

## **Welcome to The Club!**

Thank you for choosing The Finchley Vet. We are committed to providing exceptional, stress-free, preventative health care for your beloved pets. That's why we created The Club for Junior and Adult pets – a simple and comprehensive membership plan tailored for proactive pet health.

### What's Included in The Club Membership?

For a £30 joining fee + £28.99/month (cats) or £34.99/month (dogs), you'll receive:

#### **For Juniors** (Under 12 months old):

- ✓ Tailored, vet-recommended parasite control\*
- ✓ Annual vaccinations\*\*
- ✓ Unlimited free-of-charge consultations with a vet or nurse
- ✓ £40 off dog neutering and £20 off cat neutering
- ✓ £50 off Kennel cough vaccine
- ✓ One urine test a year
- ✓ One blood pressure measurement a year
- ✓ Free microchipping
- ✓ No cancellation fee!

#### **For Adults** (over 12 months old):

- ✓ Tailored, vet-recommended parasite control\*
- ✓ Annual vaccinations\*\*
- ✓ Unlimited free-of-charge consultations with a vet or nurse
- ✓ £40 off dog neutering and £20 off cat neutering
- ✓ £50 off Kennel cough vaccine
- ✓ One urine test a year
- ✓ One blood screen a year
- ✓ One blood pressure measurement a year
- ✓ No cancellation fee!

Peace of mind from less than 96p per day

“Never pay a vet bill again.”

Consultations cover anything from nail trims to limping—only medications, tests, or treatments incur additional charges.



To join instantly, go to:

**<https://thefinchleyvet.easydirectdebits.co.uk/signup/welcome>**

\*Your pet must be over 12 months old or to have reached full adult weight to be able to receive postal parasite control (some exceptions may apply at the discretion of the prescribing vet)

\*\*This includes annual booster and kitten/puppy vaccinations (second vaccine will be charged at 50% of a full price vaccine course if pet is over 12 months old)

### Terms and Conditions

Terms and conditions of The Club (@ The Finchley Vet) membership:

We don't like long and boring legal stuff, but when joining The Club you are accepting these terms and conditions. It is important to read them carefully, and please ask one of The Finchley Vet team if you have any queries.

If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The Club subscription is a preventative healthcare programme 12-month rolling agreement which will auto-renew every 12 months. The benefits you receive refresh every 12 months. Please see Section 17 for further information about cancelling the Club before your anniversary. The Club is not an insurance policy.
2. Membership of the agreement constitutes an agreement between you and The Finchley Vet (a trading name of The Local Vet Ltd.) ('The Finchley Vet'). Membership and benefits are not transferable to another practice.
3. You will receive discounted products and services during the course of your membership, which may or may not include (subject to your membership type), but not limited to vaccines and flea / worming treatments and consultations with our vets and/or nurses. Full details of what is included is listed below (section 12)
4. The fee for your pet will be determined by its species.
5. Your pet can still receive treatment outside the scope of The Club and this will be charged in accordance with the practice's normal fees, terms and conditions.
6. These, The Club, terms and conditions should be read in conjunction with any additional information including, but not limited to, literature provided by the practice detailing what is included in The Club. That literature forms part of these terms and conditions.



the boring bit!!:

7. Your responsibilities – you are responsible for following our vets’ and nurses’ guidance, and for ensuring your pet attends the practice regularly (a minimum of annually) for the preventative healthcare checks which are included as part of your membership of The Club. If we are unable to maintain your pet’s health because you haven’t followed guidance or attended the practice, we may need to terminate your membership. Termination would be in writing as outlined below, and with immediate effect.

8. Your membership fees will be collected by Direct Debit on a monthly basis.

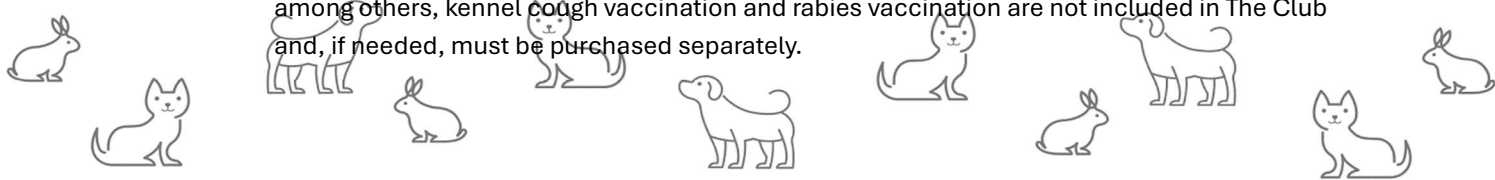
9. We use Vet Success Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Vet Success on behalf of The Finchley Vet. For the avoidance of doubt, your agreement is with The Finchley Vet. Vet Success Limited merely provides support to the practice, which includes transferring your payments.

10. The membership of each pet registered on The Club will renew on the anniversary of the date that the pet joined The Club.

11. We will tell you in advance, in writing, if there is to be a change in membership fees on the renewal date. We will always give you at least 30 days’ notice of any change in fees.

12. The Club includes the following: (subject to your membership type)

- Routine parasite control (for fleas, worm +/- ticks) as appropriate for the individual pet, as advised by the consulting veterinary surgeon. Additional treatments (e.g. for pets that travel abroad) may not be included.
- The following parasite control medications are included within The Club, subject to availability and clinical suitability as determined by the consulting veterinary surgeon:
  - **Cats:** Milpro, Panacur, Profender, Stronghold
  - **Dogs:** Milpro, Panacur, Prinovox, Seresto, Simparica
- We may not always be able to dispense all listed medications. The final decision regarding which medications are prescribed and supplied rests with The Finchley Vet (The Local Vet Ltd.).
- Where alternative medications are recommended by our veterinary team and are supplied instead of those listed above, these may be provided at a discounted rate of up to 75% off the standard The Finchley Vet price. Any such discount will be applied at the sole discretion of The Local Vet Ltd.
- Annual vaccination as deemed necessary and appropriate for the individual pet by the consulting veterinary surgeon (limited to vaccination against the following diseases - for dogs - distemper, viral hepatitis, parainfluenza, parvo virus, leptospirosis; for cats - feline herpes virus, feline calicivirus, feline panleukopaemia virus, feline leukaemia virus). For the avoidance of doubt, among others, kennel cough vaccination and rabies vaccination are not included in The Club and, if needed, must be purchased separately.



- Free of charge veterinary or nurse consultations, including remote and phone consultations, weight clinics and nail clipping. To be eligible for inclusion in this part of the plan, the consultation must be taken during normal consulting hours, must be conducted at The Finchley Vet registered premises (599 High Road, N12 0DY) and must be with a first opinion veterinary surgeon or nurse. Consultations outside of normal consulting hours, off site or consultations with a referral veterinary surgeon or paraprofessional (e.g. physiotherapist, ultrasonographer, referral surgeon etc.) will be charged at normal list price. For the avoidance of doubt, procedures, medication and tests conducted as part of, or outside the consultation will usually not be included in The Club and will be charged at their normal list price.

Discounts on the following full price items for pets on our 'Adult' plan per year:

- Kennel Cough Vaccine (dogs only): £50 discount, limited to one vaccine per pet per year.
- Health and Wellness Blood Screen: This screening test helps detect some of the most common health conditions in healthy dogs and cats. Results are typically available within 14 working days. This test is not intended for diagnosing illness in unwell pets. (Some pets may require sedation for blood sampling; if so, sedation is not included and will be charged separately.

If additional tests, treatments, or medications are recommended based on test results, these will incur separate charges, which will be discussed with a vet or nurse before proceeding.

- Urine Screening (up to once per year): This basic screening test helps detect some of the most common health issues in healthy dogs and cats. It is not intended for diagnosing illness in unwell pets.
- One Blood Pressure Monitoring (nurse consultation only): This test is performed during a nurse consultation and helps screen for common conditions in healthy pets. It is not suitable for diagnosing illness in unwell pets.
- Neutering Discounts: Save £40 on dog neutering and £20 on cat neutering.
- Postage of parasite control - regular parasite control as recommended by one of our vets for your pet can be posted to the address registered on your file. This service is facilitated by a third party and medicines are packaged off site, so other items cannot be included in the packet. It may not be possible for us to post the medication to some addresses. Please ensure that your current address is kept up to date. It is your responsibility to ensure that there is a well-marked area where the package can be left when delivered, which is safe from theft and from animals or children from being able to access the medications that are sent. You must let us know immediately if your medication does not arrive as requested and we will attempt to correct any problems for you. We reserve the right to refuse to post medication for any reason (e.g. where we cannot be sure that it will arrive correctly, or be kept safe, or outside of mainland UK) although we will do our best to resolve any problems before refusing to post medication. If we refuse to post medication, it will need to be collected from time to time from the registered practice premises.

Discounts on the following full price items for pets on our 'Junior' plan per year:

- Kennel Cough Vaccine: £50 discount, limited to one vaccine per pet per year.



- Urine Screening (up to twice per year): This screening test helps detect some of the most common health issues in healthy dogs and cats. It is not intended for diagnosing illness in unwell pets.
- Further Tests or Treatment: If additional tests, treatments, or medications are recommended based on test results, these will incur separate charges, which will be discussed with a vet or nurse before proceeding.
- One Blood Pressure Monitoring (nurse consultation only): This test is performed during a nurse consultation and helps screen for common conditions in healthy pets. It is not suitable for diagnosing illness in unwell pets.
- Neutering Discounts: Save £40 on dog neutering and £20 on cat neutering.
- Free microchip insertion
- Postage of parasite control - regular parasite control as recommended by one of our vets for your pet can be posted to the address registered on your file. This service is facilitated by a third party and medicines are packaged off site, so other items cannot be included in the packet. It may not be possible for us to post the medication to some addresses. Please ensure that your current address is kept up to date. It is your responsibility to ensure that there is a well-marked area where the package can be left when delivered, which is safe from theft and from animals or children from being able to access the medications that are sent. You must let us know immediately if your medication does not arrive as requested and we will attempt to correct any problems for you. We reserve the right to refuse to post medication for any reason (e.g. where we cannot be sure that it will arrive correctly, or be kept safe, or outside of mainland UK) although we will do our best to resolve any problems before refusing to post medication. If we refuse to post medication, it will need to be collected from time to time from the registered practice premises.
- Please note – a Health and Wellness blood screen is not included in the junior plan, as it is not medically appropriate for junior patients.

13. Failed Direct Debit payments, e.g. because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £10 for each failed payment. This administration charge will be added to your account.

14. After a failed Direct Debit payment, we will re-present our payment request to your bank after 5-7 working days.

15. If the second payment request also fails, a second administration charge may be added to your account. We will make a third and final payment request to your bank after a further 5-7 working days. If this payment request is unsuccessful, your The Club membership will be cancelled automatically and your pet(s) will no longer receive the associated benefits and discounts.

16. If your 'The Club membership' is cancelled automatically because of failed direct debits, your account will be reviewed and will be charged the full price of any products and services received during the course of your membership, minus any membership fees received to date.



17. Ending our agreement / cancelling your membership:

- You may cancel your membership with 7 days notice where payments will be stopped no more than 7 days after we are notified in writing.
- We may end our agreement by giving you written notice as outlined below.

18. Unpaid bills relating to your membership fees will be handled in accordance with our standard terms and conditions (available on request) and may be referred to a third party debt collection agency.

19. Notice:

- With regard to this agreement, either party wishing to give notice to the other should do so in writing.
- 'In writing' includes emails, letters sent by post, or delivered by hand.
- When we write to you by post, we will use the address most recently provided.
- If you wish to write to us, please use the email address team@thefinchleyvet.co.uk or send letters to The Club Administration, The Finchley Vet, 599 High Road, London, N12 ODY.

20. Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure (available on request).

How we use your information

21. Vet Success Limited and The Finchley Vet will hold and use your personal data (as defined by the Data Protection Act 1988) for the purpose of administering your preventative healthcare plan.

22. Both The Finchley Vet and Vet Success 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.

23. 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 or in accordance with our standard terms and conditions - available on request or at [www.thefinchleyvet.co.uk/terms-and-conditions](http://www.thefinchleyvet.co.uk/terms-and-conditions)

24. You have the right to see your personal data. Please note that there may be a charge if you wish to do this. If you have any queries about the data we hold, or how we use it, please write to either The Finchley Vet, 599 High Road, London, N12 ODY or Vet Success Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Vet Success Limited is a company registered in England and Wales with company number 019633942 whose registered office is at The Chocolate Factory, Keynsham, Bristol, BS31 2AU.



A full copy of the Terms and Conditions is attached and available at [www.thefinchleyvet.co.uk/terms-and-conditions](http://www.thefinchleyvet.co.uk/terms-and-conditions)

By signing this agreement, you agree to the full Terms and Conditions of The Club, which include:

- Monthly Direct Debit payments
- Discounts and included services as outlined
- Agreement to retrospective billing if cancelled early
- Data protection and communication terms

#### Client Agreement

Please complete the following:

Client Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Pet Name(s): \_\_\_\_\_

Species (Dog/Cat): \_\_\_\_\_

Monthly Fee: £\_\_\_\_\_

Start Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

I confirm that I have read and agree to the Terms and Conditions of The Club as provided.

I authorise The Local Vet LTD and Vet Success Limited to collect monthly payments via Direct Debit.

Client Signature: \_\_\_\_\_


Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_


Thank you for joining The Club at The Finchley Vet. We're excited to support your pet's health for years to come.

Dr. Oli Robinson

Veterinary Surgeon and Owner – The Finchley Vet



 599 High Road, London, N12 ODY

 team@thefinchleyvet.co.uk



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