



TERMS AND CONDITIONS OF COOMARA CARE

MEMBERSHIP

When joining the plan you are accepting these terms and conditions. It is important to read them carefully and please ask a member of staff if you have any queries.

1. The Coomara Care plan is a rolling annual preventative healthcare programme. The Coomara Care plan is NOT an insurance policy
2. Membership of the agreement constitutes an agreement between you and Coomara Limited. Membership and benefits are not transferable to another practice.
3. You will receive discounted products and services during the course of your membership, including, but not limited to, vaccines and flea and worming treatments and a full health check with one of our vets. Full details of what is included are available from the practice.
4. The fee for your pet will be determined by its species, age and weight.
5. Of course, your pet can still receive treatment outside the scope of Coomara Care and this will be charged in accordance with the Practice's normal fees, terms and conditions
6. These Coomara Care plan 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 plan. That literature forms part of these terms and conditions.
7. **YOUR RESPONSIBILITIES** – you are responsible for following our vets' and nurses' guidance, and for ensuring your pet attends the practice regularly for the preventative health care checks which are included as part of your membership of the Coomara Care plan. 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** (formally Easy Direct Debits) to collect Direct Debits on our behalf, and your bank statements will show a payment to Vet Success on behalf of Coomara Care Plan. For the avoidance of doubt, your agreement is with Coomara Ltd. Vet Success merely provide support the practice, which includes transferring our payments.
10. Membership for each pet will renew automatically on the anniversary of the date that your pet joined the Coomara Care plan.
11. We will tell you in advance, in writing, if there is to be a change in membership fees on your renewal date. We will always give you at least 30 days' notice of any change in fees as a result of our annual review.
12. In between our annual fees review, your pet's monthly fees may also change as your pet's age/weight change. A change in fees due to a change in weight / age will take effect as soon as is reasonably practical. This applies to both increases and decreases in weight.
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 £1.50 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 will 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 Coomara Care Plan membership will be cancelled automatically and your pet will no longer receive the associated benefits and discounts.
16. If your Coomara Care Plan membership is cancelled automatically because of failed Direct Debit payments, your account will be reviewed and you 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 on your anniversary date (which is the anniversary of the date you joined) by giving us not less than two weeks' notice.
 - If you cancel your membership before your anniversary date, we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during the course of your membership, minus any membership fees received to date.
 - We may end our agreement by giving you written notice as outlined below.

18. Unpaid bills relating to your membership fees, treatment received, or medicines dispensed 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 reception@coomara.co.uk or send letters to Coomara Care Plan Administration, Coomara Veterinary Practice, Chertsey House, London Road, Carlisle, Cumbria, CA1 2QX.

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 (formerly Easy Direct Debits) and Coomara Veterinary Practice 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 Coomara Veterinary Practice and Vet Success 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.
24. You will 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 Coomara Veterinary Practice, Chertsey House, London Road, Carlisle, Cumbria, CA1 2QX, or Vet Success, help@vetsuccess.co.uk