



Station
House
Vets

WELLNESS PLAN

Terms & Conditions
Home Delivery

When joining the Station House Vets Wellness 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 Wellness Plan is a rolling annual preventative healthcare programme. The Station House Vets Wellness 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 including, but not limited to, vaccines and flea / worming / tick treatments and a full health check with one of our vets. Full details of what is included are available in the Appendix below.
4. The fee for your pet will be determined by its species and for dogs, also determined by their weight. Adult dogs and cats are eligible for the home delivery plan and we will need regular weights to ensure they are on the correct product and plan for their weight. It is your responsibility for keeping us up to date with your pets weight, should it change and the need to move plans becomes apparent.
5. Of course, your pet can still receive treatment outside the scope of the Station House Vets Wellness Plan and this will be charged in accordance with the practice's normal fees, terms and conditions.
6. These Station House Vets Wellness 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 Wellness Plan. That literature forms part of these terms and conditions.
7. When you take out your subscription, Station House Vets will collect your first month's payment by cash or card. Subsequent payments will be collected via monthly or annual direct debit.
8. Where your subscription includes delivery of parasiticides to your home via Home Delivery, you may collect your first Home Delivery pack from the practice when you join with subsequent home delivery packages being sent to you by post, or all packs will be delivered from sign up. If you are on a standard Wellness Plan and wish to upgrade to a home delivery plan please contact us at the Practice and we can action this for you. It is your responsibility to ensure that you communicate any change of address to Station House Vets for the purposes of home delivery.
9. Unless you tell us you would prefer not to, you may receive text message reminders during the course of your subscription.
10. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance, and for ensuring your pet attends the practice regularly for the preventative healthcare checks which are included as part of your membership of the Station House Vets Wellness Plan. If we are unable to maintain your pet's health because you haven't followed guidance or attended the practice we may need to terminate your membership. Termination would be in writing as outlined below, and with immediate effect.
11. Your membership fees will be collected by Direct Debit on a monthly basis. Your membership will begin only when your direct debit has been set up.
12. We use Vet Success Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to BPS re Vet Success. 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.
13. Membership for each pet will renew automatically on the anniversary of the date that your pet joined the Station House Vets Wellness Plan.

14. 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.
15. In between our annual fees review, your pet's monthly fees may also change as your pet's age / weight change. A change in fees due to a change in weight / age will take effect as soon as is reasonably practical. This applies to both increases and decreases in weight.
16. 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.
17. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.
18. 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 Wellness Plan membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts.
19. If your Station House Vets Wellness 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.

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 carry out a reconciliation of your account and, where applicable, charge you for the remainder of your annual subscription up to your anniversary date. We will also charge you an admin reconciliation fee of £25. This balance will be charged to your account and will be due immediately.
- We may end our agreement by giving you written notice as outlined below.

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.

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 Wellness Plan Administration, Teal House, Welburn, York YO60 7EP.
- 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

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.

Both Station House Vets and Vet Success Limited 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.

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.

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.

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.

We reserve the right to amend the products and services and discounts within the Station House Vets Wellness 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 below listed benefits applicable to your Wellness Plan membership and that you shall not be entitled to any refund in respect of unutilised benefits.

If during a free nurse clinic it is recommended that you see a vet, the standard vet consult charge will be required.

Dog Wellness Plans

We offer the 4 adult dog plans for home delivery. The adult dog plans are based on the ideal adult weight for the breed of your dog and your dog will go on the plan

- **Small Dog Wellness Plan** – for adult dogs **up to 10kg**
- **Medium Dog Wellness Plan** - for adult dogs **between 10 & 20kg**
- **Large Dog Wellness Plan** – for adult dogs **between 20 & 50kg**
- **X Large Dog Wellness Plan** – for adult dogs **over 50kg**

Adult Dog Wellness Plan entitlements

(not to be used in conjunction with any other offer):

- Annual booster vaccination including kennel cough
- Tailored parasite cover as deemed necessary by your vet, appropriate to your pets' lifestyle
- Free regular nurse consults including all routine clinics such as weight clinics, weigh & worm, nutrition advice, puppy cuddle clinics, routine nail clips, routine anal glands
- 10% off Hill's dog food
- 10% off neutering including surgical and chemical neutering

Vaccinations

The Wellness Plan includes Distemper, Parvo virus, Hepatitis, Leptospirosis (L4), Contagious Canine Cough (Kennel Cough). Kennel cough vaccination can be the intranasal live kennel cough vaccine or the injectable Respira kennel cough vaccine

If your dog has not had kennel cough vaccination before, one live intranasal kennel cough vaccine completes the primary course. For the injectable Respira primary course (which is 2 vaccinations 4 weeks apart - see below) a surcharge of £15.00 is incurred.

Vaccination restarts or primary course will require an additional charge of £20.

Rabies vaccination and Canine Herpes vaccination are not included in the scheme.

General info regarding Kennel Cough vaccine

Kennel cough is a misnomer really and is recently more appropriately termed 'canine contagious cough.' It can be picked up anywhere where there are dogs, directly through contact or indirectly through droplet infection (e.g. on something an infected dog has coughed onto).

Vaccination is for the most common causes of 'KC' though other infectious agents can sometimes cause similar signs.

Bordetella bronchiseptica is potentially zoonotic* i.e. it can cause infection in humans. So in homes where a member of the household is immunocompromised we would recommend vaccination of dogs

The intranasal vaccine is 'live' and the datasheet warns immunocompromised individuals not to be in contact with the dog for 6 weeks. However, 'Respira' is a killed vaccine and as such would be recommended in this case, two doses 4 weeks apart would be needed

They will receive a reminder for booster vaccination 8mths later for year 1 then annually thereafter

Tailored flea & worming - internal and external parasite cover

Tailored worming and external parasite plans are designed specific to your pet according to lifestyle - our vets and nurses will assist in selecting appropriate treatment for your dog

Cover against fleas*, ticks, roundworm*, lungworm and tapeworm is included within the plan. Which product we recommend, and the frequency of dosing will depend on your pet's age and lifestyle. We generally recommend a combination of Nexgard Spectra and Droncit or Bravecto and Milprazon.

Use of parasiticide drugs as a therapeutic is not included e.g. treatment of Giardia or Harvest Mites.

Replacement flea and wormers for those lost or misplaced will incur a charge to replace.

Nurse clinics

The clinics included in the plan are weigh and worm, familiarisation/cuddle clinics, nail clips, anal glands, life stage nutritional advice, new dog advice clinics up to 12 per year. In instances where the nurse feels a problem required the advice or examination of a vet this will incur a vet consultation fee. Complex anal gland problems and nail clips requiring sedation are not included.

Neutering 10 % discount

Includes routine surgical neutering of female dogs (midline spay/ovariohysterectomy).

Also includes surgical neutering – Suprelorin.

It does not include emergency neutering in cases of pyometra or caesarean section.

Discount does not apply to any post operative complications or medications prescribed following the procedure such as pain relief, antibiotics, medical pet shirts, buster collars.

Includes routine castration of dogs but not cryptorchid (retained testicle) surgery or neutering for medical reasons.

Cat Wellness Plan entitlements **(not be used in conjunction with any other offer)**

Indoor and Outdoor Cat Plans available

- Annual booster vaccination
- Tailored parasite cover as deemed necessary by your vet, appropriate to your pets' lifestyle
- Free regular nurse consults including all routine clinics such as weight clinics, weigh & worm, nutrition advice, kitten cuddle clinics, routine nail clips.
- 10% off Hill's cat food
- 10% off neutering

Vaccinations

Indoor Cat: Feline panleukopenia virus, feline herpes virus, feline calicivirus and Feline leukaemia virus (FELV) if in a multi-cat household

Outdoor Cat: FELV, feline panleukopenia virus, feline herpes virus, feline calicivirus.

Vaccination restarts or primary course will require an additional charge of £20.

Does not include Purevax cat vaccine – advice for breeding cats should be sought from a vet.

Indoor/Outdoor Cat

We wanted to have a plan for all cat owners, tailored to their lifestyle.

'Indoor' cats live indoors only.

'Outdoor' cat group includes all cats that have outdoor access including those that have outdoor cat runs.

FELV can be transmitted via grooming, sharing water bowls and bedding so considered essential for cats with outdoor access and homes where there is more than one cat.

Panleukopenia and cat flu complex vaccines for indoor cats:

- recommended as these viruses can survive in the environment so could be brought into the house on objects/clothing
- essential if going into a cattery as impossible to eliminate in such premises
- can sometimes recur despite vaccination, if infected early in life

Adverse effects

Incidence of fibrosarcoma in cats. 1 in 20,000 administered vaccines though risks may be related to injection rather than specifically the vaccine.

Our policy:

Vaccination choice is according to need and datasheet recommendations.

Tailored flea & worming - internal and external parasite cover

For outdoor cats we would recommend monthly Nexgard Combo or Bravecto quarterly and milprazon (1-3mths). The frequency is really dependent on hunting behaviours. This will provide protection against fleas, ticks, roundworm, lungworm, ear-mites and tapeworm.

For Indoor cats we recommend Stronghold monthly which is effective against fleas, roundworm and ear mites. **Why ?** As we ourselves can bring roundworms into our homes on our clothing and shoes, and fleas can be picked up from other pets and can therefore survive year-round in our houses and both pose a zoonotic* risk to humans.

Nurse clinics

The Wellness Plan includes weigh and worm, familiarisation/cuddle clinics, nail clips, anal glands, life stage nutritional advice, new cat advice clinics - up to 12 per year. Cats over 10 years old can also have a blood pressure monitoring assessment as part of the Wellness Plan.

In instances where the nurse feels a problem requires the advice or examination of a vet this will incur a vet consultation fee. Complex anal gland problems and nail clips requiring sedation are not included.

Neutering 10 % discount

Includes routine neutering of female cats (spay/ovariohysterectomy).

Does not include emergency neutering in cases of pyometra or caesarean section.

Discount does not apply to any post operative complications or medications prescribed following the procedure such as pain relief, antibiotics, medical pet shirts, buster collars.

Includes routine castration of cats but not cryptorchid (retained testicle) surgery or neutering for medical reasons.

**Zoonoses are infectious diseases in humans that have been transferred from an animal to human. Fleas can carry Bartonella henselae which can lead to human health conditions with a range of signs for which there is currently little understanding of prevalence in human populations. We take this seriously because, as owners we tend to live in close contact with our pets and share the same living space. Toxocara spp. (generally known as roundworm) infection in humans comes from exposure to eggs in the environment, we advocate bagging and binning of dog and cat waste followed by handwashing. Shedding of eggs can be variable and so we recommend regular preventative treatment.*

GENERAL NOTES

All of the products we dispense for parasite treatment are prescription only medications, licensed for each species and to a specific weight range. Each item is individually labelled for each pet. Please follow instructions for administration carefully and wear gloves to apply spot-on products and wash hands after application.

We have moved toward oral treatments for dogs who are more likely to be bathed or swim. Spot-on products and insecticide impregnated collars can cause harm to freshwater species if they enter waterways, so instructions should be followed carefully. Pharmaceutical companies need to prove safety and efficacy of their products on our pets but are not required to study their effects on the environment, so we always advise bagging of dog and cat waste and placing in a bin. Rabbit waste can be composted.