

## Larkmead Veterinary Group Ltd

Head Office, Ilges Lane, Cholsey, Wallingford, Oxon, OX10 9PA

T 01491 651379 (Small Animal)

T 01491 651479 (Farm & Equine)

info@larkmead.co.uk

www.larkmead.co.uk



## TERMS AND CONDITIONS

### WHAT IS INCLUDED IN THE LIFETIME CARE CLUB

The Lifetime Care Club is a pre-payment plan that covers the cost of main preventative health issues of your pet. Please refer to the application form for details of what is included in the Lifetime Care Club package you have chosen. It is your responsibility to ensure that you receive all the treatments included in the Lifetime Care Club. Membership is not transferable to another pet or owner. The Lifetime Care Club is not a pet health insurance. If Larkmead is unable to provide any service for means outside its control, it will endeavour to provide that service via other means or when it is safe to do so.

### LIFETIME CARE CLUB GOLD UPGRADE

The Lifetime Care Club Gold upgrade package includes consultations booked during routine appointment hours only and does not include Out of Hours Emergency Care. Any procedures performed or medications that may be prescribed during your consultation are not covered by the scheme. Membership does not include priority booking to vets or appointments. Any repeat booking of consultations not deemed reasonable by the Larkmead Partners will not be covered by the scheme, your Gold Upgrade will be cancelled with 7 days' notice, and no further upgrade payments will be taken.

### LIFETIME CARE CLUB COMMUNICATION

Larkmead Vets sends information relating to your Lifetime Care Club membership via email. Please ensure that your email address is up to date and add [lcc@larkmead.co.uk](mailto:lcc@larkmead.co.uk) to your list of safe senders to ensure that communication is not marked as spam.

### AUTOMATIC RENEWAL OF YOUR LIFETIME CARE PLAN

Prior to completion of the annual contract we will contact you to advise that it is time to renew your Lifetime Care Club Plan. If you wish to continue the plan as is, you do not need to do anything, the plan will automatically roll over for a further annual term.

If you no longer wish to continue your Lifetime Care Club Plan, or should you need to make any changes, please contact us, in writing, at least 14 days prior to your next payment date. Please do not cancel the associated Direct Debit Instruction until all twelve instalments have been paid, we will automatically cancel the direct debit once the final instalment has been processed.

### CANCELLING YOUR LIFETIME CARE CLUB DURING THE ANNUAL CONTRACT

- ***If the Lifetime Care Club is cancelled during the annual contract, we will charge you for any goods, services and discounts received under the Lifetime Care Plan, plus the cancellation fee – payments you have already made towards the Lifetime Care Plan will be offset against these charges.***
- You may cancel the Lifetime Care Plan by writing to us at least 14 days prior to your next payment date. If your Lifetime Care Club Direct Debit is returned unpaid by your Bank or a Direct Debit Instruction is cancelled and a new

#### LLP Members:

T.M. Hutchinson BVSc CertSAS MRCVS • J.M. James MA VetMB MRCVS

A.H. Cumiskey BVetMed MRCVS • A. Isaacs BVSc GPCertFAP MRCVS

S. Packman BVSc CertSAM MRCVS • M Wood BVet MedSci(Hons) BVM BVS MRCVS



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T 01491 651379

111-113 Park Road,  
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T 01235 814991

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Direct Debit Instruction is not set up immediately, the Lifetime Care Plan will be deemed to be cancelled and you will be charged an administration fee of £10 (incl. VAT).

- Should early cancellation result in a balance owing to Larkmead Veterinary Group Ltd, an invoice will be sent to you and payment will become due immediately. No credit will be given if the cost of goods received is less than the amount paid by Direct Debit at the time of cancellation.

### **THE DIRECT DEBIT GUARANTEE**

- ***This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.***
- If there are any changes to the amount, date or frequency of your Direct Debit Larkmead Veterinary Group Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Larkmead Veterinary Group Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Larkmead Veterinary Group Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Larkmead Veterinary Group Ltd asks you to. You can cancel a Direct Debit at any time, by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.
- Easy Direct Debits Limited is a company registered in England and Wales with company number 09633942 whose registered office is at Ebenezer House, 5a Poole Road, Bournemouth, BH2 5QJ
- Larkmead Veterinary Group is a limited company registered in England and Wales with company number 08224672 whose registered office is at Ilges Lane, Cholsey, Wallingford, Oxon, OX10 9PA
- Easy Direct Debits Limited have been appointed by Larkmead Veterinary Group to collect the Lifetime Care Club Membership Fees via Direct Debit using the Easy Direct Debits Limited BACS Bureau. The contract for your Lifetime Care Club Membership remains between the Lifetime Care Club Account Holder and Larkmead Veterinary Group.

### **HOW WE USE YOUR INFORMATION**

- Easy Direct Debits Limited and Larkmead Veterinary Group will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.
- Both Larkmead Veterinary Group and Easy Direct Debits 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.
- 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 either Larkmead Veterinary Group, Ilges Lane, Cholsey, Wallingford, Oxon, OX10 9PA or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

### **❖ THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME AT OUR SOLE DISCRETION**

- These terms and conditions are governed by and construed in accordance with the laws of England and Wales.
- Any dispute you have which relates to these terms and conditions, or your use of Larkmead Veterinary Group (whether it be contractual or non-contractual), will be subject to the exclusive jurisdiction of the courts of England and Wales.

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