Duchy Equine Vets

Family+ Plan — Terms and Conditions (v2.1)

These Terms and Conditions ("Terms") govern membership of the Duchy Equine Vets Family+ Plan (the "Plan"), a discount membership scheme run by Duchy Equine Vets Ltd ("we", "us", "our", the "Practice"). Setting up the monthly Direct Debit confirms that you (the "Member") have read and accept these Terms and starts your membership and twelve-month minimum term. Please keep a copy for your records.

Duchy Equine Vets Limited | Registered in England & Wales, company no. 15032504 | Registered office: Lawndowns, Grampound Road, Truro, England, TR2 4EJ | Email: hello@duchyequinevets.co.uk

1. The Plan in summary

- For £6.00 per month per named horse, paid by Direct Debit, the Plan gives the Member the discounts set out in clause 5.
- Each membership covers one (1) named horse; each additional horse needs its own membership and £6.00 monthly fee.
- The Plan has a minimum commitment of twelve (12) months and renews automatically (clauses 8 and 9).
- The Plan is a discount scheme — not insurance and not a pre-payment for treatment. It pays for no treatment, procedure, medication or other cost, and provides no cover for accident, illness or liability (clause 11).

2. How to join — the onboarding process

- Sign up. Complete a Plan application for your named horse, in practice, by phone, or online. Each horse needs its own application and monthly Direct Debit.
- Set up your Direct Debit. Setting up the monthly Direct Debit is how you accept these Terms
- We get in touch. A member of our team will contact you to confirm your details and register the named horse to the Plan.
- Welcome email. You will receive a welcome email confirming your membership, start date, named horse and how to use your benefits.
- Benefits go live. Your discounts apply once your membership is confirmed and the Direct Debit is in place. You have a 14-day cooling-off period (clause 9.1).

3. Definitions

- "Member" / "you": the registered owner or authorised keeper of the named horse who holds the Plan.
- "Named horse": the single horse identified on the membership application to which the Plan applies.
- "Membership Year" / "plan period": each rolling period of twelve (12) months from your start date.
- "Routine vaccination": equine influenza (flu) and/or tetanus vaccinations only — including combined flu/tetanus boosters — and their administration at a routine visit. No other vaccine (for example EHV/equine herpesvirus or strangles) is included in the Plan.
- "Routine dental": a routine dental examination, rasping/floating and sedation performed by us; it excludes diastema management, extractions, advanced or surgical dentistry, diagnostics and any medication.
- "Out-of-hours (OOH)": out of office hours: 8:30am – 5pm

4. Eligibility and membership

- Membership is open to Duchy Equine Vets clients whose named horse is registered with the Practice and whose account is in good standing.

- You must keep your registration details, Direct Debit instruction and contact details accurate and up to date.
- Benefits are personal to the Member and named horse and cannot be transferred, sold, exchanged for cash, or pooled across horses or clients.
- If the named horse is sold, rehomed or dies, tell us; we may transfer membership to a replacement horse at our discretion or cancel it (clause 9).

5. Member benefits

While membership is active and payments are up to date, the following discounts apply to the Practice's standard published fees:

- 25% off routine flu (equine influenza) and tetanus vaccinations — these vaccines only (vaccine and administration).
- 25% off routine dental examinations and treatment.
- 50% off the out-of-hours visit fee for the FIRST out-of-hours or night visit in each 12-month plan period. One half-price out-of-hours visit per horse per plan period; any further out-of-hours visits in the same plan period are charged at standard rates. The discount applies to the visit (call-out) fee only, not to treatment, medicines or other services provided during the visit. The entitlement does not carry over into the next plan period.
- 10% off faecal worm egg counts.

Partner discounts may be added to the Plan from time to time. These are provided by third parties, are subject to the partner's own terms, and may be withdrawn or changed by the partner at any time.

Discounts apply at the time of invoicing and cannot be claimed retrospectively, exchanged for cash, or combined with other offers or discounts unless the Practice states otherwise. Where more than one discount could apply, only the single most favourable discount is given.

Discounts apply only to the named horse, only for services provided by Duchy Equine Vets, and only to the specific elements set out in this clause and the definitions above. All care remains subject to clinical assessment, availability and professional judgement. Membership does not guarantee treatment or priority of care, and benefits have no cash value and do not carry over between Membership Years.

6. What is not included

The Plan does not include or discount: vaccines other than equine influenza and tetanus, medicines and consumables (except as expressly stated), sedation (except where included in a routine dental), diagnostics, surgical procedures, referral fees, travel/zone charges, or any service not listed in clause 5.

7. Fees and payment

- The fee is £6.00 per month per named horse, payable monthly in advance by Direct Debit.
- Setting up the Direct Debit constitutes your acceptance of these Terms and the start of your membership, and authorises us (or our Direct Debit provider) to collect the fee each month. You are protected by the Direct Debit Guarantee.
- If a payment fails we may re-collect it and will contact you. If the fee remains unpaid we may suspend benefits and treat the membership as in default, which may lead to cancellation and recovery of discounts (clause 10).
- No discount applies to services provided during any period in which the account is in arrears or suspended.
- We may change the fee or benefits on at least thirty (30) days' written notice. If you do not accept a change you may cancel before it takes effect; if you cancel for this reason, no clawback under clause 10 applies.

8. Minimum term and automatic renewal

- The minimum commitment is twelve (12) months from your start date (the "Minimum Term").
- At the end of the Minimum Term, and of each subsequent Membership Year, the Plan renews automatically for a further twelve (12) months unless you cancel before the renewal date (clause 9).
- We send a reminder before each renewal. Each renewed term is itself a twelve-month commitment to which clauses 8 to 10 apply.

9. Cancellation

9.1 14-day cooling-off period

- You may cancel within fourteen (14) days of joining the Plan, without giving a reason, and receive a refund of any fee paid.
- If you ask us to start benefits during this period and then cancel, we may charge for the value of any discount already taken (the difference between the discounted and standard price).
- To cancel, tell us clearly within the period by email or letter using the contact details above.

9.2 Cancelling after the cooling-off period

- You may cancel at any time by notice in writing (email or letter). Do not cancel the Direct Debit with your bank until any sums due under clause 10 are settled.
- Cancelling before the end of the Minimum Term (or any renewed twelve-month term) triggers the discount clawback in clause 10.
- Cancelling after the Minimum Term ends your membership at the end of the then-current paid month, with no clawback. Fees already paid are non-refundable.
- We may cancel or suspend the Plan immediately for material breach, unpaid fees, or if the named horse is no longer registered, and may withdraw the Plan generally on thirty (30) days' notice.

10. Early cancellation — reversal of discounts

- Benefits are offered on the basis of a twelve-month commitment. If membership ends before the end of the Minimum Term (or any renewed term) — except cancellation within the cooling-off period, cancellation because you rejected a change under clause 7, or cancellation by us other than for your breach or non-payment — all discounts taken during that term are reversed.
- "Reversed" means you become liable for the difference between the discounted prices you paid and our standard prices for the services taken during that term. We issue an invoice for that total (the "Clawback Invoice").
- Fees you have paid are credited against the Clawback Invoice; any balance remains payable, and the invoice may exceed fees paid where the discounts taken were worth more. Fees are otherwise non-refundable.
- The Clawback Invoice is due within fourteen (14) days. We may collect it by a final Direct Debit where your instruction remains in place, or pursue it as a debt.
- Example (illustrative): a Member who takes a routine dental (saving, say, £15) and a flu/tetanus vaccination (saving, say, £5), then cancels in month 4, is invoiced the £20 of discounts taken, less any fees already paid.

11. What the Plan is not

The Plan is a discount membership scheme only. It is not insurance (no cover for veterinary fees, accident, illness, mortality or liability) and not a pre-payment or savings plan (fees buy access to the listed discounts, not credit toward treatment). It guarantees no appointment, treatment outcome or priority of care. You remain responsible for all veterinary fees for your horse, and we recommend you hold appropriate equine insurance separately.

12. Clinical responsibility

All veterinary services are provided under our standard terms of business and the professional standards of the Royal College of Veterinary Surgeons (RCVS), which continue to apply alongside these Terms. The Plan does not affect our clinical judgement or the standard of care provided. Where these Terms and our standard terms conflict in respect of the Plan, these Terms prevail.

13. Liability

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything that cannot lawfully be excluded. Otherwise, our total liability in connection with the Plan (as a discount scheme) is limited to the membership fees you paid in the twelve months before the claim, and we are not liable for loss that is not a foreseeable result of our breach.

14. Data protection

We process your personal data under UK data protection law (UK GDPR and the Data Protection Act 2018) and our Privacy Notice — to administer the Plan, collect payments, provide veterinary services and contact you about your membership. Our Privacy Notice is available on our website or on request.

15. Complaints

If you are unhappy with any aspect of the Plan, please contact the Practice using the details above. We aim to acknowledge complaints within five (5) working days.

16. General

- We may update these Terms from time to time. Where a change materially affects your rights, we give at least thirty (30) days' notice (clause 7).
- If any provision is unenforceable, the remaining provisions continue in force. These Terms do not affect your statutory rights as a consumer.
- These Terms are governed by the law of England and Wales, whose courts have exclusive jurisdiction.