

# Membership Application Form

Administered by The Animal Health Care Company

# StJAMES



## VETERINARY GROUP

### About your pet

Is your pet a  Dog  Cat

Your pet's name \_\_\_\_\_

Date of birth  Male  Female

Breed type \_\_\_\_\_

### To be completed by veterinary practice

Plan Code/Patient ID \_\_\_\_\_

Branch \_\_\_\_\_ Post Code \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

### About you

Title (Mr/Mrs/Miss/Ms) \_\_\_\_\_ Surname \_\_\_\_\_ Other names \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Contact telephone number \_\_\_\_\_ E-MAIL address: \_\_\_\_\_

### Amount you are paying

I agree that the following monthly payments as detailed below can be collected from my bank account

x monthly payments of £  (inc. VAT)

You will be notified in writing of your collection dates. If you have a preferred day of the month for your membership contribution please enter it into this box:

### Declaration and signature

I declare that the information I have given in this application is true and complete. I accept the terms and conditions issued by the Animal Health Care Company Ltd for the provision of the agreed routine healthcare plan from the Veterinary Practice named on this application. I am 18 years old or over.

Signature \_\_\_\_\_ Date \_\_\_\_\_

#### DATA PROTECTION

We will store your details on computer to administer your membership plan but will not keep them longer than necessary. We may use your details to support the development of our business by including them in customer surveys. Under the Data Protection Act, you are entitled to a copy of the information we hold about you and we are entitled to ask you to pay for this.

We may also provide you with information about products and services of selected companies we believe may interest you. If you do not want to know about these products and services please tick this box:

### Instruction to your Bank or Building Society to pay Direct Debits.



Originator's Identification Number

8 3 7 4 7 3

The Animal Healthcare Company Ltd, 4 Bridge Road Business Park, Haywards Heath, West Sussex RH16 1TX

1. Name and full postal address of your Bank or Building Society Branch.

To: The Manager \_\_\_\_\_  
Bank or Building Society \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_

2. Name(s) of account holder(s) \_\_\_\_\_

3. Bank Sort Code (from the top right corner of your cheque) \_\_\_\_\_

4. Bank or Building Society A/C Number (normally 8 digits) \_\_\_\_\_

5. The ANIMAL HEALTH CARE reference (for office use only) \_\_\_\_\_

6. Instruction to your Bank or Building Society  
Please pay Animal Health Care Limited Direct Debits from the account detailed on this Instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that the instruction may remain with Animal Health Care Limited and if so, details will be passed electronically to my Bank/Building Society.

Signature(s) \_\_\_\_\_  
Date \_\_\_\_\_

Banks and Building Societies may not accept Direct Debit Instructions from some types of account.

## Your Payment Plan is administered by

THE ANIMAL HEALTHCARE COMPANY LTD,  
4 Bridge Road Business Park, Bridge Road, Haywards Heath,  
West Sussex RH16 1TX

## General Plan Notes & Conditions

1. The cost, content and delivery of the goods and/or services paid for by this Plan is agreed between you and your Supplier. The scheme includes monthly doses of advocate. A monthly dose of this product is essential for the control of lung worm especially in puppies and younger dogs. Geriatric dogs tend to be less affected but a regular dose is still essential. If a member of the Pet Health Club scheme does not pick up their full entitlement of advocate from The Practice, then this client will be eligible for a voucher at the end of 12 months for the equivalent cost. This voucher is redeemable against Royal Canin foods, dental products, ear cleaners, non prescription shampoos and over the counter sales. The voucher value would be the equivalent of up to a maximum of 6 months of advocate only, less ten per cent, and would be issued to clients on an individual basis at the discretion of St James Veterinary Group

2. Your Plan only remains in force if you pay your monthly instalments, without default.

3. Treatment to which you are entitled - your plan will provide

4. If you need to change any collection dates, contact us THREE 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. If your Plan is an annual contract it will be automatically renewed by us. This renewal will be subject to a one off charge of £1.50. This charge will be added to your direct debit schedule for collection. 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.

8. There is no insured benefit. THIS IS NOT AN INSURANCE POLICY.

## 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. There are now no refunds of membership payments.

The Plan may also be cancelled at any time at the written request of your Supplier 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: 0844 800 8548  
Fax: 01273 371069  
Email: info@animal-healthcare.co.uk

## The Direct Debit Guarantee



This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change, Animal Healthcare Ltd, will notify you ten working days in advance of your account being debited or as otherwise agreed.

If an error is made by Animal Healthcare Ltd, or by your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.