



# Gold Membership

## A Comprehensive Equine Preventative Health Care Scheme

### Introduction

Thank you for your interest in enrolling your horse(s) as a Gold Member in our equine preventative health care scheme. Gold Membership is designed to give your horse the best available in disease prevention. A large portion is also dedicated to detecting problems early, thus preventing suffering and reducing costs to put things right.

The plan does not provide for in-depth diagnostics, but it allows for great discounts on some of these procedures. This plan should suit any horse or pony of any age. It is not possible to substitute any of the services or products in the package if you elect your horse not to have them. It is also not feasible to give further discounts or rebates on these fees, if you choose to go without some of the services. If your horse has not been vaccinated before the first enrolment, we will provide the primary course free of charge.

We believe that this scheme has many benefits for your horse. There are also many financial benefits for you, as well as allowing you to budget on a monthly basis. For administrative reasons, payment methods are limited, either by monthly standing order or by paying the full annual fee upfront.

There is a separate advertorial PDF you can download to get more general information on the fantastic benefits to you and your horse if you join the horse as a H&J Gold Member

On the following pages, you will find more information about Gold Membership, namely an application form and the terms and conditions of the Gold Membership.

The **Terms and Conditions** clearly explain what is included, what is excluded, and how it all works. If you would like further clarification on any items, our receptionists should be able to assist with your enquiries. Please, make sure you have read and understood these before filling in the Application form

When you have understood the many benefits Membership can bring to your horse, complete the **Application Form** and return it to us. Upon acceptance we shall send you a confirmation letter and the Standing Order Mandate confirming the scheme details and payments, currently £37.50 per month. You must then complete your personal details on the Standing Order Mandate and pass it to your Bank for payment. The horse becomes a Gold Member as soon as we have received the first payment from your bank, and you can then start reaping the benefits.

We look forward to receiving your application in the post, or as a scanned attachment in an e-mail to [info@houseandjackson.co.uk](mailto:info@houseandjackson.co.uk). As soon as we receive this, we can get to work with confirming your membership.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John H Washer', is written over a light blue horizontal line.

John H Washer  
Practice Manager



# Gold Membership Application 2007

I would like to sign up the following horse(s) for a year to receive the membership benefits as described in the Terms and Conditions of the scheme

	1 <sup>st</sup> Horse	2 <sup>nd</sup> Horse	3 <sup>rd</sup> Horse
Horse Name			
Age			
Colour			
Sex			
Passport No.			
ID Chip No			
Freeze Mark			

Owner Name	Address where horse kept	
Address	_____	_____
	_____	_____
Town	_____	Town _____
Postcode	_____	_____
Mobile Number	_____	Post Code _____
Home Number	_____	E-mail address _____
Work Number	_____	_____

I would like to be contacted to let me know my horse is due to receive treatment. Please, number the options 1-4 in order of preference (1 most preferred, 4 least preferred)

- E mail
- Normal post
- Telephone call (during office hours) on the following number.....
- By SMS text to the following number.....

The period of this scheme is 12 months from the time the first payment is received

The price of the scheme for the year starting 2007 is £450.00 inc. VAT, payable in 12 equal instalments by Standing Order at £37.50 per month.

- If you would like to settle the full annual amount immediately, tick here and a receptionist will contact you
- Upon membership acceptance please send me a Standing Order Mandate that I shall send to my Bank for regular payments to House and Jackson.

*I have read and agree to the terms of the Gold Membership (copy attached)*

Signed ..... Date .....

# **INFORMATION & TERMS**

## **1. INTRODUCTION**

- 1.1 **'Gold Membership'** is an annual equine veterinary preventative health scheme from the House & Jackson Equine Clinic. For a monthly fee, payable by standing order mandate, the horse, which is joined as a Gold Member by its owner, is entitled to some annual benefits
- 1.2 **'The Horse'** is the Gold Member joined up to the Gold Membership Scheme by the owner
- 1.3 **'The Owner'** is the client who owns or loans the horse joined up for membership
- 1.4 **'H&J'** is The House and Jackson Equine Clinic, administrators of the Gold Membership Scheme
- 1.5 **'The Vet'** is a vet from The House and Jackson Equine Clinic
- 1.6 This scheme does not replace any regular or emergency visits, examinations, treatments, or any other service provided by the practice or required / recommended for your horse. All products and services outside of Gold Membership will be charged for at the regular rate
- 1.7 Gold Membership is designed to allow budgeting for routine health care for horses in the practice area, but it is not a warranty of good health of the members

## **2. THE ANNUAL BENEFITS AND EXCLUSIONS**

- 2.1 Every horse is annually entitled to:
  - Current UK vaccinations, to help to protect the horse against the following
    - Tetanus Influenza (every 6 months)
    - Herpes (every 6 months)
    - Strangles (every 6 months)
  - Two in-depth veterinary health checks
  - Two routine dental consultations and rasping (even including sedation should that be required)
  - A routine blood sample to monitor health
  - Two visits from one of our vets
  - Two dropping samples analysed for worm eggs
  - Two comprehensive health reports
- 2.2 Horses can also take advantage of the following additional benefits. The discounts are applicable to normal fees at the practice, and only relate to the procedures and products as described. Extra products associated with the above procedures are not eligible for discount. For example sedation, antibiotics, etc.
  - 10% extra off the cost of routine respiratory endoscopy
  - 10% extra off the cost of routine gastroscopy (endoscopy of the stomach)
  - 10% extra off the cost of advanced dentistry (extractions or power tool work)
  - 10% extra off the cost of routine foot balance x-rays for assisting with farriery
  - 10% extra off the cost of wormers purchased from the practice
- 2.3 Through our partnerships the following benefits and discounts have been negotiated. These benefits are dependant on collaborations with partners, and these benefits may change if partners withdraw or new partners are found
  - 10% off Equistro products purchased from H&J
  - 10% off equine insurance from South Essex Insurance Brokers (S.E.I.B.). Conditions apply, and owners should refer to S.E.I.B documents for full information
  - £100.00 worth of feed vouchers from Dengie Horse Feeds and a visit from their nutritionist if desired

## **3. PAYMENTS and APPLICATION**

- 3.1 Upon acceptance of your application we shall provide you with a Standing Order Mandate for you to complete and pass onto your Bank. Payment of the scheme is by regular monthly payments. It is also possible to pay for a whole year upfront.
- 3.2 Receipt of your first payment (or the full annual amount, which is 12x monthly amount) not only confirms your acceptance of our Standard Terms of Business but is also confirmation of your agreement to accept the rules of this scheme. This includes H&J providing the items of Gold Membership over a twelve month period and the owner accepting that the scheme will be paid for the twelve month period
- 3.3 The scheme starts on receipt of the first payment
- 3.4 The price stated on the Standing Order Mandate includes VAT
- 3.5 Each month you will be provided with an invoice/statement confirming the monthly payments received, including VAT, together with confirmation of the items from Gold Membership that have been taken up during that month

- 3.6 Owners cannot be accepted onto the plan if they currently have an outstanding balance that is under dispute.
- Without prejudice and without reason, H&J have the right to refuse any application for Gold Membership
  - If the owner's normal account falls outside the accepted payment arrangement with H&J, then H&J has the right to suspend Gold Membership until such payments have been made
- 3.7 The duration of Gold Membership is 12 months only. A new scheme may be offered at the end of each 12 month period. H&J will send reminders. However, it is the owner's responsibility to ensure the scheme is renewed. H&J will not accept any liability if the scheme is not renewed
- 3.8 In case of defaulted payments, H&J will cancel the contract immediately. No refunds will be given. If the owner wishes to rejoin their horse as a Gold Member, a new contract will be started
- 3.9 If the horse dies, or is euthanised during the 12 month period of Gold Membership, H&J will stop the plan and the owner can stop the payments. No refunds will be given. The owner will have to inform the practice of the death of the horse, and their intention to stop payments
- 3.10 If the horse is sold during the 12 month period, the payments cannot be stopped until an agreed time with our accounts department.
- 3.11 This scheme is for horses of any age, kept in the H&J practice area. If a horse is moved to a yard outside the practice area, H&J have the right to cancel the contract. No refunds will be given
- 3.12 Owners join their horses up as Gold Members. Therefore one owner with two horses will require two contracts, one for each horse
- 3.13 Discounts for multiple horses are not applicable, but at their discretion, H&J may provide free products to owners with more than one horse on the scheme
- 3.14 Additional benefits and partnership benefits are only available to Gold Member horses, and not to other horses belonging to the same owners
- 3.15 All vaccinations require a primary course of the primary vaccination, followed by the first booster 3-6 weeks later. H&J will administer the primary vaccination for Tetanus, Influenza, Strangles and Herpes free of charge at a suitable time when a new membership is started. If the owner allows the vaccinations to become overdue, they will be responsible for the cost of re-starting the primary course, regardless whether the horse is a Gold Member or not.

#### 4. **GENERAL**

- 4.1 H&J will try to make contact to organise a Gold Member visit from a month before it is due. Owners can request to be contacted by mail, phone, email or SMS message. In spite of this, if we cannot make contact, it is the owner's responsibility to contact us
- 4.2 The responsibility of ensuring that all vaccination dates comply with requirements of regulatory bodies lies solely with the owner. The cost of re-starting a course cannot be borne by H&J
- 4.3 Gold Membership consists of the items mentioned in section 2.1 above. Items cannot be altered or swapped for other treatments, goods or services. All services can only be delivered for routine, pre-planned healthcare. For example, visits or consultations cannot be used to call out a vet when the horse has suddenly become ill
- 4.4 Owners can choose not to take up certain items of the scheme. There will be no refund or partial refund if the owner chooses to do so
- 4.5 The Gold Membership visits and services can only be delivered Monday to Friday, between 9.00 and 17.00
- 4.6 Morning slots (<13.00H), or afternoon slots (>12.00H) can be requested when arranging the Gold Membership attendance. It will not be possible to guarantee more accurate timings, but notice will be given 30 minutes before the vet arrives
- 4.7 Any call out or use of facilities outside of the above times cannot be used under this scheme and will be charged at the usual rate at the time
- 4.8 It is not guaranteed that you will receive the same vet for each visit. We will do our best to accommodate your request or preference, but no guarantee of time or name of vet is given
- 4.9 If other horses are attended by our vet at the same time as a horse for a Gold Membership visit, no extra discounts are available. For horses belonging to the same owner, no visit charge will be made. For horses belonging to a different owner, a part-visit charge will be made
- 4.10 H&J will need at least one week's notice of when the client would like to organise the preventative healthcare visit
- 4.11 In the event of a service or product being unavailable H&J have the right to substitute a similarly priced service or product for the purposes of Gold Membership