Pet Health Plan Terms and Conditions

Welcome to the Castle Veterinary Clinic Pet Health Plan! We are excited to offer this plan that helps you provide your pets with the essential preventative care they need to stay healthy.

These terms and conditions outline the benefits, exclusions, and responsibilities associated with the plan. Please read them carefully before enrolling your pet.

These terms and conditions are governed by the laws of Ireland.

1. Eligibility and Membership

1.1. This plan is available for dogs and cats that are fully vaccinated and registered at Castle Veterinary Clinic (or any approved associated practice). Pets with pre-existing conditions may not be eligible or may require additional fee payments.

1.2. **Information setting out what is included in the plan from time to time can be found in leaflets at Castle Veterinary Clinic or on our website at: https://castlevets.ie/pet-health-plan.**

1.3. **THE PLAN IS NOT AN INSURANCE POLICY AND DOES NOT COVER FOR EXISTING CONDITIONS, ILLNESSES, ACCIDENTS, HOSPITALISATION OR EMERGENCY CARE.**

1.4. Plan membership is exclusive to Castle Veterinary Clinic and the registered pet and is not transferrable.

1.5. Castle Veterinary Clinic reserves the right to refuse applications for the plan and its benefits.

1.6. The direct debit payer must be named on the account with us at Castle Veterinary Clinic. Please note that this will provide full consent for the direct debit payer to discuss the pet's treatment with us, authorise treatment (including treatment not related to the plan) and order/book services when required.

1.7. Castle Veterinary Clinic reserves the right to alter the terms or benefits or withdraw the plan at its sole discretion at any time, on the provision of one month's written notice. Such notice may be given by email, letter, or by way of an update posted on our website. You will be deemed to have accepted any changes on expiry of the notice unless you cancel your plan (see section 6).

1.8. Castle Veterinary Clinic may cancel your plan if you are in breach of our general customer terms and conditions (available on request or at https://castlevets.ie/wp-content/uploads/2024/07/CastleVetsTCs.pdf). A cancellation fee may apply (see section 6).

1.9. If the plan is withdrawn during your plan year, and goods and services paid for but not yet received will be supplied within one month of closure of the plan.

1.10. Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which can be found at: https://castlevets.ie/wp-content/uploads/2024/05/AAA-Vet-Care-Castle-VPF009-1-Privacy-notice-website-01.05.24.pdf.

2. Term and Renewal

2.1. **THE PLAN IS A 12 MONTH PLAN AND AUTOMATICALLY RENEWS EACH YEAR** unless we receive a request to cancel as per our cancellation policy (see 6 below). Please note that a cancellation fee will apply if the plan is cancelled mid-year.

3. Cost and Payments

3.1. The plan fee varies depending on your pet's species and the expected weight of your pet as an adult. If your pets weight exceeds the weight bracket of your current plan, the direct debit fee will be changed to reflect your pet's weight. This may result in an increase of your direct debit each month.

3.2. Monthly payments are administered by [Premier Vet Alliance and full terms and conditions relating to payments, including information on admin fees, late and missed payment charges and direct debit guarantees can be found at: https://premiervetalliance.com/republic-of-ireland-tcs/ A one-time €5 plan setup fee will be added to your first direct debit payment. This charge is made directly by Premier Vet Alliance and may be subject to change.

3.3. The first month's payment must be paid at the start of your pet's membership, direct to the practice or by card via the website digital sign-up page. Only 12 monthly payments will be paid in each plan year.

3.4. Plan fees are reviewed once a year. This may result in a mid-year increase in your direct debit payments. The administrators will contact you via email to provide you with notice. If you choose to cancel the plan following a price increase, a cancellation fee as per section 6 may apply.

3.5. Unpaid bills relating to fees may be referred to a third-party debt collection agency.

4. Goods and Services

4.1. The provision of goods and services under the plan shall be subject to our general customer terms and conditions which can be found at: https://castlevets.ie/wp-content/uploads/2024/07/CastleVetsTCs.pdf.

4.2. We will make every effort to dispense Flea and Worming treatment that takes into consideration regulatory requirements, availability, effectiveness and your pet's lifestyle Any special requests (such as changing to a different product) must be requested at the time of ordering your pet's treatment, however for the avoidance of doubt we have absolute discretion as to the medications and treatments provided as part of the plan.

4.3. Once you have requested your pet's flea and/or worming treatment, these can be collected from the practice. You will be informed that these are available

to collect via text or email, and collections must be made within 10 working days. Home delivery is not included as standard on our plans. This may be agreed on an individual basis at the practice's sole discretion and subject to additional terms and conditions and charges that will be confirmed to you. In this event, we are not responsible for any treatment going missing in the post.

4.4. All our flea and worming treatment is POM medication, this can only be dispensed by veterinary practices and will not be available to buy over the counter at other outlets (such as pet shops/supermarkets). POM medications will only be dispensed by us if your pet has been seen for a general health check with one of our veterinary surgeons within the last 12 months. We may decline a prescription request and request to see your pet if your pet is due for a general health check. We may also decline your request if treatment has already been provided. Flea and worming treatment can only be dispensed up to 1 week in advance of their due date, based on the last date we dispensed them.

4.5. Any goods prescribed by us must be used in accordance with their instructions and must not be used on any pet other than the pet registered under the plan.

5. YOUR RESPONSIBILITIES

In applying for membership to the plan you agree that you will:

5.1. Ensure all contact details including home address, email address and contact numbers are kept up to date.

5.2. Inform us of any changes in your pet's health.

5.3. Let us know that you are a member of the plan when you arrange treatment or purchase goods.

5.4. Keep your pet's vaccinations and parasite prevention up to date as recommended by your vet. Castle Veterinary Clinic is not responsible for any late or missed treatments and missed or late treatments cannot be backdated. There will be no refunds issued for plan benefits not used within the plan year and goods and services cannot be claimed after the end of the plan year during which they were due.

5.5. Request flea/worming treatments (these will not be automatically processed by Castle Veterinary Clinic). We require 3-5 working days' notice for treatment requests. Prescription requests are monitored Monday to Friday, and requests will not be processed on weekends or Bank Holidays. Delays are likely during festive periods.

5.6. Ensure your bank or building society is authorised to have direct debits set up. Castle Veterinary Clinic is not responsible for cancellations outside of its control (such as banks or building societies declining the direct debit set up).

5.7. Ensure all plan direct debits are paid on time. We may contact you for payment for any missed direct debits, and these must be paid within 24 hours. If no payments are made, or you fail to bring any missed payments up to date, Castle Veterinary Clinic may cancel the plan. You may be required to pay a cancellation fee as a result (see section 6).

6. Cancellations

6.1. You may cancel your Contract by contacting the practice in writing within the cancellation period, which is 14 days following the start of your contract. You will be charged for any treatment received up to the cancellation date.

6.2. Outside of the period stated in clause 6.1, if you would like to cancel the plan, please contact the practice in writing, giving no less than 21 days' notice expiring on the last day for which payment has been made. Any direct debits that are currently processing may still be debited to your account.

6.3. **IF YOU CANCEL AT ANY TIME OTHER THAN THE ANNIVERSARY OF JOINING THE PLAN, WE MAY CHARGE YOU FOR EITHER THE COST OF TREATMENTS AND SERVICES UNDER THE PLAN, OR THE VALUE OF MONTHLY PAYMENTS DUE UNTIL THE ANNIVERSARY OF THE PLAN, WHICHEVER IS LOWER.**

6.4. Cancellation fees must be paid within 7 days of being processed. You will be informed of the cancellation fee by email or letter.

6.5. No refunds will be issued for unused portions of the plan at the date of cancellation.

6.6. Paying the cancellation fee will not reinstate the plan benefits. If the plan is cancelled, the benefits can only be reinstated at Castle Veterinary Clinic's discretion. Reinstatement must be requested by email within 7 days of the cancellation fee being processed. Please note, the plan can only be reinstated once (at Castle Vet's discretion), and if cancelled again, there will not be an option for further reinstatement.

6.7. In the event your pet dies, your membership will be cancelled as soon as reasonably practicable subject to you notifying us of the same, and the practice will discuss with you any amounts due.

7. Contact Us

7.1. If you have any questions about the Castle Veterinary Clinic Pet Health Plan, please do not hesitate to contact us at (01) 464 0499 or info@castlevets.ie.