



10. Contract not transferable

As your Contract is between you and your practice alone, you may not transfer it to another practice.

11. Liability

Equine Health Plans from Denplan administers Equine Health Plan registrations and collects monthly payments on your practice's behalf. This Contract is not with Equine Health Plans from Denplan and Equine Health Plans from Denplan has no liability to a member of Equine 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.

12. Disputes

If you are unhappy with any aspect of your horse's care, you should approach your practice directly.

13. Notices

Any notice given to you by your practice under these terms and conditions is considered valid if Equine Health Plans from Denplan gives it to you on your practice's behalf. Any notice given by your practice or Equine Health Plans from Denplan is valid if sent to your last known address by ordinary post.

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 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 receive and share personal data with persons appointed by you or who provide a service to you, for example your veterinary practice. We may provide personal data to persons appointed by us who assist us in relation to the services we provide to you, including companies operating outside the United Kingdom and to organisations responsible for fraud prevention.

Where we have your agreement we will use your personal data to provide you with offers of products and services from Denplan. Where you have agreed we will share your personal data with other companies within the Simplyhealth Group and carefully selected third parties in order for them to provide you with offers of products and services.

We operate strict procedures to ensure that personal data is kept secure.

You have the right to see your personal data which is held by us. There may be a charge if you want to do this. If you have any questions or concerns about the personal data we hold and how we use it please write to: The Data Protection Officer, Denplan Limited, Denplan Court, Victoria Road, Winchester, SO23 7RG. Denplan records telephone calls for training and quality assurance purposes.

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.

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, Denplan Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Denplan Ltd 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 Denplan Ltd or your Bank or Building Society, you are entitled to a full and immediate refund from your branch 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 Denplan Ltd asks you to.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also notify Denplan Ltd.

Central Equine Vets

85 Liberton Drive
Edinburgh
EH16 6NS

0131 664 5606

www.centralequinevets.co.uk
info@centralequinevets.co.uk

Our comprehensive health plans help save you money, and ensures the best in preventative health care for your horse.



Denplan Equine Health Plans, Victoria Road, Winchester, Hampshire SO23 7RG
0800 169 9934

Denplan Limited, incorporated in England and Wales with registered number 1981238, whose registered office is at Hambleton House, Waterloo Court, Andover, Hampshire SP10 1LQ.



Equine Health Plans

Join today, save money with convenient monthly payments and do **the best** for your horse.



ECP064_07-16

Please call the Central Equine Vets team on **0131 664 5606**.
Alternatively call the Equine Health Plans team on **0800 169 9934**,
Monday to Thursday 8.30am – 6pm, Friday 8.30am – 5pm.



Agreement between veterinary practice and client

Why should you have an Equine Health Plan?

At Central Equine Vets, we believe that a proactive, preventive approach to your horse's healthcare is far better than waiting until your horse is vulnerable, ill or suffering to put things right. That's why we have designed these Equine Health Plans.

A Central Equine Vets Health Plan provides for your horse's preventive healthcare needs and allows you to budget in convenient monthly payments as well as giving you access to discounts on other products and services from our practice.

Our Equine Health Plan is not insurance but has been designed to work well alongside your current equine insurance. Our bespoke plan tailored with you and your horse in mind will allow you to pay a predictable, set amount each month to take the financial uncertainty out of the routine care of your horse.

How do I join?

Your Equine Health Plan and Direct Debit collections will be administered on our behalf by Denplan.

Fill in the attached paper application form and post it to the Equine Health Plans team or call the free-phone number **0800 169 9934** to join directly with the team over the phone.

You will be sent a welcome pack including a guide on keeping your horse healthy which has been endorsed by World Horse Welfare and the 2012-2013 BEVA President. In addition, you will receive a helpful wall planner to keep track of when your horse has seen the vet for their routine treatment and when the next visit is due. You will also find a copy of your full Agreement details.

Central Equine Vets Health Plans

	Essentials	Premium
Annual Flu and Tetanus booster vaccinations (as directed by your vet)	☑	☑
Faecal egg counts 4x a year	☑	☑
Health Check at the time of vaccination*	☑	☑
Guide Book to keeping your horse healthy	☑	☑
Annual dental examination and routine rasping (excludes sedation)**	☑	☑
Annual blood test health screen		☑
Annual worming programme	☑	☑
Telephone advice service	☑	☑
Twice yearly re-examinations for long term medications cases**		☑
50% off prescription fees for long term medication		☑
10% off call out fees**	☑	☑
10% off wormers	☑	☑
10% off microchipping	☑	☑
10% off cushings blood tests (initial test and bi-annual repeat blood)		☑
Monthly payment	£8.50 inc VAT	£18.50 inc VAT

* Health check includes: heart, lungs, eyes, coat, limbs and walk and trot up, body condition scoring and nutritional advice.
**The plan does not include visit/call-out fees. The call-out fee will be discounted by 10%.

Upgrade options

For a simple additional monthly payment added to your Direct Debit each month, you can upgrade your Equine Health Plan to further enhance the benefits you receive. If you would like to take advantage of this opportunity, complete the section on the application form or call us on **0800 169 9934**.

Annual tapeworm blood test	£3.50
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Notes

- There is a discount of 5% on your total monthly fee if you have more than one horse on an Equine Health Plan.
- There is a membership fee of £15 for the first horse and £5 for each subsequent horse. These fees will be collected with the first payment.
- If you cancel any time other than on an anniversary of joining the plan, you will be required to pay the practice either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.
- No refunds are payable for any months paid before a horse's death except at the discretion of the practice.
- Plans and prices valid from 1st October 2014.
- The practice may require you to make an upfront payment or pay for treatment before the plan commences.

Welcome to your Equine Health Plan from your veterinary practice. The Agreement you have will mean that you can enjoy the benefits of preventive healthcare for your horse. Equine Health Plans are administered by Equine Health Plans from Denplan for and on behalf of your veterinary practice. Equine Health Plans from Denplan'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. This Agreement is not insurance.

Please remember, your Equine Health Plan Contract is between you and your specified veterinary practice and is not transferable to another. These terms and conditions should be read in conjunction with your practice's Leaflet as any notes or requirements in the Leaflet will form part of these terms and conditions. In the event of a conflict, your practice's Leaflet or notes will prevail. The following points make up the 'terms and conditions' of your Contract with your veterinary practice and are effective from 1st October 2013. 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.

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 practice' means the veterinary practice named on the Equine Health Plans Application Form; 'horse' means any animal on an Equine Health Plan.

2. Plans and prices

The monthly price for your horse's plan will be set by your practice, based on the plan they offer. Your practice will normally review their plan prices once a year. Your monthly price may also change as your horse's requirements or circumstances change. Should the price change, you will be given at least one month's written notice. Following a decrease in monthly price or variation in discount available to you, your Direct Debit will be changed at the next available collection date. Where you are given notice of an increase in your monthly plan price, your Direct Debit will be changed at the end of the notice period, unless in the meantime you end the Contract.

3. Care to which you are entitled

The Contract entitles your horse to receive the veterinary care or services described in your plan, as prescribed by your veterinary practice. A list of inclusions is available from your practice. This Contract does not prevent you and your practice agreeing that they will provide care outside your entitlement under the Contract. You will be responsible for paying for such care.

4. Care to which you are not entitled

The Contract is limited to the provision of veterinary care as prescribed by your practice and described in your plan. Your

Contract is with your practice. Where you choose for your horse to have care or treatment provided by a practitioner or provider independently of your practice, your horse will not be covered by your Equine Health Plan.

5. Payment

You must pay your initial joining fees (if applicable), which covers you/your animal for life, and monthly payment by Direct Debit in favour of Equine Health Plans from Denplan as collecting agent for your practice. Any other amounts due for care 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 practice discretion.

6. Your responsibilities

You are responsible for ensuring your horse has regular appointments as applicable and that you comply with the advice and treatment your practice prescribes for your horse. If, in the reasonable opinion of your practice, they are not able to maintain your horse's care 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 or your horse is lost, sold or deceased, you should notify your practice and Equine Health Plans from Denplan.

7. Ending the Contract

You may cancel your Contract by contacting Equine Health Plans from Denplan 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 Equine Health Plans from Denplan, 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.

8. Non-payment

If you default on a monthly payment, Equine Health Plans from Denplan will inform you accordingly and attempt to collect two payments from your account in the following month. If you default on two successive payments, Equine Health Plans from Denplan will inform you your Contract has been subsequently cancelled. If Equine Health Plans from Denplan (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.

9. 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 7. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.

