

## Terms and Conditions of the Health Plan

This agreement will mean that you can enjoy the benefits of preventive healthcare for your horse. Please remember, your Equine Health Plan Contract is between you and Stoven Hall Veterinary Clinic & Rehabilitation Centre (hereafter referred to as Stoven Hall Vets) and is not transferable to another practice. These terms and conditions below make up your Contract with Stoven Hall Vet Clinic and will be effective from December 2016. These are very important and we strongly advise that you read through them carefully and ensure you fully understand all the points.

In this Agreement, 'the Contract' means these terms and conditions and the Contract formed between you and Stoven Hall Veterinary Clinic (Stoven Hall Vets) which you have signed.

- 1) There is an initial joining fee of £15 per client (for life) plus a horse joining fee of £5 per horse. These fees will be required to commence the health plan.
- 2) Payment of the monthly amount agreed is required by standing order on the 1st day of every month. You are responsible for setting up and managing this standing order. The first standing order payment must go through before your plan is activated and you receive any veterinary treatment or benefits of the health plan.
- 3) If you cancel at 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.
- 4) No refunds are payable for any months paid before a horse's death except at the discretion of Stoven Hall Vet Clinic.
- 5) The practice may require you to make an upfront payment or pay for treatment before the plan commences.
- 6) The plan includes a booster vaccination for Influenza and Tetanus. The timings and type of vaccine your horse requires will be directed by the vets at Stoven Hall Vet Clinic. The complementary health check, dental check and routine dental rasping with sedation is only included when carried out at the time of vaccination. The free visit applies to this vaccination visit, when booked on the correct zone day. If you decide to cancel this visit you must give 24 hours notice to Stoven Hall Vet Clinic and failure to do this may incur a cancellation fee.
- 7) The monthly price for your horse's plan will be set by Stoven Hall Vet Clinic, based on the plan they offer. Stoven Hall Vets 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. Where you are given notice of an increase in your monthly plan price, you will be required to change your standing order by the end of the notice period, unless in the meantime you end the Contract.
- 8) The plan entitles your horse to receive the veterinary care described in your plan, as prescribed by the vets at Stoven Hall Vet Clinic. 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 at the time of treatment.
- 9) The Contract is limited to veterinary care as prescribed by your practice and described in your plan. Your Contract is with Stoven Hall Vet Clinic. If you choose for your horse to have care or treatment provided by a practitioner or provider independently of Stoven Hall Vet Clinic, your horse will not be covered by your Equine Health Plan.
- 10) You must pay your initial joining fees of £15 per client and £5 per horse directly to Stoven Hall Vet Clinic and monthly payment by standing order to Stoven Hall Vet Clinic. 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.
- 11) You are responsible for organising and ensuring your horse is booked in for the annual vaccination. It is your responsibility that your horse has regular appointments as applicable and that you comply with the advice and treatment the vets at Stoven Hall Vet Clinic prescribes for your horse.
- 12) If, in the reasonable opinion of the vets at Stoven Hall Vet Clinic, you are not able to maintain your horse's care due to any act or omission on your part, Stoven Hall Vet Clinic 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 Stoven Hall Vet Clinic immediately.
- 13) You may cancel your Contract by contacting Stoven Hall Vet Clinic 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 28 days' notice to Stoven Hall Vet Clinic, 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.
- 14) If you default on a monthly payment, Stoven Hall Vet Clinic will inform you accordingly and will reserve the right inform you your Contract has been cancelled. You will still 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.
- 15) The terms and conditions of this Contract may be varied on one month's written notice given to you by Stoven Hall Vet Clinic. If you do not wish the Contract to continue having regard to any variation notified to you, you may cancel it as detailed in condition 13. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.



For more information please call the Stoven Hall Vet Team on **01502 575901**  
Monday to Friday 9.00am-6.00pm and Saturday 9.00-12.00pm  
(outside these times the phone line is only open for emergencies)



**STOVEN HALL**  
VETERINARY AND REHABILITATION CENTRE

**Introducing "Healthy Hooves"**  
*cost effective routine healthcare for your horse*



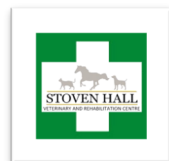
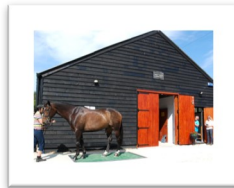
**Equine Gold** Health Plan

## Why should you have an Equine Health Plan?

- ♦ At Stoven Hall Veterinary clinic we believe that it is best to provide routine health care for your horse.
- ♦ **Prevention is always better than cure!**
- ♦ Our health plan gives you the opportunity to do your best to prevent your horse becoming ill and allows you to budget for this too.
- ♦ **Worming, vaccination and dental care** are the most basic fundamental things you can provide for your horse to do your best to maintain health. Our plan incorporates all these so you don't have to worry about any of them.
- ♦ The monthly payments are an **easy, cost effective** way of **budgeting** for routine health care for your horse, **saving up to £160 per year.**

## What's included for £19.99 per month...

- ♦ Booster **vaccination** for Flu and Tetanus
- ♦ Visit for health check and vaccine (on zone day)
- ♦ **Health Check\***
- ♦ **Dental Health assessment\***
- ♦ **Routine dental rasping including sedation\***
- ♦ Individualised **Worming** programme
- ♦ **Three Faecal Egg Counts** per year
- ♦ A **Winter Wormer**
- ♦ **Weight Checks** using our weighbridge at the clinic\*\*\*
- ♦ **Two Arena Hire** sessions (30 mins)\*\*
- ♦ **Half price** Arena Hire on subsequent sessions
- ♦ Discounted **supplements** (see our supplement brochure)\*\*
- ♦ **Stoven Hall Vets Equine First Aid Guide**



\*must be at the time of vaccination

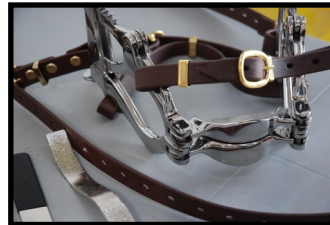
\*\*subject to availability and terms and conditions of use

\*\*\*by appointment only, must be booked at least 24 hours in advance

## Equine Dentistry at Stoven Hall Vets

Good dentistry should be primarily about providing **preventative care**. Unfortunately, due to being prey animals, horses can have severe dental disease without showing any signs. For this reason, every horse should receive an **annual** dental check up to examine the teeth, oral cavity and associated structures.

**Sedation** greatly facilitates this by providing a safe, controlled environment to carry out a thorough dental consultation. We have found a small amount of sedation also significantly **reduces stress levels** for the horse. Our health plan includes the cost of sedation, a full clinical assessment of the teeth and associated soft tissue structures and a **routine performance rasp**.



## How do I join?

There is a joining fee of £15 per owner (for life), plus a horse joining fee of £5 per animal. Simply fill out the attached form and drop it in to the clinic or post it to:

**Stoven Hall Veterinary and Rehabilitation Centre,  
Stoven Hall Farm,  
Stoven, Beccles,  
NR34 8ET**

Set up your standing order for **£19.99** a month. Following acceptance of your application, your plan will be activated one month after your first standing order payment has been received.



**SAVE up  
to £160  
per year**

"Healthy horses are happy horses"

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(24 hour emergency cover provided)