



MOUNTS BAY PET HEALTH CLUB

Terms and Conditions

The Mounts Bay Pet Health Club is based on annual membership and runs as a regular payment plan enabling you to spread and reduce the cost of routine vaccinations and parasite control over 12 months.

All pets receive two annual check-ups: one health check is undertaken by a veterinary surgeon at the time of vaccination, the second check-up at an approximately six month interval is with a veterinary nurse.

The service of nail clipping and expressing of anal gland are included at each of the health checks (additional visits will be charged). Annual urine tests to check for diabetes and normal renal function are included and an annual blood pressure check is offered to all cats. Consultation fees are charged at a 10% discount; fees for the investigation and treatment of illness and injury are not included in the scheme. Membership should not be seen as a substitute for pet health insurance which we recommend in addition to the Pets Health Club.

1. Fees

1.1 Payment is made by monthly **standing order** on the **first day of each month**.

1.2 The monthly payment amount is dependent on the species of animal, type of treatment and in the case of dogs, on bodyweight. If the weight of your pet changes so that they fall into a different weight band, then an appropriate increase/ decrease in the monthly fee may be required. Puppy membership will be based on average adult weight for that breed - we recommend puppies join at approximately 6 months of age and use 'Puppy Gold' in the interim period. Kitten membership is the same fee as that for cats.

1.3 Membership fees are reviewed annually and in line with stock price changes. You will be notified in writing at least one month in advance of any adjustment to the monthly fee. Discrepancies between fee and standing order will be charged directly to your main account. We reserve the right to charge an administration fee if charges remain outstanding, the discrepancy is not corrected.

1.4 We reserve the right to charge administration fees if payments are not made by monthly standing order.

1.4 Any change in the statutory rate of VAT may result in a change in the monthly fee.

2. Start of cover

2.1 Membership is deemed to start upon receipt of the 1st monthly payment, subject to the receipt of the second payment by standing order which activates full membership

2.2 All additional discounts as listed below are immediately available on commencement of membership, (with the exception as detailed in clause 4). NB in the event that the second payment activating full membership is not received, membership benefits will be suspended and discounts may be revoked until such time that the standing order payment is received.

2.3 Routine parasite control will be included and available from the fourth day of the second enrolled month and every third month thereafter. Before this time, you will receive a 10% discount on any parasite treatments purchased.

2.4 Routine booster vaccination cover will be available under the scheme **from the first day of the fourth month of active membership** i.e. following receipt of four monthly payments.

2.5 Puppies and kittens will initially receive one month's supply of flea treatment and wormer and should return to the clinic for a weight check so that appropriate treatment for the next two months may be dispensed.

2.6 Please note that we cannot guarantee refunds for the value of unused or uncollected preventative treatments.

3. Routine care, vaccinations and parasite treatments

3.1 **Dogs** will be given a comprehensive health check by the veterinary surgeon and receive their annual vaccination against 4 strains of leptospirosis, plus vaccination against distemper (hard pad), parvovirus, infectious canine hepatitis (adenovirus) and kennel cough at the frequency stated by the vaccine data sheets. **Membership does not cover the cost of primary vaccinations which can be provided and will be charged at 10% discount if required.**

Dogs will receive a monthly treatment of Simparica plus Milprazon wormer every three months (alternative treatments can be arranged following discussion and recommendation of the veterinary surgeon). Please note that Bravecto, a parasiticide tablet taken every 3 months, is available at a higher price band which includes quarterly worming treatment: the quoted price is inclusive of a loyalty bonus for use over a 12 month period. Additional charges will be incurred if fewer than three quarterly treatments are given as part of membership e.g. cancelling or using a different product. (If you change to a product in a higher price band, you will need to alter your standing order accordingly. Any discrepancies between the standing order value and the membership fee will be charged to your account. See para 1.3.)

3.2 **Cats** will receive annual vaccination against calicivirus, herpesvirus, feline panleucopenia and feline leukaemia virus. Membership does not cover the cost of primary vaccination courses which will be charged at 10% discount if required.

Cats will receive a monthly treatment of Stronghold Plus and quarterly treatments of Milprazon (x4 annually) months. (Alternative retreatments can be arranged following discussion and recommendation of the veterinary surgeon.)

Cats will receive an annual blood pressure check if requested (usually at the time of the second health check).

3.3 **Puppies and kittens** receive one month's supply of wormer and flea treatment at the start of cover; a month later your puppy or kitten should come in for a Veterinary Nurse consultation to be weighed and receive the next treatment according to weight. The visit is included in the scheme free of charge.

3.4 **Rabbits** will receive annual vaccination against viral haemorrhagic disease and myxomatosis. Rabbits will receive Panacur worming paste six-monthly and Rearguard treatment annually.

3.5 The above are typical routine treatments and we reserve the right to alter recommendations in the light of new products and changing parasitic risks. A range of wormers and flea treatments are available and alternatives may be discussed with you to ensure the treatment best suited to your pet.

3.6 Annual vaccination reminders will be sent or texted; however, we would remind customers that it remains the responsibility of owners to ensure that the annual booster vaccination is given within the specified time.

4 **Additional benefits**

10% discount on all veterinary consultations fees, **including out of hours consultations.**

10% discount on primary vaccine courses, for cats, dogs and rabbits.

10% discount on any additional parasite treatments (as agreed by the veterinary surgeon).

10% discount on routine dental de-scale and polish (inclusive of anaesthesia).

10% discount on identity micro-chipping.

10% discount on the cost of neutering **where the animal has been a member of the club for a minimum of 3 months.**

10% discount on all purchases of VIRBAC food products (except in conjunction with any other special offer).

For pets on a Lifetime Medication Plan for chronic conditions, the customer is eligible for a rebate of up to 10% of the quarterly value of medications. This rebate will be applied to the account at least quarterly as a credit redeemable against services and products provided.

5 **Cancellation**

5.1 You may cancel your membership of Mounts Bay Pets Health Club at any time. If you wish to do so, 28 days' written notice is required.

(i) If you cancel within 14 days of your membership commencing, any money paid to us will be refunded less the amount of any discounts you have received. If the discounts received exceed the payments made to us you will need to pay the balance.

(ii) If you cancel after 14 days of your membership commencing we will refund payments made to us since the start of the policy less the full cost of any included medication or treatments and any other discounts you received during that time. We will also charge a £4.00 administration fee. If these costs exceed payments made to us, you will need to pay us the balance.

5.2 In the event of your pet's death, membership will be cancelled with immediate effect. Any refund due to you will be paid; if the discounted cost of medication and treatments received exceeds payments received, you will need to pay us the balance.

5.3 At the end of the annual membership period, unless notified by you, we will assume that you wish to continue membership of the Mounts Bay Pets Health Club. Your monthly standing order will continue. If you do not wish to continue membership of the Pet Health Club at the end of each 12-month period, there will be no charges, refunds or admin fees.

6 **Missed or incorrect payments**

If you miss any payments, or payments are below the correct value, these must be paid to us in full and the standing order reinstated or amended to continue to receive the benefits included in the Mounts Bay Pets Health Club. Failure to amend or reinstate payments may result in the application of a £2.00 admin fee. In case of missing or an ongoing shortfall in payments, we reserve the right to cancel the membership according to the terms of clause 5.1(ii).