

Conditions of Client's Registration

1. Explanation of terms used - In these conditions governed by English law, "the contract" means these conditions and the contract you have signed; "your optician" means the optician's practice named in the contract form; "Practiceplan" means Practiceplan for Professionals Ltd; and "new spectacles" means a new frame and two new lenses.

2. Services to which you are entitled - The contract entitles you to receive the professional eye care services provided by your optical practice as specified by the practice for the scheme you have joined. Additional clinical services may be available in your practice and your entitlement to these is specified on your Practiceplan eye care contract.

3. Services provided by another optical practitioner - Your entitlement under the contract is with your optician alone. If your optician arranges for a colleague at another practice, during temporary absence, to provide eye care services on his or her behalf, this will be covered by the contract. However if you are referred for specialist examination or treatment to another practitioner who provides services independently of your optician, that will not be covered by the contract and you will be responsible for the other practitioner's fees.

4. Practiceplan Accidental Damage Scheme - On becoming entitled to services under the contract you also become entitled (if included in your particular scheme) to join Practiceplan's Accidental Damage Scheme. The scheme covers accidental damage to new spectacles you purchase whilst this contract is in force on payment of the agreed fee to Practiceplan and is subject to terms and conditions which Practiceplan may vary from time to time without notice. Each pair of new spectacles you purchase can be covered under the scheme for a fixed period of time starting on the date of purchase. All claims are subject to Practiceplan's agreement and a small excess charge. Except as mentioned in clause 11, this scheme continues until the contract comes to an end. The current terms and conditions of the Accidental Damage Scheme are normally available from your optician's practice or from Practiceplan.

5. Payment - You must pay the monthly fee to Practiceplan as collecting agent for your optician. Any other amounts due to your optician are payable directly. Your liability to pay the monthly fee continues until the contract is ended in accordance with these conditions; and no refund of the fee will be allowed except in the case of administrative error.

6. Family discount - Your optician will allow you whatever family or other discounts from any initial registration charge and monthly fees that are applicable to you and your scheme under your optician's discount terms published from time to time.

7. Alteration of monthly fee - The monthly fee may be altered by your optician or Practiceplan at any time but you must be given at least two weeks' notice of any increase. The net amount payable each month will also change according to any variation in discount available to you.

8. Direct debit/card payment changes - Following a decrease of monthly fee or variation in the discount available to you, your Direct Debit will be changed immediately. Where you are given notice of an increase in monthly fee your Direct Debit/card payment will be changed at the end of the notice period unless in the meanwhile you end the contract.

9. Your responsibilities - You must keep appointments made with your optician, and pay any 'missed appointment' fee reasonably charged should you fail to do so. You must also attend your optician when requested for regular examination under your entitlement in the contract and promptly inform him or her of any injury, problem with your ocular health or spectacles/contact lenses, or any other material matter affecting you; and if you fail to do any of this you will be liable to pay any fee reasonably charged which would otherwise have been avoided.

10. Ending the contract - All schemes have a minimum subscription period of 18 months. You may end your contract on expiry of the minimum subscription period or 6 months after your last routine eye examination whichever the greater. You will first need to pay any outstanding sums due to your optician and then give not less than 21 days' notice expiring on the last day of a month. Your optician may end your contract by giving you notice expiring on the last day of a month after two months.

11. Non payment - For all schemes if the monthly fee is unpaid one month after it is due, your optician may end the contract immediately by giving you written notice to that effect, however you will still be liable for all sums outstanding to your optician and Practiceplan. Non payment of any scheme fee immediately cancels any applicable Accidental Damage Scheme cover.

12. Variation of conditions - These conditions may be varied by Practiceplan from time to time. The latest conditions are available from your optician or Practiceplan.

13. Contract not transferable - The contract being with your optician alone, may not be transferred to another optician's practice. However Practiceplan opticians will normally offer a new contract if you move from one Practiceplan optician to another.

14. Services outside the contract - Nothing in the contract prevents you and your optician agreeing that he or she will provide services outside your entitlement under the contract. You will be responsible for paying for such services.

15. Disputes - Practiceplan will not agree to arbitrate in any dispute between you and your optician arising out of the contract.

16. Notices - Any notice given by your optician under these conditions is valid if Practiceplan gives it to you on your optician's behalf.

17. Privacy Statement - Practiceplan collects your information in order to manage and collect your Direct Debit and to contact you with regard to your Direct Debit commitment and to communicate with you on behalf of your care provider. In communicating with you Practiceplan will do so either by post or by telephone or by email (if an email address has been provided). Information provided by you is stored securely in either paper form and/or by secure electronic means. Information provided to Practiceplan will not be sold or passed on to any third party unless Practiceplan is legally or contractually obliged to do so.

Client's Initials:

Optician's Initials:

Date: