



Complete Wellness Plan TERMS & CONDITIONS

Your Direct Debit is collected by: The Animal Healthcare Company Ltd, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex RH16 1TX

1. There is no insured benefit. **THIS IS NOT AN INSURANCE POLICY.**
2. The cost, content and delivery of the goods and/or services paid for by this Plan is agreed between you and White Cross Vets.
3. Your Plan only remains in force if you pay your monthly instalments, without default.
4. If you need to change any collection dates, contact your practice or via our contact page on the website whitecrossvets.co.uk **7 working days** prior to the due date. We will not charge for this amendment. However, you will be charged an administration charge of £10 if any of your direct debit instalments are returned to us unpaid.
5. Your Plan is an annual contract and will be automatically renewed by us. If you wish NOT to renew for a subsequent year, then you should notify us **21 days** prior to your expiry date.
6. You must be over 18 years of age.
7. The Plan is not transferable.

CANCELLATION

This Plan may be cancelled at any time at your written request. Upon cancellation, you will be liable to settle the difference between the total cost of the goods and/or services received by you less the total amount collected by us. Any outstanding balances MUST be paid within 10 days upon our request. The Plan may also be cancelled at any time at the written request of White Cross Vets or by us.

COMPLAINTS PROCEDURE

Should you have any cause for complaint on any aspect of the administration of your direct debit, you should contact:-

The Managing Director, Animal Healthcare Company Ltd, 4 Bridge Road Business Park, Bridge Road, Haywards Heath, West Sussex, RH16 1TX. Telephone:- 0344 800 8548 Fax:- 01273 371069 Email:- info@animal-healthcare.co.uk

Should you have any cause for complaint on any aspect of the administration of your direct debit delivery of goods and services of the plan you should contact in the first instance the Clinic Director at your local practice, if you are dissatisfied with the outcome please contact:- CWP Administration Manager, White Cross Vets, 8 Bradford Road, Guiseley, LS20 8NH.

Telephone:- 01943 874993 Email:- cwp@wxvets.com

[White Cross Vets Terms & Conditions](#)

[THIS IS NOT AN INSURANCE POLICY - Our Complete Wellness Plan is designed to provide preventative healthcare. We strongly recommend pet insurance in addition. If your pet has an accident or becomes sick, to help in the cost of treatment required.](#)

1. The Plan is designed to allow for monthly payment, in advance, for treatment administered at intervals, over a 12 month period. For a monthly fee, White Cross Vets agree to provide the following goods and services:
 - a. Annual core vaccinations, kennel cough is also available. Please discuss with our teams when we recommend this.
 - b. Treatment for the prevention of Roundworms, Tapeworms (and Lung worms in dogs).
 - c. UNLIMITED consultations with a vet or a nurse (including post-operative check-ups).
 - d. Discounts on Hills Pet Foods, Dental Procedures, Neutering, Toys and Treats.
 - e. Microchip.
 - f. Nail trims.
2. We will waive the sign-up fee for all subsequent pets after the first pet is signed up.
3. White Cross Vets may increase the monthly fee on 1st April in each year and will give two months' notice of such increase. White Cross Vets may increase their price list at any time. Any course of discounted treatment commenced before the increase and ongoing after the increase will be charged at the original discounted price. Treatments requiring on-going drug supply, for chronic conditions, will be subject to normal annual price increases.
4. White Cross Vets may terminate this Agreement by giving to the Pet Owner not less than one month's notice, provided that all treatments and examinations, paid for in advance under the Plan, have been or will be supplied. The monthly fee must be paid until the termination of the Agreement.
5. The Pet Owner may terminate this Agreement by giving not less than one month's notice, provided that all treatments and examinations have been paid for as intended over the twelve month period. Should the Pet Owner leave the Plan before this time, then the full value of the balance of payments (or the value of the treatment received less monies paid, whichever is the lesser amount) must be paid within 10 days upon our request.
6. In the event of the monthly charge being unpaid one month after it has become due, White Cross Vets may terminate this Agreement by giving notice to the Pet Owner to that effect. In that event, the Pet Owner will be liable for all monies then outstanding and due to the Practice.
7. In the event that the Pet Owner leaves the Plan within 12 months of receiving discounted treatment or within 12 months from the end of a course of discounted treatment, White Cross Vets reserve the right to make a charge equal to the discount received by the Pet Owner, i.e. a refund of the discount. The Pet Owner would not have to refund the discount in the unfortunate circumstances of the pet dying within twelve months of receiving discounted treatment but the Pet Owner could be liable for all other fees due.
8. The monthly fee will be payable by Direct Debit to Animal Healthcare Company Ltd who collect the fee on behalf of White Cross Vets. The Pet Owner will pay the monthly fee until this contract is terminated. The Pet Owner acknowledges that Animal Healthcare Company Ltd is only the administering and collecting agent and therefore has no responsibility for standards of treatment or affairs of a clinical nature and disputes relating to treatment are strictly a matter between the White Cross Vets and the Pet Owner.
9. It is the Pet Owner's responsibility to:
 - a. Attend the Veterinary Practice for products and services as provided for in the Plan.
 - b. Inform White Cross Vets of any injury, difficulty or other relevant matter affecting the pet's health generally.



10. This contract is exclusive to the Pet Owner and White Cross Vets, it is non-transferable between Pet Owners, and does not cover the services of any other veterinary practice unless White Cross Vets provide prior written consent. This contract may be transferred upon the sale of a pet to a new owner by notice in writing from a partner of White Cross Vets to the Pet Owner.
11. Any discounts offered as part of the Plan apply only to those pets registered on the plan.
12. Any dispute arising under this Agreement will be submitted to arbitration under the Arbitration Act 1996 at the joint cost of the parties.
13. All notices given under the provisions of this Agreement must be in writing and sent to the last known address of the Pet Owner or White Cross Vets by recorded delivery post.
14. Enrolment: All applications for membership will be effective on the date of the month as per the signed agreement.
15. A copy of the terms and conditions are available on our website www.whitecrossvets.co.uk/wellness.