



## Donnybrook Vets Pet Health Plan Membership Terms and Conditions

Please read the following terms and conditions carefully. By signing up to Donnybrook Vets Pet Health Plan you agree to the Terms and Conditions.

*\*Pet Health Plan Membership is **NOT** pet insurance*

**\*\*Donnybrook Vets Pet Health Plan is a 12 month contract. The contract will renew automatically at the end of 12 months unless cancelled.**

This document outlines the Terms and Conditions of Use (Terms of Use) for the Pet Health Plan offered and operated by Donnybrook Vets.

GoCardless is the company providing the platform for payments for the Pet Health Plan. GoCardless (company registration number 07495895) is authorized by the Financial Conduct Authority under the Payment Services Regulations 2017, registration number 597190, for the provision of payment services.

Signing up to the Pet Health Plan offered by the clinic means that you are a consumer. No statutory consumer rights are affected by any of the Terms and Conditions of the Pet Health Plan.

Terms of Use should be read in detail before signing up to the Pet Health Plan. Should you have any queries about the Terms of Use you should contact Donnybrook Vets on 01-9125028 immediately. Once you subscribe to a plan you will be bound by the Terms of Use in respect to the provision of that Plan.

### **Definition of Terms Used**

**Contract** – contract means the agreement between you and Donnybrook Vets when you subscribe to a Pet Health Plan and which comprises these terms and conditions.

**Pet Health Plan** – the subscription for your pet that involves the items listed in the section “Treatment to Which Your Pet is Entitled”.

**Donnybrook Vets** – the Veterinary Clinic providing the Pet Health Plan to your pet.

**You** – the holder of the Pet Health Plan who has subscribed a pet to the Pet Health Plan.

**Your Pet** – the animal named on the application form who is the beneficiary of the Pet Health Plan.

**Plan Year** – this is the twelve consecutive month cycle that starts from the beginning of the contract and any 12 month period thereafter.

**Yearly Plan Fee** – this is the yearly amount charged by Donnybrook Vets to cover the cost of the what is provided to your pet, in a Plan Year, under the terms of this Contract.

**Monthly Plan Fee/Monthly Instalments** – this is the monthly amount charged by Donnybrook Vets to cover the cost of what is provided to your pet, in a Plan Year, under the terms of this Contract.



Pet Health Plan Membership Allowances – Treatment to which Your Pet is entitled to as a member of Donnybrook Pet Health Plan per Plan Year.

Application Form – this is the document that must be completed and returned to Donnybrook Vets to start the process of registering Your Pet for Pet Health Plan Membership.

Payment Details – these are the payment details entered by You onto GoCardless Website during registration for a Plan, as updated by You, from time to time.

Processing Service – this is all or any of the services that Donnybrook Vets provides through the Website, or through the means of another company, including information services, content and transaction capabilities on the Website, the ability to create a subscription and the ability to charge a Subscriber a Subscription fee, for the Products and Services, at regular intervals.

Sign Up Date – this is the date your pet is considered Officially a Member of the Pet Health Plan.

Subscribed Pet - this is the individual pet that is subscribed, by name, to a Pet Health Plan offered by Donnybrook Vets.

#### **Treatment to which Your Pet is Entitled**

Pet Health Plan Membership for dogs includes; annual check up, annual booster vaccination, annual canine cough vaccination, 6 free consultations, annual in house blood test (pre-anaesthetic prep profile), annual in house urine test, unlimited free nail clips, unlimited free anal gland emptying, 10% discount on neutering procedures, 10% discount on dental procedures, 10% discount on parasite treatments, no charge for insurance administration, 25% discount on any consultations after all free consultations have been used.

Pet Health Plan Membership for cats includes; annual check-up, annual booster vaccination, 6 free consultations, annual in house blood test (pre-anaesthetic prep profile), annual in house urine test, unlimited free nail clips, 10% discount on neutering procedures, 10% discount on dental procedures, 10% discount on parasite treatments, no charge for insurance administration 25% discount on any consultations after all free consultations have been used.

This contract is solely for the provision of the routine preventative healthcare services as outlined in what the membership includes above.

There is no insured benefit under this contract and this contract is not a substitute for pet insurance.

There is no refund for any Pet Health Plan allowances that are not used.

The following items are not included in Pet Health Plan membership for dogs or cats; any medication (if required), any tests, work and treatment outside of the scope of the Pet Health Plan, surgery, house calls, out of hours consultations, visits to other vets, all consultations after 6 free consultations have been used, food, treatments for other pets.

On cancellation of the contract there are no entitlements to any services that were provided through the Pet Health Plan.



The Contract is for the Subscribed Pet as named on the application form. Contracts are not transferable between pets.

### **Application Process to join Your Pet to the Pet Health Plan**

You will need to complete and sign an Application Form.

You will need to return the completed and signed Application Form to Donnybrook Vets.

Upon receipt of your Application Form payment of fees is organized.

Payment of Fees is organized according to which Pet Health Plan Payment Fee option you have selected (i.e. Yearly Plan Fee or Monthly Plan Fee/Monthly Instalments).

If you select the Yearly Plan Fee you can pay by card in the clinic or you can pay by card over the phone. If you select the Yearly Plan Fee, *Your Pet is Officially a Member of the Pet Health Plan from the date of receipt of payment.*

If you select the Monthly Plan Fee/Monthly Instalments, after returning your completed Application Form to the clinic you will receive a link from GoCardless to set up the Monthly Instalments Processing Service. Once you have successfully completed this Processing Service Donnybrook Vets receives an e-mail from GoCardless to say that you have completed the Processing Service. If you select the Monthly Plan Fee/Monthly Instalments, *Your Pet is Officially a Member of the Pet Health Plan from the date of receipt of this e-mail of confirmation from GoCardless.*

### **Pet Health Plan Fees**

There are two payment options for the Pet Health Plan Membership Fees:

Yearly Plan Fee €276 per year

or

Monthly Plan Fee/Monthly Instalments €23 per month

Donnybrook Vets reserves the right to make changes to the plan with no less than 4 weeks' notice.

### **Yearly Plan Payment Option Terms**

If you selected the Yearly Plan, your account is allocated 12 months' worth of Pet Health Plan Membership Allowances on the date of payment.

Your pet's Pet Health Plan allowances expire 12 months from your Sign Up Date. You can then decide whether to pay in full for another year's PHP membership, change to a monthly payment plan or you can cancel the plan.



### **Monthly Plan Payment Option Terms**

The monthly plan is a 12 month contract. If you selected the Monthly Plan/Monthly Instalments, your account is allocated 12 months' worth of Pet Health Plan allowances on the date we receive the e-mail confirming successful completion of the Processing Services from GoCardless.

Your payment is debited automatically from your bank account via GoCardless.

Your pets Pet Health Plan allowances expire 12 months from your Sign Up Date.

At the end of 12 months (end of the Plan Year) the Pet Health Plan Membership automatically rolls over each year unless cancelled. When you visit us at the time of the anniversary of the Sign Up Date your account is allocated a new 12 months' worth of Pet Health Plan allowances, on the condition that we are still receiving your monthly payment.

### **Cancellation of Pet Health Plan**

You may cancel your plan by giving one month's written notice to [info@donnybrookvets.ie](mailto:info@donnybrookvets.ie)

We will confirm with you in writing that we have received notice that you wish to cancel your plan and we will then confirm in writing that your plan has been cancelled. Upon notification of you cancelling your Pet Health Plan you will no longer have any entitlement to any of the services provided under the Pet Health Plan.

If you cancel your plan at any time of the Plan Year other than at the time of the anniversary of the Sign Up Date you will be required to pay Donnybrook Vets the outstanding amounts for any Pet Health Plan services and discounts received in excess of the Plan Fee paid to date- OR- pay the balance of the monthly payments due until the anniversary plan – whichever fee is lower.

### **Cancellation of Pet Health Plan by Donnybrook Vets**

Donnybrook Vets reserves the right to cancel a Pet Health Plan in the following events:

- Non-payment of fees
- Continued late payment of fees (2 or more late payments)
- Aggressive or abusive behavior of the Client towards staff (Donnybrook Vets has a zero tolerance policy for aggressive or abusive behavior towards any staff member. Aggressive and abusive behavior includes but is not limited to – shouting, swearing, threatening, verbal abuse, physical abuse)

In the event that Donnybrook Vets is no longer in the position to offer a Pet Health Plan you will receive no less than 4 weeks' notice in writing. The Pet Health Plan will continue to be active until the end of your Plan Year.



If you initially signed up for the monthly payment option the Plan Year start date is the date we received e-mail confirmation from GoCardless of your registration.

If you initially signed up for the Yearly Payment option your Plan Year start date is the date of payment for the Pet Health Plan Membership.

#### **Reinstatement of Pet Health Plan**

If you previously cancelled Pet Health Plan Membership and wish to reinstate your Pet Health Plan you will need to fill out the registration form and begin the process as if you were signing up to the Pet Health Plan for the first time.

If you cancel a Pet Health Plan for Your Pet twice, Donnybrook Vets reserves the right to charge a Pet Health Plan Reinstatement Administration Fee.

If you cancel a Pet Health Plan three times, Donnybrook Vets reserves the right to permanently cancel your membership.