

Please complete this form accurately and in full using **BLOCK CAPITALS** and a ball point pen. Failure to do so will result in the form remaining **unprocessed**, and your practice being notified.

Practice Details

Practice Name:

Practice Number: Joined by:

Client Details (this is the person who holds the contract and pays for the plan)

If you have joined before, please tick and enter your membership number if you have it Member no:

A membership fee of €10.00 will be collected with your first payment.

Title: First name:

Surname:

Practice client system ref.

Address:

Primary tel: Post code:

Secondary tel:

Email address:

We will usually send correspondence regarding your plan via email. If you'd prefer to receive this by post please tick here

Pet Owner/Secondary Contact (leave blank if same as payer)

Name:

Primary tel:

Email address:

Data Protection Legislation

To set up and administer your pet health plan, Denplan Limited trading as Simplyhealth and your veterinary practice will hold and use information supplied by you. By signing this form, you confirm that you consent to such use of this personal data. We may disclose information about you when there is a legal requirement for us to do so and to people who provide a service to us on the understanding that they will keep the information confidential and in accordance with the Data Protection Legislation. This can include companies operating outside the United Kingdom and the European Economic Area (EEA), and to persons engaged in fraud detection and prevention.

By listening to our customers, Simplyhealth Group will continue making improvements and introducing new products and services to help you and your loved ones stay as healthy as you can. We'd love to share this sort of information with you. We'll always treat your personal details with the utmost care and we'll never pass them on to other companies. Please let us know how you'd like to hear from us:

EMAIL POST PHONE SMS

If you change your mind just let us know anytime by calling 0800 169 9958, going online to www.pethealthplans.co.uk, or emailing us at enquiries@pethealthplans.co.uk

Contract

I confirm that I have read and understood the Agreement printed overleaf and wish to join Simplyhealth or an additional pet. I am 18 years old or over. I confirm I have completed this form accurately and in full. I acknowledge that the form will be returned to the practice if there are any errors or omissions.

Signature of payer: Date:

Signature on behalf of practice: Date:

Pet Details (enter details of new and additional pets only - to be completed by the practice)

	Pet 1	Pet 2	Pet 3
Name			
Species (circle as appropriate)	Cat/Dog/Rabbit	Cat/Dog/Rabbit	Cat/Dog/Rabbit
Date of birth (refer to section 9 overleaf)	/ /	/ /	/ /
Breed (e.g. Persian, Labrador, etc.)			
Gender (circle as appropriate)	Male/Female	Male/Female	Male/Female
Actual or expected adult weight (kg)			
Plan category (e.g. Kitten, Senior, etc.)			
Monthly price	€	€	€
Additional monthly price	€	€	€
Plan start date	01/ /	01/ /	01/ /
Practice pet system ref.			

If you would like to join more than three pets, please complete an additional form and attach it to this form.

SEPA Direct Debit Mandate

Please fill in the entire form and email a scanned copy of the form to Ireland@animal-healthcare.co.uk

Creditor: The Animal Healthcare Company Limited, Simplyhealth House, Victoria Road, Winchester, SO23 7RG United Kingdom

Creditor ID: GB53ZZZSDDLOYD000000ANIMALHEALTHCAR

Mandate reference:

By signing this mandate form, you authorise (A) the Creditor to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from the Creditor.

As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

Debtor name:

Debtor address:

Debtor post code: Debtor Country:

Debtor IBAN:

Debtor BIC: Transaction type:

Debtor(s) signature:

Date: Location of signing: (e.g. Practice)

The Agreement between you and your veterinary practice

Welcome to your pet health plan from your veterinary practice. The Agreement you have with your practice means you can enjoy the benefits of preventive healthcare for your pet(s).

Simplyhealth respects your privacy and is committed to protecting your personal data. This privacy notice sets out the way in which any personal data you provide to us is used and kept safe by us. For a more detailed explanation of how we use your data please take the time to read our full privacy policy online at the bottom of our website or alternatively request a copy from our Data Protection Officer at the address given below.

Pet health plans are administered by The Animal Healthcare Company Limited trading as Simplyhealth for and on behalf of your veterinary practice. Simplyhealth's role is to provide administrative services to support the contract between you and your practice. This includes passing your payments onto your practice on a regular basis.

Please remember, your pet health plans Contract is between you and your specified veterinary practice and is not transferable to another. However, if you are considering changing your practice please contact Simplyhealth who will advise you on how to re-register, ensuring your pet's health is not compromised.

The following points make up the 'terms and conditions' of your Contract with your veterinary practice and are effective from 22nd February 2017. These are very important and we strongly advise that you read through them carefully, and keep them in a safe place, so that you can refer to them in the future, should you wish to.

These terms and conditions should be read in conjunction with your practice's pet health plans Leaflet and any practice-specific notes or requirements in the Leaflet will form part of these terms and conditions. In the event of a conflict, your practice's pet health plans Leaflet and any practice-specific notes or requirements in the Leaflet will prevail.

1. Explanation of terms used

In this Agreement, 'the Contract' means these terms and conditions and the Contract formed between you and your veterinary practice which you have signed; 'your veterinary practice' and 'your practice' means the veterinary practice named on the pet health plans Application Form.

2. Plans, categories and fees

The fee for your pet will be set by your practice.

3. Treatment to which you are entitled

The Contract entitles your pet to receive routine treatment required to maintain your pet's health, as prescribed by your veterinary practice.

A list of inclusions is available from your practice.

4. Treatment to which you are not entitled

The Contract is limited to the provision of routine preventive health care and only entitles your pet to the treatment required to monitor its health, as specified by your practice.

5. Treatment by another veterinary practice

Your Contract is with your practice. Where you choose for your pet to have routine care or treatment provided by a practitioner independently of your practice, your pet will not be covered by your pet health plan.

6. Payment

You must pay your initial joining fee, which covers you for life and monthly fee by SEPA Direct Debit in favour of The Animal Healthcare Company Limited as collecting agent for your practice.

We will send you pre-notification of the amount and date of your Direct Debit collections no later than 3 calendar days prior to requesting the funds from your bank.

Any other amounts due to your practice for treatment not covered by the Contract are payable directly to your practice. Your liability to pay the monthly fee continues until the Contract is ended in accordance with these terms and conditions and no refund of fees will be allowed except in the case of administrative error or death of the pet or client.

7. Alteration of monthly fees and categories

Your practice will normally review your pet's monthly fee once a year. Your pet's monthly fee will also change as different age and weight thresholds are reached. Should your pet's fees change, you will be given at least one month's notice (correspondence will be sent as per the communications preference overleaf).

8. SEPA Direct Debit changes

Following a decrease in monthly fee or variation in discount available to you, your SEPA Direct Debit will be changed at the next available collection date. Where you are given notice of an increase in your monthly fee, your SEPA Direct Debit will be changed at the end of the notice period, unless in the meantime you end the Contract.

9. Your responsibilities

The date of birth and weight of your pet(s) entered on your pet health plans application form will be the date of birth and weight used to determine the fee category your pet(s) falls into. If the month of birth is unknown, we will use 1st January of the specified year for this purpose. If the year of birth is unknown, an estimate should be made.

You are responsible for ensuring your pet(s) attend(s) the practice regularly and that you comply with the advice and treatment your veterinary practice prescribes for your pet(s). If, in the reasonable opinion of your practice, they are not able to maintain your pet's health due to any act or omission on your part, your practice may end the Contract immediately by giving notice to that effect.

If your personal details change, you should notify Simplyhealth. If your pet is lost or deceased, you should notify your practice and Simplyhealth.

10. Ending the Contract

You may cancel your Contract by contacting Simplyhealth or your practice within the cancellation period, which is 14 days following the start of your contract. Following this period, you may end the Contract by giving not less than 21 days' notice to your practice and to Simplyhealth, expiring on the last day of a month. The practice may end the Contract by giving you written notice expiring on the last day of a month, after no less than one month's notice.

11. Non-payment

Non-payment of one fee

If we fail to collect a monthly payment Simplyhealth will inform you accordingly and attempt to collect two payments from your account in the following month.

Non-payment of two fees

If you default on two successive payments, Simplyhealth will inform you your Contract has been subsequently cancelled.

Refunds

If Simplyhealth (acting on behalf of your practice) agrees to refund your fees for whatever reason, your registration for those months will be treated as unpaid and the conditions relating to non-payment will fully apply to you.

12. Clinical Records

By signing the pet health plans application form, you consent to the disclosure of your pet's medical notes and other records for the purpose of any review, assessment or consideration of the care provided by your practice, which may take place under the terms of their membership of pet health plans; but not for any other purpose without your further consent.

13. Variation of these terms and conditions

The terms and conditions of this Contract may be varied on one month's written notice given to you by your practice. If you do not wish the Contract to continue having regard to any variation notified to you, you may end it as detailed in condition 10. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.

14. Contract not transferable

As your Contract is between you and your practice alone, you may not transfer it to another practice. If you need to change to another participating practice, a new Contract will be required and the monthly fees may be different.

15. Treatment outside the Contract

This Contract does not prevent you and your practice agreeing that they will provide treatment outside your entitlement under the Contract. You will be responsible for paying for such treatment.

16. Liability

The Animal Healthcare Company Limited, trading as Simplyhealth administers pet health plans registrations and collects monthly fees on your practice's behalf.

This Contract is not with Simplyhealth and Simplyhealth has no liability to a member of pet health plans (whether in respect of negligence, breach of Contract, defective or unsatisfactory treatment, or otherwise) in connection with any Contract it administers on your practice's behalf.

17. Disputes

All practices are required to have an in-house complaints procedure. If you are unhappy with any aspect of your pet's veterinary care, you should approach your practice directly.

18. Notices

Any notice given to you by your practice under these terms and conditions is considered valid if Simplyhealth gives it to you on your practice's behalf. Any notice given by your practice or Simplyhealth is valid if sent to you as per the communications preference overleaf.

19. How we use the information we hold about you

If you have a policy, we need to know, for example, your name, address, date of birth. We may also take your phone number and email address. In order to take payments and to pay claims, we will need your bank account details.

Simplyhealth may record and monitor telephone calls for training purposes and for use in the event of any subsequent queries.

We will hold and use information relating to you. We call this information personal data. The main purpose which we hold and use personal data for is to enable us to service the contract that you have purchased and to administer your plan. Other purposes which we use personal data for are to improve our services to you and our other clients, to comply with legal obligations which we are subject to, to protect our interests and for fraud detection and prevention.

We may also share your personal data with persons who provide a service to us or act as our agents, and where we have a duty to provide that data (such as to regulatory bodies), or if the law allows us to do so, or if the person who asks for the data has a lawful interest in seeing the data.

Sometimes we may use automation and profiling to evaluate information about you, which may include to determine whether an application for a product is accepted by us, to tailor our marketing material to your needs, to identify and investigate fraudulent activity, to understand claiming behaviour and patterns, or to tailor our pricing, products and services to provide you with a more efficient, consistent and fair customer experience. If you want to know more please contact us.

By law we must have measures in place to protect data. As a result we have strict rules to protect the storage and use of all data. These rules apply to anyone who uses the data, even if they are not part of Simplyhealth Group (we make sure that our contracts include clauses to protect data). We may send your personal data outside the European Economic Area. If we do this, we put contracts in place to ensure that the data will be kept confidential. Our processes also include protection for our buildings and IT systems. To check that these measures work we run independent audits on a regular basis.

The Animal Healthcare Company Limited is registered as a data controller with the Information Commissioner's Office, number Z4858558. If you have any questions about the personal data that we hold and how we use it, please write to: The Data Protection Officer, Simplyhealth, Hambleton House, Waterloo Court, Andover, Hampshire, SP10 1LQ United Kingdom.

We keep your personal data for seven years after the policy has been cancelled.

You have the right to see your personal data that we hold. You also have the right to ask us to amend data that is incorrect. You can ask us to delete data, or not use it in certain ways. You have the right to move, copy or transfer your personal data. We will agree to any reasonable request unless it means that we cannot service your policy. You'll need to contact the Data Protection Officer to do this.

If we have relied on your consent to process your data at any point, you can change your mind at any time. But if this means that we cannot service the policy, we may have to cancel it.

The Animal Healthcare Company Limited is part of Simplyhealth Group and where you have agreed we will share your personal data with other companies within Simplyhealth Group in order for them to provide you with offers of products and services.

You can contact our Data Protection Officer, or the Information Commissioner's Office (ICO) for the United Kingdom. You can call the ICO on 0303 123 1113 or 01625 545 745, or email the ICO at casework@ico.org.uk

Governing Law and Jurisdiction

Both parties agree that this Agreement shall be governed by and construed in accordance with the Law of England and Wales and the parties hereby irrevocably submit to the exclusive jurisdiction of the English Courts.