

## Pet Annual Wellbeing Plan

*Looking after your pet's daily needs  
for a happier, healthier life*

### Included in our PAWplan;

- Vaccination\*
- Two bespoke fear free visits
- Flea, worm and tick treatment
- Nurse wellbeing check\*\*
- Pheromone spray
- Annual blood pressure check\*\*\*

\* includes kennel cough for dogs

\*\* with an experienced, qualified, veterinary nurse

\*\*\*cats 10 years old and above



To assist you;

- We will send helpful reminders -  
Spreads the cost over the year

And, as a thank you for being a loyal client and PAW plan member, you will save money too ...

*... up to £165 a year!*

## KITTENS & ADULT CATS

*£20.50 per month  
£246 annually*



## PUPPIES

*£23.50 per month  
£282 annually*

## SMALL-MEDIUM DOGS <20KG

*£23.50 per month  
£282 annually*



## LARGE DOGS 20-40KG

*£24.50 per month  
£294 annually*



## GIANT DOGS >40KG

*£27.50 per month  
£330 annually*

Email us [hello@ferndownfamilyvets.co.uk](mailto:hello@ferndownfamilyvets.co.uk)  
or call on 01202 877811  
to find out how your pet becomes a member of the PAW plan!

## **FAQs**

### **How do you take payments?**

*Ferndown Family Vets will take recurring card payments from a designated payment card.*

### **What happens if my card expires?**

*You will be required to set up a new payment card with Ferndown Family Vets.*

### **Can I make a single payment for the whole year?**

*Yes you can, please discuss this with the team when registering for the plan.*

**What happens if I decide to leave part way through the year?** *You are entitled to leave the plan at any time but please be aware that the contract is for 12 months and renews each year. If you decide to leave part way through the year you will be liable for the full cost of any products and treatments you have received and a cancellation payment may therefore be due.*

### **What is the Wellbeing check?**

*We have an extremely experienced team of qualified veterinary nurses who will perform a full assessment of your pet. This may include discussions/questionnaires regarding their behaviour and mobility or allowing them to move freely in the consultation room to see how they move their body and behave 'free-work'.*

*You will be contacted by Ferndown Family Vets to organise this visit. We aim to perform this check around 6 months after your pets vaccinations.*

### **Does the plan provide me with discounts for when my pet is unwell?**

*The PAW plan is dedicated to providing excellent preventative healthcare to your pet. It is not a discount plan for when your pet becomes unwell. We would recommend pet insurance for your pet to help cover costs when they become unwell.*

### **What parasite control treatments does the plan include?**

*There are certain products included in the plan and recommended protocols, if you have specific requirements please discuss with a member of the team. Currently the plan covers:*

*Dogs - Simparica Trio tablet (monthly) OR Prinovox spot on (monthly) AND Droncit tablets (annually).*

*Cats - Stronghold Plus spot on (monthly) OR Credelio tablets (monthly) AND milpro tablets (up to 4 a year) OR profender spot on (up to 4 a year).*

### **What is a bespoke fear free visit?**

*These visits are designed to help your pet develop a positive attitude towards visits to Ferndown Family Vets. They will help desensitise them to handling and clinical examination helping reduce fear and anxiety when they require assessment and treatment at the practice and also at home.*

### **What vaccinations are included?**

*What are deemed as core vaccines in the UK are included in the plan: Cats - cat flu (calicivirus/herpesvirus), panleucopenia and feline leukaemia virus  
Dogs - distemper, hepatitis, parvovirus, leptospirosis and kennel cough (at the same time as annual vaccinations)*

*The plan doesn't include other vaccines such as rabies or leishmaniasis.*

## **PAW plan - Terms and Conditions of Membership**

This document sets out the terms and conditions of membership of the Pet Annual Wellbeing Plan (PAW plan). By completing and submitting your PAW registration you confirm that you are the legal owner of the pet(s) listed on your registration form and that you wish to enter into a contract for membership of the PAW plan with Ferndown Family Vets Ltd subject to these terms and conditions.

Please read the terms and conditions carefully. If you have questions concerning them please raise these with Ferndown Family Vets before submitting your completed Registration Form.

### **1 The Annual Services**

On submission of your completed registration and payment of the first monthly fee you will be entitled to receive the following benefits for the pet(s) named on your registration form:

#### **Adult (Cat/Dog) PAW plan entitlements (not to be used in conjunction with any other offer):**

- Primary vaccination course on sign up **or** annual booster vaccination (including Kennel cough for dogs at the time of usual booster). Including health check and assessment by a veterinary surgeon.
- Annual flea and worm cover as deemed necessary by Ferndown Family Vets.
- Wellbeing check conducted by a qualified veterinary nurse once per year (usually 6 months after annual vaccination)
- Two fear free visits with the nursing team per annum to maintain a positive experience for your pet at Ferndown Family Vets
- A single bottle of calming pheromones per year.
- Single blood pressure check (cats only) from 10 years of age at time of vaccination or 6 month health check.

#### **Puppy/Kitten) PAW plan entitlements (not to be used in conjunction with any other offer):**

- Course of initial vaccinations (including Kennel Cough for dogs during initial vaccinations). Including health check and assessment by a veterinary surgeon.
- Annual flea and worm cover as deemed necessary by Ferndown Family Vets.
- Wellbeing check conducted by a qualified veterinary nurse once per year (usually 6 months after annual vaccination)
- Two fear free visits with the nursing team per annum to maintain a positive experience for your pet at Ferndown Family Vets
- A single bottle of calming pheromones per year.

Please note that after 12 months Ferndown Family Vets will automatically transfer your pet onto the adult plan where usual adult PAW plan fees/services apply. Ferndown Family Vets will notify you of this transfer in writing before your pet is transferred onto the adult plan.

Please note that it is your responsibility to utilise the above listed benefits applicable to your PAW plan membership and that you shall not be entitled to any refund in respect of unutilised benefits.

Please note that Ferndown Family Vets will contact you to organise your wellbeing check. This will usually be around 6 months after your annual vaccination. Please contact Ferndown Family Vets on 01202 877811 if you have not been contacted.

### **2 Payment**

#### **2.1**

You agree that you will make monthly payments to Ferndown Family Vets of the sum shown on your registration form, payable in advance. The first payment is payable in practice or at the time of your registration being submitted with all subsequent payments payable by recurring monthly card payment (continuous payment authority).

2.2

Ferndown Family Vets reserves the right to increase the monthly payment shown on your registration form in its absolute discretion provided that it gives 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 Ferndown Family Vets within 2 weeks of receiving notice of the increase by calling 01202 877811 or by emailing [hello@ferndownfamilyvets.co.uk](mailto:hello@ferndownfamilyvets.co.uk).

2.3

If you fail to make any monthly payment on the due date for payment Ferndown Family Vets shall be entitled to suspend the provision of goods and services to you until you have paid the overdue sum in full. Should you fail to do so within 30 days Ferndown Family Vets shall be entitled to terminate your membership in accordance with clause 2.4.

2.4

If any monthly payment remains unpaid one month after it has become due, Ferndown Family Vets may terminate your membership with immediate effect by giving notice to you.

2.5

Ferndown Family Vets reserves the right to terminate your membership immediately should your account go into arrears.

2.6

All payments made to Ferndown Family Vets are inclusive of VAT and for the avoidance of doubt no interest is charged on payments made under this agreement.

### **3 Term**

Unless terminated earlier in accordance with clause 4 your membership of the PAW plan will continue for **an initial term of one year**. We will write to you after the expiry of the 11<sup>th</sup> month of this Agreement advising you that your agreement is due for renewal. If you do not opt to cancel before the expiry of the initial term of one year, your membership shall renew for a new 12 month period and/or until such time as it is terminated by you or Ferndown Family Vets in accordance with clause.

### **4 Termination of this agreement**

4.1

Ferndown Family Vets may terminate your membership of the PAW plan at any time (including during the initial term) by giving you notice of termination to take immediate effect if you commit any serious breach of these terms and conditions which shall include failure to meet your payment obligations as set out at clause 2.

4.2

You may terminate your membership of the PAW plan during the initial term of one year by giving Ferndown Family Vets notice of termination to take immediate effect if:

- (a) you notify Ferndown Family Vets of your desire to cancel within FOURTEEN days from the date you joined PAW plan by giving notice as set out in clause 9 below;

or

(b) the Pet(s) named on your registration form die.

4.3

Either you or Ferndown Family Vets may terminate your membership by giving one month's notice to the other at any time after the initial term of one year has expired.

4.4

For the avoidance of any doubt, upon termination of your membership in accordance with the terms of this agreement you will no longer be liable to make any further payments to Ferndown Family Vets and will no longer be eligible to receive any of the entitlements listed at clause 1 from Ferndown Family Vets.

4.5

If you cancel at any time other than on an anniversary of joining the PAW plan or in accordance with clause 4.2 above, you will be required to pay to Ferndown Family Vets either the outstanding amount for treatment received in the period between the joining date or anniversary of joining (as applicable) and the cancellation date (at the full list price), or the monthly payments due until the anniversary of your plan, whichever is lower.

## **5 Right of Early Repayments (General conditions applicable to this agreement)**

5.1

Puppy and kitten offer eligible to join up to the age of 6 months.

5.2

It is your responsibility to let Ferndown Family Vets know that you are a member of the PAW plan when you arrange treatment or purchase goods.

5.3

All notices given to Ferndown Family Vets under the provisions of this agreement must be in writing and sent to [hello@ferndownfamilyvets.co.uk](mailto:hello@ferndownfamilyvets.co.uk).

5.4

For the purposes of the Contracts (Rights of Third Parties) Act 1999 this agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its provisions.

5.5

Ferndown Family Vets shall only be liable for any loss or damage suffered by you which is a reasonably foreseeable consequence of a breach of this Agreement.

5.6

For the avoidance of doubt the Ferndown Family Vets have absolute discretion as to the medications and treatments provided under the terms of this agreement.

5.7

Your PAW plan is not transferable.

5.8



Where you have provided us with an email address, you agree to accept service of correspondence by email to that address. If you require correspondence to be sent by post then please notify Ferndown Family Vets of your preference by writing to it at the address above.

5.9

This agreement is governed by the laws of England & Wales. The courts of England & Wales shall have exclusive jurisdiction over any claim or dispute arising under this agreement.

5.10

You are entitled to pay the sums due under this Agreement early. If you wish to make early repayment please contact Ferndown Family Vets to make arrangements to pay the balance of the payments due under this Agreement. In the event of early repayment you will remain entitled to access the Services and benefits listed above until expiry of the Agreement.

## **6. Your Right to Complain**

In the event of dispute you are entitled to complain about this Agreement to the Financial Ombudsman Service. Details can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

## **7. Data Protection**

7.1 Ferndown Family Vets, as administrators of the PAW plan, take your privacy very seriously and take great care to comply with its obligations under the General Data Protection Regulation and to protect your personal information including any financial details that you provide. Ferndown Family Vets will use your personal information to administer the PAW plan. It may need to disclose or share your personal information with regulatory authorities for the purpose of fraud preventions and/or to comply with any legal or regulatory requirement.

7.2 If you have any questions about the way Ferndown Family Vets uses your personal information you should write to [hello@ferndownfamilyvets.co.uk](mailto:hello@ferndownfamilyvets.co.uk) with subject title Data Protection.

## **8. CANCELLATION**

8.1

You are entitled to withdraw from this Agreement within 14 days of the start date as detailed on the registration form without having to provide any reason.

8.2

You may exercise your right of withdrawal by giving us either written or oral notice. To give written notice of your intention to withdraw from this Agreement please email [hello@ferndownfamilyvets.co.uk](mailto:hello@ferndownfamilyvets.co.uk) with the following information; Name, address, telephone number, pet(s) name and reason for cancellation. To provide oral notice please contact the practice by telephone on 01202 877811.

8.3

Please note that if you have already used any of the services financed under this Agreement prior to withdrawing from it, you will have 30 days from the date upon which you give notice of withdrawal to pay the Cash Price of the service(s) which you have used and in accordance with clause 4.5 above.

## **PAYMENT INFORMATION**

Please read these terms carefully before using our online recurring card payment facility. Using this

facility on this website indicates that you accept these terms.

Payments will be taken by way of a recurring credit card payment, often referred to as a Continuous Payment Authority (CPA). This is an authorisation provided by you that will permit Ferndown Family Vets to take payments by either debit or credit card. These payments will remain in force until you cancel the arrangement. As part of joining the PAW plan you give Ferndown Family Vets permission to store these details in order to take recurring, monthly payments.

The Continuous Payment Authority can be set up online or in person at Ferndown Family Vets.

If the card used to set up the continuous payment authority expires then a new continuous payment authority will have to be set up with a different card.

### **Your instruction**

By providing the recurring card payment instruction, you are agreeing to pay instalments to Ferndown Family Vets on the agreed dates. Ferndown Family Vets payment service provider (PSP), Nordhealth Pay, facilitates this process and manages the collection of your payments.

Should the card provider decline payment, our PSP will attempt to collect the payment over 7 working days. Ferndown Family Vets is not obliged to bring this to your attention. If you fail to receive a payment confirmation email, you should, in the first instance, check with your card provider that payment has been processed through your account.

### **Overpayments and refunds**

Refunds, if applicable, will only be made to the debit/credit card used for the original transaction. If, at the time of the refund, the card has expired or the account closed, documentary evidence will be required from the card holder before the refund can be made.

### **Privacy and data protection**

Ferndown Family Vets provides this online payment facility as a service to you and is committed to respecting and protecting your privacy.

We will only use information provided for the following purposes:

- Administration of your payment and maintenance of your account with us, including the issue of receipts by e-mail and the administration of overpayments and refunds
- Prevention of fraud
- Debt recovery

Occasionally, we may need to share your information with other organisations to fulfil the above purposes. We will not otherwise sell, licence or trade your personal information to others. We do not provide your personal information to direct marketing companies.

By using this facility you consent to the collection and use of your personal information as detailed above. The processing of personal data is regulated by the Data Protection Act 2018.

### **Security**

All payment details which are entered through this facility are encrypted when a payment is made. Ferndown Family Vets does not collect the payment directly from the payer; the payment is collected by our Payment Service Provider. Communications to and from the Payment Service Provider's site are encrypted.

Ferndown Family Vets shall not be liable for any failure of the client or third party making payment

of fees to properly protect data from being seen on their screen by other persons, or otherwise obtained by such other persons during the online payment process. Furthermore Ferndown Family Vets shall not be liable for any omission to provide accurate information in the course of the online payment process.

Updated: 08/03/2023