

Wellness Plan Terms & Conditions

Please read this before requesting to join our Wellness Plan

What you need to know:

1) [What is included in Builth Wells Veterinary Practice Wellness Plan:](#)

The Wellness Plan is an annual payment plan that covers the cost of the main preventative health issues of your pet. Please refer to our website for full details of what is included in the Wellness Plan you have chosen. All our plans include unlimited veterinary and nurse consultations, 1x annual vaccination (kennel cough and rabies vaccines are offered at a 10% discount), a 6 month health check, plus additional services and discounts per annual term. The Wellness Plan Premium also includes 12 months supply of parasite protection (flea, tick, worm (including lungworm)). All treatments included in the membership must be taken within the annual term. Treatments cannot be carried forward into the next annual year, any treatments received above the 12 month allowance will be chargeable at the standard treatment cost. The Wellness Plan is an annual contract and it is your responsibility to ensure that you receive all the treatments included in the Wellness Plan. Membership is not transferable to another pet or owner. The Wellness Plan is not a pet health insurance. If Builth Wells Veterinary Practice 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.

The Wellness Plan gives free consultations, including video consultations, booked during routine appointment hours only and does not include out of hours or emergency care. Medications that may be prescribed during your consultation are not covered by the scheme. Any procedures performed will have a 10% discount applied. Visit fees, dispensing fees and the charge for written prescriptions 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 Directors of Builth Wells Veterinary Practice will not be covered by the scheme, your Wellness Plan will be cancelled with 7 days' notice, and no further payments will be taken.

2) [Wellness Plan Payments](#)

The Wellness Plan is an annual contract whereby 12 monthly payments are required. Payments are collected by Direct Debit and are due on or around the 5th of each month. Payments are collected in arrears. We require the 1st instalment to be paid at the time of joining the plan, the 11 remaining payments will be collected via monthly Direct Debit. Alternatively, the plan can be paid with an upfront annual payment (this method must be done in the practice and not online).

Should a Direct Debit payment fail to collect, the payment will be automatically re-presented 7 days post collection. If the 2nd payment request also fails, a 3rd and final payment request will be made to your bank, 14 days after the date of the original presentation. Should the final payment request fail, the Direct Debit will be cancelled and an ad-hoc catch-up invoice will be raised for the missed payment along with an advanced payment for the following month, both required to be paid immediately. Once paid, the Direct Debit instruction will be reinstated for future payments. Should there be 3 consecutive months of failed Direct Debit payments, the plan will be reviewed for early cancellation and an invoice raised for payment of any goods, services and discounts received under the Wellness Plan scheme. Whilst there is a payment outstanding, your membership will be placed on hold and Builth Wells Veterinary Practice will not be obliged to provide any further benefits until this outstanding amount is paid in full.

3) [Wellness Plan Communication](#)

Builth Wells Veterinary Practice sends information relating to your Wellness Plan membership via email. Please ensure that your email address is up to date and add info@builthvets.co.uk to your list of safe senders to ensure that communication is not marked as spam. Should any of your contact information change, please contact Builth Wells Veterinary Practice so that we can update our records.

4) [Automatic renewal of your Wellness Plan](#)

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

If you no longer wish to continue your Wellness 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 12 instalments have been paid, we will automatically cancel the Direct Debit once the final instalment has been processed, provided notice has been received.

5) [Cancelling your Wellness Plan during the annual contract](#)

If the Wellness Plan is cancelled during the annual contract, we will charge you for any goods, services and discounts received under the Wellness Plan, plus the cancellation fee – payments you have already made towards the Wellness Plan will be offset against these charges.

If your Wellness Plan Direct Debit is returned unpaid by your bank or a Direct Debit Instruction is cancelled and a new Direct Debit Instruction is not set up immediately, the Wellness Plan will be deemed to be cancelled and you will be charged a discretionary administration fee of £10 (incl. VAT).

You may cancel the Wellness Plan by writing to us at least 14 days prior to your next payment date, however, should early cancellation result in a balance owing to Builth Wells Veterinary Practice Limited, 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.

6) [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 Builth Wells Veterinary Practice Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Builth Wells Veterinary Practice Limited 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 Builth Wells Veterinary Practice Limited 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 Builth Wells Veterinary Practice Limited 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

Builth Wells Veterinary Practice is a limited company registered in England and Wales with company number 12795740 whose registered office is Unit 5 Irfon Bridge Industrial Estate, Garth Road, Builth Wells, United Kingdom, LD2 3NL.

Easy Direct Debits Limited have been appointed by Builth Wells Veterinary Practice to collect the Wellness Plan Membership Fees via Direct Debit using the Easy Direct Debits Limited BACS Bureau. The contract for your Wellness Plan Membership remains between the Wellness Plan Account Holder and Builth Wells Veterinary Practice Limited.

7) [How we use your information](#)

Easy Direct Debits Limited and Builth Wells Veterinary Practice Limited will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.

Both Builth Wells Veterinary Practice Limited 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 Builth Wells Veterinary Practice, Garth Road, Builth Wells. LD2 3NL. 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 Builth Wells Veterinary Practice Limited (whether it be contractual or non-contractual), will be subject to the exclusive jurisdiction of the courts of England and Wales.