

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).

Belle Vue Vets Ltd 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 on our website or alternatively request a copy from the practice.

Your veterinary practice uses Bottomline Payment Services Limited, (registered number 3986072), their role is to provide support in passing your payments onto your practice on a regular basis.

The following points make up the 'terms and conditions' of your contract with your veterinary practice and are effective from 1st June 2022. These are very important, and we strongly advise that you read through them carefully, 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 health plan leaflet.

1. Explanation of terms used

In this agreement 'contract' these terms and conditions and any other contractual terms between you and your veterinary practice which you have signed 'your veterinary practice and your practice named on the application form'. The company incorporated are Bottomline Payment Service Limited with registered number 3986072 who's registered office is 16 Daresbury Court, Runcorn, WA7 1LZ.

2. Plans, categories and fees

The cost, content and delivery of the goods and/or services paid for by this contract are agreed between you and 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.

4. Treatment to which you are not entitled

The contract is limited to the provision of routine preventive healthcare and only entitles your pet to the treatments included on the plan 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.

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6. Payment

You must pay 1-month initial upfront payment, no joining fee, this is for each pet. A monthly fee by Direct Debit in favor of Bottomline Payment Service Limited as collecting agents for your practice.

Any other amounts due to your practice for treatment are not covered by the contract and are payable directly to your practice. You are liable to pay the monthly fee continuous until the contract has ended after a 12-month period in accordance with these terms and conditions and no refund of fees will be allowed. Except in the case of administration error or death of pet or client.

7. Alteration of monthly fees and categories

Your practice will normally review your pets monthly fee once a year. Your pet's fee is a fixed price for the 12-month period. Should your pets' fees further change you will be given at least one month's notice.

8. Your responsibilities

The date of birth and weight of your pet(s) entered on the application form will determine the weight range of the products given, these need to be kept up to date with your practice. You are responsible for ensuring your pet(s) attend the practice regularly to comply with the advice and treatment your veterinary practice prescribes your pet(s).

9. Ending the contract

You may cancel your contract by contacting your practice, your practice cancellation period is 14 days following the start of your contract. Your practice may end the contract by giving you a written notice expiring on the last day of the month, after no less than one month's notice.

10. Non – Payment

Non-payment of fees, if we attempt but are unable to collect a monthly payment Bottomline will automatically attempt to collect that payment again.

If payment fails a second attempt, then your veterinary practice will need to collect the outstanding debt from you, then Bottomline will continue to collect the standard monthly amount on the usual date the following month and in subsequent months and your contract will remain in place. If payment fails treatments including consultations and or products that have been given as a benefit to your pet(s) we are entitled to collect the full balance as required to cover these costs within the contractual period.

11. Clinical Records

By signing the 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 pet health plan, but not for any other purpose without your further consent.

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12. 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.

13. 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 practice, a new contract will be required, and the monthly fees might be different.

14. Treatment outside 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.

15. Disputes

If you are unhappy with any aspect of your pet(s) veterinary care, you should approach the practice directly.

16. How we use the information we hold about you

If you have a contract we need to know, for example, your name, address and contact number, we may also take an email address. In order for Bottomline Payment Services Limited to take payments we will need your bank account details. The main purpose of holding personal data is for us to improve our services to you and to comply with legal obligations which we are subject to, to protect our interest and for fraud detection and prevention. This information is shared between the practice and the payment services.

By law we have measures in place to protect data, we keep 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 personal data. We will agree to any reasonable request unless it means that we cannot service your contract. You will need to contact the practice to do this.

17. 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 irrevocable submit to the exclusive jurisdiction of the English Courts.

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This guarantee should be detached and retained by the payer.

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 (insert your organisation name) will notify you (insert number of) working days in advance of your account being debited or as otherwise agreed. If you request (insert your organisation name) 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 (insert your organisation name) 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 (insert your organisation name) 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.