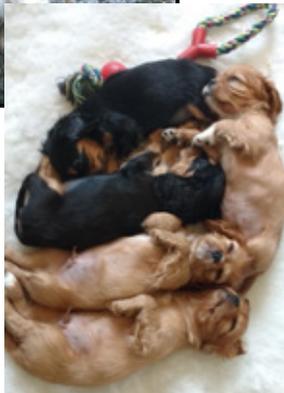




STOVEN HALL

VETERINARY AND REHABILITATION CENTRE

Cost effective health care for your pet



Perfect Paws Health Plan

Save money and let us worry about keeping your animals healthy

Why should I have an Perfect Paws Health Plan?

At **Stoven Hall Veterinary Clinic** we believe that it is best to provide routine health care for your pet.

- ◆ **Prevention** is always better than cure! Our health plan includes all the normal routine yearly veterinary care for your pet and allows you to budget for this too.
- ◆ **Vaccinations, worming and flea treatment** are the most fundamental health care you can provide for your pet to maintain health. Our plan incorporates all these so you don't have to worry.
- ◆ The monthly payments are an **easy, cost effective** way of **budgeting** for routine health care.

How much is it?

One off joining fee
of
£15 per client
(forlife)

+

One off joining
fee of
£5 per animal
(for life)

+

**Monthly
Premiums**
(see individual
pricelist)

How do I join?

There is a joining fee of £15 per owner (for life), plus a pet joining fee of £5 per animal. Simply fill out the attached form and drop it in to the clinic or post it to:

**Stoven Hall Veterinary and Rehabilitation Centre,
Stoven Hall Farm,
Stoven, Beccles,
NR34 8ET**

Then all you have to do is set up a standing order for the monthly premiums. Your plan will be activated once your first standing order payment has been received.

What is included?

All your pet's routine yearly health care and treatment including vaccination, flea and worm treatment, nail trims, dental checks, payable in manageable monthly instalments. Additional benefits include discounted microchipping, dentistry and neutering., as well as free entry to all our client evenings & workshops.

Dogs—small, medium, large and giant*

- ◆ **Booster vaccination** covering distemper, parvovirus, hepatitis, parainfluenza & leptospirosis
- ◆ **Annual Health & Dental Check** at vaccination including our Stoven Hall Vets unique preventative health consultation
- ◆ **Flea & worm treatment** for the year
- ◆ **Worming, flea treatment, dental & vaccination reminders**
- ◆ **6 month** health check with the nurse
- ◆ **Free Nurse nail trimming & weight checks**
- ◆ Additional benefits include:
 - * **20% off routine neutering**
 - * **20% off dentistry packages**
 - * **10% off Stoven Hall Vets “own brand” supplement range**
 - * **Discounted microchipping**



Cats

- ◆ **Booster vaccination** covering Feline Flu, Enteritis and Leukaemia.
- ◆ **Annual Health & Dental Check** at vaccination including our Stoven Hall Vets unique preventative health consultation
- ◆ **Flea and worm treatment** for the year
- ◆ **Worming, flea treatment, dental & vaccination reminders**
- ◆ **6 month Nurse Health Check**
- ◆ **Free Nurse Weight Checks and Nail Trimming**
- ◆ Additional benefits include:
 - * **20% off routine neutering**
 - * **20% off dentistry packages**
 - * **Discounted microchipping**



Rabbits

- ◆ **Booster vaccination** covering VHD and Myxomatosis
- ◆ **Annual Health and Dental Check** at vaccination
- ◆ **6 month Nurse Health Check**
- ◆ **Free Nurse Weight Checks and Nail Trimming**
- ◆ **Worming and flea treatment** for the year



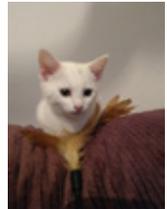
Terms and Conditions of the Health Plan

This agreement will mean that you can enjoy the benefits of preventive healthcare for your pet. Please remember, your Health Plan Contract is between you and Stoven Hall Veterinary Clinic & Rehabilitation Centre (hereafter referred to as Stoven Hall Vets) and is not transferable to another practice. These terms and conditions below make up your Contract with Stoven Hall Vet Clinic and will be effective from December 2016.

These are very important and we strongly advise that you read through them carefully and ensure you fully understand all the points.

In this Agreement, 'the Contract' means these terms and conditions and the Contract formed between you and Stoven Hall Veterinary Clinic (Stoven Hall Vets) which you have signed.

- 1) There is an initial joining fee of £15 per client (for life) plus a pet joining fee of £5 per animal. These fees will be required to commence the health plan.
- 2) Payment of the monthly amount agreed is required by standing order on the 1st day of every month. You are responsible for setting up and managing this standing order. The first standing order payment must go through before your plan is activated and you receive any veterinary treatment or benefits of the health plan.
- 3) If you cancel at any time other than on an anniversary of joining the plan, you will be required to pay the practice either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.
- 4) No refunds are payable for any months paid before an animal's death except at the discretion of Stoven Hall Vet Clinic.
- 5) The practice may require you to make an upfront payment or pay for treatment before the plan commences.
- 6) The plan includes a booster vaccination for Distemper, Hepatitis Parvovirus, Parainfluenza and leptovirus vaccine for dogs. Rhinotracheitis herpes virus, Calicivirus, Panleukopenia virus and FeLV vaccine for cats and VHD and myxomatosis vaccines for rabbits. The timings and type of vaccine your pets requires will be directed by the vets at Stoven Hall Vet Clinic. The complementary health check, dental check is only included when carried out at the time of vaccination. If you cancel your appointment you must give 24 hours notice to Stoven Hall Vet Clinic and failure to do this may incur a cancellation fee.
- 7) The monthly price for your pet's plan will be set by Stoven Hall Vet Clinic, based on the plan they offer. Stoven Hall Vets will normally review their plan prices once a year. Your monthly price may also change as your pet's requirements or circumstances change. Should the price change, you will be given at least one month's written notice. Where you are given notice of an increase in your monthly plan price, you will be required to change your standing order by the end of the notice period, unless in the meantime you end the Contract.
- 8) The plan entitles your pet to receive the veterinary care described in your plan, as prescribed by the vets at Stoven Hall Vet Clinic. This Contract does not prevent you and your practice agreeing that they will provide care outside your entitlement under the Contract. You will be responsible for paying for such care at the time of treatment.
- 9) The Contract is limited to veterinary care as prescribed by your practice and described in your plan. Your Contract is with Stoven Hall Vet Clinic. If you choose for your pet to have care or treatment provided by a practitioner or provider independently of Stoven Hall Vet Clinic, your pet will not be covered by your Perfect Paws Health Plan.
- 10) You must pay your initial joining fees of £15 per client and £5 per pet directly to Stoven Hall Vet Clinic and monthly payment agreed by standing order to Stoven Hall Vet Clinic. Your liability to pay the monthly fee continues until the Contract is ended in accordance with these terms and conditions and no refund of fees will be allowed except in the case of administrative error or practice discretion.
- 11) You are responsible for organising and ensuring your pet is booked in for the annual vaccination. It is your responsibility that your pet has regular appointments as applicable and that you comply with the advice and treatment the vets at Stoven Hall Vet Clinic prescribes for your pet.
- 12) If, in the reasonable opinion of the vets at Stoven Hall Vet Clinic, you are not able to maintain your pet's care due to any act or omission on your part, Stoven Hall Vet Clinic may end the Contract immediately by giving notice to that effect. If your personal details change or your pet is lost, sold or deceased, you should notify Stoven Hall Vet Clinic immediately.
- 13) You may cancel your Contract by contacting Stoven Hall Vet Clinic within the cancellation period, which is 14 days following the start of your contract. Following this period, you may end the Contract by giving not less than 28 days' notice to Stoven Hall Vet Clinic, expiring on the last day of a month. The practice may end the Contract by giving you written notice expiring on the last day of a month, after no less than one month's notice.
- 14) If you default on a monthly payment, Stoven Hall Vet Clinic will inform you accordingly and will reserve the right to inform you your Contract has been cancelled. You will still be required to pay the practice either the outstanding amount for treatment received, or the monthly payments due until the anniversary of your plan, whichever is lower.
- 15) The terms and conditions of this Contract may be varied on one month's written notice given to you by Stoven Hall Vet Clinic. If you do not wish the Contract to continue having regard to any variation notified to you, you may cancel it as detailed in condition 13. If you do not do this by the time the notice expires, you will be deemed to have accepted the variation.



For more information please call the Stoven Hall Vet Team on **01502 575901**
Monday to Friday 9.00am-6.00pm and Saturday 9.00-12.00pm
(outside these times the phone line is only open for emergencies)