

Millcroft Veterinary Group



Instruction to your bank or building society to pay by Direct Debit

Please complete and return this form to Millcroft Veterinary Group Wakefield Road
Cockermouth CA13 0HR.

Service user number

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Name(s) of account holders	
Account number	
Branch Sort Code	
Reference(if applicable)	
Name and address of bank	

Instruction to your bank/building society

Please pay Millcroft Vet Group Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Millcroft Vet Group and, if so, details passed electronically to my bank/building society.

Banks and building societies may not accept direct debit instructions for some types of account

Signature:	Date:
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For Millcroft Veterinary Group official use only and not part of the instruction to your bank or building society. Please complete your details below in capitals

Name:	
Address:	
Postcode:	
Email:	Telephone:
Pet Name:	

This guarantee should be detached and retained by the payer



The Direct Debit Guarantee

This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit, Millcroft Veterinary Group will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Millcroft Veterinary Group to collect a payment, confirmation of the amount and date will be given to you at the time of the request. If an error is made in the payment of your Direct Debit, by Millcroft Veterinary Group or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society. If you receive a refund you are not entitled to, you must pay it back when Millcroft Veterinary Group asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

How to Find Us

COCKERMOUTH SURGERY

Telephone Number: **01900 826666**

Wakefield Road Cockermouth CA13 0HR

WORKINGTON SURGERY

Telephone number **01900 66666**

Unit 1, Enterprise Court,

Derwent Howe Industrial Estate, Lakes Road,

Workington, Cumbria CA14 3YP

MARYPORT SURGERY

Telephone Number: **01900 816666**

Unit 1a, 38 Curzon Street, Maryport

Cumbria CA15 6DA

KESWICK SURGERY

Telephone Number: **01768 772590**

Southey Hill, Keswick, Cumbria CA12 5NR

EGREMONT SURGERY

Telephone Number: **01946 820513**

66A Main Street, Egremont, Cumbria CA22 2DB

ASPATRIA SURGERY

Telephone Number: **01697 323898**

8a Station Road, Aspatria, Cumbria CA7 2AL

Email: vets@millcroftvets.co.uk

www.millcroftvets.co.uk

or find us on facebook



Lifetime Care Club



Save money by paying monthly for your pet's routine preventative care

www.millcroftvets.co.uk





Lifetime Care Club

Please select from the following:	
	Cat
	Small Dog
	Medium Dog
	Large Dog
	Giant Dog

Planning for Your Pet's Health

Here at Millcroft Veterinary Group we want to make preventative health care easy and affordable, to help you give your pets the best care possible. We believe that prevention is better than cure, rather than waiting until a pet is ill and suffering to put things right. Early diagnosis of health problems will help your pet to live a long and healthy life.

A pet health plan is not pet insurance. It covers the essential treatments your pet needs throughout life, such as vaccinations, flea and worm treatments and regular health checks.

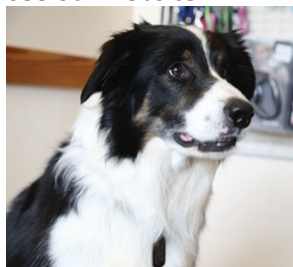
Extra benefits of the plan include discounts on many other products and services at the practice. Read on for more information or speak to one of our team today to find out more about our plan.

How do I join?

Select your choice of plan at the top right, complete the form on the back of this leaflet, and return it to the practice. There is an enrolment fee of £10 per animal to be paid along with your first months payment. **Alternatively, enrolment is free if you enrol through our website:**

www.millcroftvets.co.uk

Direct debits will be taken on or around the 1st day of every month. For full terms and conditions please see our website.



What's Included
Annual Vaccinations and pet health check by a Veterinary Surgeon
6 monthly health check with vet/nurse
Flea treatment (sufficient for 12 months)
Tick treatment (sufficient for 12 months)
Worm treatment (sufficient for 12 months)
Personalised treatment planner
10% off Consultations
10% off in-house laboratory tests
10% off selected longer term medications*
10% off waiting room sales
10% off routine dental treatment
10% off routine neutering
10% off pet passports
10% off pet care items
Discounts off additional vaccines (e.g. Rabies, Kennel Cough)
See our website for details of plan charges

Notes:

If the Lifetime Care is cancelled at anytime other than on an anniversary of joining the plan, we will charge you for any goods received under the Lifetime Care Club, but any payments you have already made will be offset against the charges. The Lifetime Care Club does not cover treatment for unexpected illnesses or accidents. It only covers preventative healthcare for your pet. The discounts and benefits of the scheme are not in addition to any other promotion that Millcroft Veterinary Group might offer. You must be over 18 years old to join.

How we use your information – Millcroft Veterinary Group use Easy Direct Debits to process direct debit payments. Easy Direct Debits Limited and your Millcroft Veterinary Group will hold and use your personal data (as defined by the Data Protection Act 1988) for the purpose of administering your preventative healthcare plan. Both Easy Direct Debits Ltd may record and monitor 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. Please note that there may be a charge if you wish to do this. If you have any queries about the data we hold, or how we use it, please write to either the Practice Manager at your veterinary practice or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

*Discounted long term meds: Meloxicam, Carprofen, Firocoxib, Pimobendan, Benazepril, Frusemide, Oclacitinib, Phenobarbital, Carbimazole, Thiamazole, Levothyroxine, Insulin