan Court, Victoria Road, Winchester, SO23 7RG. Denplan records telephone calls for training and quality assurance purposes.

Governing Law and Jurisdiction – Both parties agree that this Agreement shall be governed by and construed in accordance with the Law of England and Wales and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.

Pet Health Plans are administered on behalf of the practice by Pet Health Plans from Denplan. Correspondence Address: Pet Health Plans from Denplan, Victoria Road, Winchester SO23 7RG, UK.

Denplan Limited, incorporated in England and Wales with registered number 1981238, whose registered office is at Hambleton House, Waterloo Court, Andover, Hampshire SP10 1LQ.

Towerwood Vets



A Holistic approach to Animal Health

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