

Terms and conditions of the Lifetime Care Club - Oxford Cat Clinic

Please read the following carefully.

The Lifetime Care Club is a rolling annual preventative healthcare programme. It is NOT an insurance policy and does NOT cover your cat for accident or illness.

Membership constitutes an agreement between you and The Oxford Cat Clinic Limited. Membership and benefits are not transferable to another practice or another pet.

Your plan

The Lifetime Care Club is available in three tiers – Essentials, Unlimited and Unlimited Senior – each designed to suit your cat's needs and your budget. The benefits included in your chosen plan are set out in the plan literature provided at the time of joining, which forms part of these terms and conditions.

Your fee will be determined by the plan tier you select and, for the Unlimited Senior tier, whether your cat meets the age threshold applicable at the time of joining. Full details are available from the practice.

Treatment outside the scope of your plan will be charged in accordance with the practice's normal fees, terms and conditions.

Unlimited consultations

Unlimited consultations with a vet or nurse are included in the Unlimited and Unlimited Senior tiers. This benefit excludes emergency consultations, extended consultations, referral consultations and any out-of-hours appointments. Consultations with visiting or external specialists are also excluded. The practice reserves the right to define a consultation as extended where the appointment requires significantly more time than a standard appointment. Unlimited consults are subject to fair usage, as determined by our team, and we will never ask you to bring your cat into practice unless there is a clinical reason to do so.

Recurring card payments

By joining this plan, you authorise The Oxford Cat Clinic Ltd to collect monthly payments using the debit or credit card you provide at the time of sign-up. Payments will be taken automatically each month on or around the same date as your first payment and will continue until the plan is cancelled.

This recurring payment arrangement is known as a Continuous Payment Authority (CPA). Your card details are processed securely in accordance with PCI DSS regulations. We do not store your full card information.

To cancel your recurring card payment, you must contact The Oxford Cat Clinic Ltd at least 30 days before your next scheduled payment. Cancelling your card or contacting your bank will not automatically stop payments – please contact us directly.

The monthly payment amount will be confirmed at the time of enrolment. We review plan prices periodically and reserve the right to change the price of your plan at any time. If any change is made to your payment amount, we will give you at least 30 days' notice by email before the new amount is charged. If you are not happy with a price change, you may cancel your membership through the standard process. Please note that if you cancel part way through your plan year, charges may apply as set out below.

Membership for each cat on the plan will renew automatically on the anniversary of the start date. On renewal, your plan will continue at the same tier unless you contact us to upgrade, or unless we have notified you of a tier or price change in accordance with these terms.

It is your responsibility to ensure your card details remain valid and up to date. If your card expires or a payment is declined, we will contact you to update your payment information and will attempt to retry the payment. If this payment request is unsuccessful, your membership of the Lifetime Care Club will be cancelled automatically and your cat will no longer receive the associated benefits and discounts.

If your membership is cancelled automatically because of failed 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.

We reserve the right to charge an administration fee of £10 for each failed payment. This administration charge will be added to your account.

Plan changes and transfers

You may upgrade your plan tier at any time by contacting the practice. On upgrading, your existing plan will end and a new 12-month plan will begin at the new tier price. You will be required to provide your card details again at that point.

We reserve the right to transfer your membership to a replacement or successor plan – including a bulk transfer of all plan members – where we are updating, replacing or discontinuing a plan tier. Where we do so, we will give you at least 30 days' notice by email before any change takes effect. If you do not wish to transfer to the new plan, you may cancel your membership in accordance with these terms.

Cancelling your membership

You may cancel your membership on your anniversary date by giving us a minimum of two weeks' notice.

If you cancel 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 set out below.

Unpaid bills relating to membership fees, treatment received or medicines dispensed will be handled in accordance with our debt collection protocol and may be referred to a third-party debt collection agency.

Your responsibilities

You are responsible for following our vets' and nurses' guidance and for ensuring your cat attends the practice regularly for the preventative healthcare checks included as part of your membership. If we are unable to maintain your cat's health because you have not followed guidance or attended the practice, we may need to terminate your membership. Termination would be in writing as set out below, and with immediate effect.

You are responsible for making full use of the benefits included in your membership, and the practice takes no responsibility if you miss treatments, services or appointments.

Notices

Either party wishing to give notice 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.

To contact us, please email enquiries@oxfordcatclinic.co.uk or write to: The Oxford Cat Clinic Ltd, 78a West Way, Botley, Oxford, OX2 9JU.

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

The Oxford Cat Clinic Ltd and Nordhealth Pay at 18A Heath Road, Bristol, BS48 1AD will hold and use your personal data for the purpose of administering your preventative healthcare plan, in accordance with current data protection legislation.

The Oxford Cat Clinic Ltd records and monitors inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.

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.

You have the right to see your personal data. If you have any queries about the data we hold or how we use it, please write to: The Oxford Cat Clinic Ltd, 78a West Way, Botley, Oxford, OX2 9JU.

The Oxford Cat Clinic Limited is a company registered in England and Wales with company number 15050364, whose registered office is at 78a West Way, Botley, Oxford, OX2 9JU.