

Strachan Veterinary Group - Healthcare plan terms and conditions

Plan Name: Strachan Vets Healthcare plan

Monthly Fee: £18-£25

Minimum Term: 12 months from joining and each annual renewal

Payment Method: Direct Debit

1. Nature of the Plan

1.1 This plan is a preventative healthcare plan designed to spread the cost of routine care.

1.2 It is NOT insurance and does not cover illness, accidents, or emergency treatment.

1.3 This plan has an initial minimum term of 12 months, and will renew automatically on the anniversary date, unless notification of cancellation is received by the practice.

2. What Is Included

- Annual health check with a vet to include prescribing/administration of annual core vaccinations
- Six-month interim health check with a vet
- Year-round flea, tick, and worm treatment (practice-supplied products only)*
- Home delivery of flea and worming treatments once the pet reaches a stable weight
- 2 Nail clips per year
- 2 Anal Gland expressions a year
- Microchip
- Annual urine screening (dipstick and specific gravity)
- 10% discount on other services and products

* If your pet is allergic or sensitive to any of the products prescribed under the plan, alternative products may be available, which may incur an additional charge.

3. What Is Not Included

- Treatment of illness or injury
- Diagnostic investigations
- Hospitalisation
- Specialist referral
- Prescription diets
- Out-of-hours care

- Further investigation identified through routine health checks and screening. Costs will be discussed at the time.

4. Eligibility

- 4.1 Pets must be registered with the practice.
- 4.2 Pets must be clinically stable at the time of joining.
- 4.3 The plan is not transferable between pets.
- 4.4 The practice reserves the right to decline enrollment

5. Payments & Cancellation

- 5.1 The minimum term is 12 months.
- 5.2 If cancelled within 12 months of joining or renewal, the balance of services at full standard pricing minus payments made will be payable.
- 5.3 After 12 months, cancellation requires 30 days' notice within the anniversary date of joining the plan.
- 5.4 Missed payments may result in suspension of benefits. Your membership will be terminated if you default on 3 consecutive payments.
- 5.5 No refunds are payable for any months paid before the death or rehoming of a pet except at the discretion of the practice
- 5.6 No refunds are payable for any benefits of the plan not utilised by the client. It is the client's responsibility to contact the practice when their pet is due for preventative treatments, and if posted items have not been received when expected.
- 5.7 Your monthly fee may change upon your pet reaching different weight thresholds. We will contact you to advise of this.
- 5.8 Payment is made through our third party supplier 'Premier vet alliance' via monthly direct debit. A £10 administration fee will be applied to the first payment only.

6. Price Review

Fees are reviewed annually. Clients will receive at least 30 days' written notice of changes.

7. Plan Limitations

- 7.1 Discounts apply only to services provided by this practice.
- 7.2 Discounts cannot be used in conjunction with other offers unless stated.
- 7.3 Preventative treatments must be administered or dispensed by the practice.

8. Agreement

8.1 By signing up to this plan you are agreeing to be bound by these terms and conditions. We reserve the right to modify these terms and upon doing so will give you one month's written notice. Such notice may be provided by e-mail, written letter, or updates to our

website. If you choose not to continue your plan you may terminate it as per the terms in clause 5.

9. Complaints

Should you have cause to complain about the service provided under the Healthcare plan, please follow the practice's usual complaints procedure (available on the website and from the practice).