

The George Health Club - Terms and Conditions

The George Health Club (GHC) is designed to make it easy to keep your pet healthy, more affordable, and stress-free. These terms explain how the club works. They sit alongside our usual Terms & Conditions.

1. About the George Health Club

- 1.1 The GHC is a membership for your pet that includes selected health and wellbeing services for a regular monthly fee.
- 1.2 Each membership is for **one named pet** and cannot be shared with or transferred to other pets.
- 1.3 You and your pet(s) must be registered clients of the George Vet Group to join the GHC.
- 1.4 Membership commences on payment of your first monthly fee, and runs for an initial term of one year.
- 1.5 Please note that benefits cannot be backdated.

2. Joining the George Health Club

- 2.1 You can sign up online via our website, using your PetsApp account, or in branch with one of our team.
- 2.2 When you join, you'll be told exactly what's included in your plan (benefits).
- 2.3 We may occasionally need to adjust, decline or end a membership if eligibility details change (e.g. your pet's weight) or were provided incorrectly.

3. What's Included

- 3.1 Your membership includes the products and services listed at the time you sign up, at the discounted rate stated (benefits). We reserve the right to vary this at renewal, or at any time with due notice.
- 3.2 All benefits are subject to appointment availability and professional judgement.
- 3.3 Anything not listed as included will be charged at our normal prices.
- 3.4 Included benefits cannot be swapped for other products, treatments or services.
- 3.5 We review the included benefits of all plans annually, and will always give you at least 30 days notice of any changes.

4. Payment

- 4.1 Membership commences on payment of your first monthly fee, and runs for an initial term of one year.
- 4.2 Subsequent instalments are payable by direct debit on the same date each month (1st-28th) of your choosing.
- 4.3 If a payment is missed, membership benefits may be put on hold until payment is brought up to date.
- 4.4 If multiple payments are missed, we reserve the right to terminate your membership, and you may be charged for the full price of any products and services already

received during the course of your membership not covered by any fees received to date.

- 4.5 Prices will be reviewed from time to time. We will always give you notice of any changes to your direct debit.
- 4.6 By agreeing to these Terms, you agree to be bound by the Stripe Services Agreement, which may be modified by Stripe from time to time.
- 4.7 To use Stripe for payments, you need to provide accurate information and agree that we can share this and related transaction details with Stripe.
- 4.8 Should you need to change your bank details or Direct Debit collection date you must notify us at least 10 working days prior to the next collection date.

5. Cancellation

- 5.1 Membership is for an initial term of one year, and renews automatically each year, unless you ask us not to renew.
- 5.2 You can cancel your membership via our app at any time, or by letting us know in writing to healthclub@georgevetgroup.co.uk.
- 5.3 If you wish to cancel your membership part-way through the year you may be charged for the full price of any products and services already received during the course of your membership not covered by any fees received to date.

6. Your responsibilities

- 6.1 It is your responsibility to ensure the information we hold on you in relation to the GHC i.e. your email address, direct debit details and the health and weight of your pet(s) is kept up to date.
- 6.2 We will send you reminders of the benefits you are due, but it is up to you to ensure you book/collect them. Benefits you fail to collect/redeem are non-refundable.

7. Important Things to Know

- 7.1 All care is provided using professional and clinical judgement.
- 7.2 The GHC isn't a replacement for pet insurance, which we strongly recommend you take out via a third party insurer.
- 7.3 The GHC doesn't cover emergencies, specialist referrals, or any treatment, product or service not specifically included in your plan.
- 7.4 We may update the benefits in the GHC, or these terms occasionally. If we do, we'll let you know in advance. Continuing your membership means you're happy with the changes.
- 7.5 These terms work alongside our standard Terms & Conditions, and nothing here affects your legal rights.