

Terms and conditions of Station House Vets Worm Egg Count Plan membership

When joining the Station House Vets Worm Egg Count Plan you are accepting these terms and conditions. It is important to read them carefully, and please ask a member of staff if you have any queries.

If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The Station House Vets Worm Egg Count Plan is a rolling annual preventative healthcare programme. The Station House Vets Worm Egg Count Plan is not an insurance policy.
2. Membership of the agreement constitutes an agreement between you and Great and Small Limited. Membership and benefits are not transferable to another practice.
3. You will receive discounted products and services during the course of your membership identified in the worm egg count plan flier.
4. The fee for your horse will be determined by which plan you opt for.
5. Of course, your horse can still receive treatment outside the scope of the Station House Vets Worm Egg Count Plan and this will be charged in accordance with the practice's normal fees, terms and conditions.
6. These Station House Vets Worm Egg Count Plan terms and conditions should be read in conjunction with any additional information including, but not limited to, literature provided by the practice detailing what is included in the Station House Vets Worm Egg Count Plan. That literature forms part of these terms and conditions.
7. **Your responsibilities** – you are responsible for following our vets' guidance, on preventative healthcare.
8. Your membership fees will be collected by Direct Debit on a monthly or annual basis.
9. We use Vet Success Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Vet Success on behalf of Station House Vets. For the avoidance of doubt, your agreement is with Great and Small Limited. Vet Success Limited merely provide support to the practice, which includes transferring your payments.
10. Membership for each horse will renew automatically on the anniversary of the date that your pet joined the Station House Vets Worm Egg Count Plan.
11. We will tell you in advance, in writing, if there is to be a change in membership fees on your renewal date. We will always give you at least 30 days' notice of any change in fees as a result of our annual review.
12. Failed Direct Debit payments, eg because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £10 for each failed payment. This administration charge will be added to your account.
13. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
14. If the second payment request also fails, a second administration charge may be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful your Station House Vets Worm Egg Count Plan membership will be cancelled automatically and your horse will no longer receive the associated benefits and discounts.

15. If your Station House Vets Worm Egg Count 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.
16. **Ending our agreement / cancelling your membership:**
- You may cancel your membership on your anniversary date (which is the anniversary of the date you joined) by giving us not less than two weeks' notice.
 - If you cancel your membership before your anniversary date, we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during the course of your membership, minus any membership fees received to date.
 - We may end our agreement by giving you written notice as outlined below.
17. Unpaid bills relating to your membership fees, treatment received or medicines dispensed will be handled in accordance with our standard terms and conditions (available on request) and may be referred to a third party debt collection agency.
18. **Notice:**
- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
 - 'In writing' includes emails, letters sent by post, or delivered by hand.
 - When we write to you by post, we will use the address most recently provided.
 - If you wish to write to us, please use the email address accounts@stationhousevets.co.uk or send letters to Station House Vets Worm Egg Count Plan Administration, Teal House, Welburn, York YO60 7EP.
19. Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

How we use your information

21. Vet Success Limited and Station House Vets will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
22. Both Station House Vets and Vet Success 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.
23. We 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.
24. 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 Station House Vets, Teal House, Welburn, York YO60 7EP.
25. We reserve the right to increase the monthly payment shown on your registration form in our absolute discretion provided that we give 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 Great and Small Limited in writing within 2 weeks of receiving notice of the increase.
26. We reserve the right to amend the products and services and discounts within the Station House Vets Worm Egg Count Plan at our absolute discretion provided that we give you not less than one month's notice in writing of such amendment. If you do not agree with

the amendment you may terminate your membership with immediate effect by notifying Great and Small Limited in writing within 2 weeks of receiving notice of the alteration.

Vet Success Limited is a company registered in England and Wales with company number 09633942 whose registered office is at The Chocolate Factory, Keynsham, BRISTOL, BS31 2AU.

Great and Small Limited company registered in England and Wales with company number 13049309 whose registered office is at Station House Vets, Teal House, Welburn, YORK. YO60 7EP.

NOTES

Please note it is your responsibility to utilise the listed benefits applicable to your Equine Worm Egg Count Plan membership and that you shall not be entitled to any refund in respect of unutilised benefits.