

TERMS & CONDITIONS

Direct Claims via Insurance

Welcome to Holistic Pet Services! We're so excited to help you and your dog live a happier, healthier life together.

Occasionally, it may be possible to organise payment for our services via a direct claim through your insurance, where your insurance pays us for our services directly. If you would like to pursue this method of payment, you will need to agree to the below terms.

1. Client Responsibility

- The client is responsible for ensuring they have valid and adequate pet insurance coverage for the agreed-upon services.
- The client is responsible for promptly notifying Holistic Pet Services of any issues or delays in the insurance claim process.

2. Client Payment of Excess

- The client is required to pay their insurance excess amount to Holistic Pet Services before the services are rendered.
- Payment must be made via BACS to:
 - Account Name: Alyssa Ralph
 - Bank: Starling Bank Ltd
 - Account Number: 54349500
 - Sort Code: 60-83-71
 - SWIFT Code: SRLGGB2LXXX

3. Insurance Claim Decline

- If the insurance company declines the claim in full or in part, the client is liable for the remaining balance on their account.
- The client agrees to pay the outstanding balance within 30 calendar days of receiving notification of the insurance claim decline, except when Holistic Pet Services have explicitly agreed, in writing, to an alternate timeframe.
- Failure to pay the outstanding balance within the specified timeframe may result in late fees and/or a referral to debt collection services.

4. Communication and Collaboration

- The client agrees to cooperate fully with Holistic Pet Services in any communication with the insurance company regarding the claim.
- This includes providing any requested information or documentation and participating in any necessary phone calls or correspondence.

5. Disclaimer


- Holistic Pet Services are not responsible for the outcome of the insurance claim.
- Holistic Pet Services cannot guarantee that the insurance company will approve or fully cover the claim.

Signed by Holistic Pet Services:

Printed Name: Alyssa Ralph

Role: Clinical Animal Behaviourist & Canine Nutritionist

Date: 13th December 2024

Signature: 

Signed by The Client:

Printed Name:

Date:

Signature: