

## HEALTHY DOG PLAN CONDITIONS

Welcome and thank you for joining our Healthy Dog Plan. Like many others, we hope you will find it a great way to provide your dog with the preventative treatment he/she requires at a fair price.

You will probably already have signed the Application Form and Direct Debit form. In this, you agreed to the Conditions of the Plan, and these are laid out in the following paragraphs. If you want to discuss any of the treatments, please feel free to contact one of our Consulting Nurses, Justine and Lucy. If you decide that the Plan is not for you, please let us know within 10 days, as after that time, we will assume that you agree to the Conditions.

### Vaccination

We vaccinate all dogs against the four main killer diseases – Parvovirus, Leptospirosis, Infectious Hepatitis and Distemper. These are serious diseases, which widespread vaccination has helped to dramatically reduce in frequency. However we still get small outbreaks occurring with devastating effect. While most vaccines last 3 years, the Parvovirus part needs a booster every year. There is also some cover in our vaccine against Parainfluenza virus, which can cause a cough.

There is also a separate vaccine available against Kennel Cough, but this is NOT included in the Healthy Dog Plan. Should you require this, eg if your dog goes to kennels, shows, training and agility lessons, then we can vaccinate at the same time as the other vaccines are given – we will reduce the cost by 10%.

### Worming

Our wormer, Milbemax, covers all types of worm. By using it four times a year, you will keep your dog free from the debilitating effect of a large burden of worms. At the same time, we will help to reduce the chance of human infection. Every year, over one hundred children have their eyesight permanently damaged by worm infection. We see it as our responsibility to try to prevent this.

### Flea and tick control

Our flea and tick control uses Frontline Combo. This is a spot on, used every two months in Winter and monthly in the Summer. It not only kills fleas quickly but also contains a component which kills flea eggs which may be found in the carpets of your house. (The standard Frontline only kills fleas). It is very safe and effective, and also provides some protection against ticks, although we have found nothing to be 100% effective.

### Neutering

We advise neutering male and female dogs if you do not intend to use them for breeding. There are many issues which we like to discuss with owners before we undertake these operations. While they help prevent many illnesses, they can have other side-effects, which we feel you should be aware of. That is why we always ask you to attend a free pre-neutering consultation.

Although neutering is not part of the Plan, if you do have it, you will receive a 10% discount.

### Consultations

Although not strictly a part of “preventative” healthcare, we do appreciate you joining our Plan, and wanted to give some extra value. That is why we have included consultations in the scheme and you will receive 10% off these – whether with a Vet or Nurse.

We do not offer this for drugs and medications, hospitalisation, laboratory fees or surgery (other than neutering). We would strongly recommend taking out Pet Insurance to cover these. While recent advances, plus the facilities we can offer at our Ringwood Hospital, mean that there is now a much greater chance that we can help your pet through serious illnesses or injuries, these all come at a cost; and costs can mount up very quickly. Pet insurance gives you the option of the most advanced treatment (with us or at a referral centre), without the same financial considerations.

### Nurse advice

We have two full-time Consulting Nurses. They spend all their time with clients. They offer a wide range of services including advice on looking after your pets, nail clipping, grooming, giving injections, taking blood samples, checking wounds after surgery, and running our Pet Health schemes. They are highly qualified and motivated, and there to help you. Their consultation charges are less than our vets, so you can use them to keep costs down.

You will see one of the once a year for your dog’s six-monthly check up, and one of the vets for the annual vaccination.

### Microchipping

We strongly advise that all pets are micro-chipped. We have seen many pets re-homed over the years as a result of their microchip and you can imagine the look of relief on their owner’s faces! The chip is also a mandatory identification if you want a Pet Passport to take your dog around Europe without quarantine.

It is a simple injection, and the chip lasts for your dog’s lifetime for a one-off fee. You will receive 10% off the cost under the Healthy Dog Plan.

### Healthcare products and Toys

We offer a wide range of products to help with dental care, skin care and generally to help keep your pet fit. Of course, you may just decide they have been very brave and deserve a new toy. The Healthy Dog Plan entitles you to 10% off all of these products.

### Renewal

After eleven months of the Plan we will send you a reminder that the Plan is due for renewal, along with details of any changes we may have made. If you are

happy to continue, you need do NOTHING. We will assume that you agree to the Conditions of the Plan and will continue with your Direct Debit payments.

#### Change of Bank Account

You will sometimes need to do a new Direct Debit mandate – please ask your Bank. In any case, it helps us if you can let us know that there is a change, as the Bank transfer machinery does not always work smoothly!

#### Cancellation of the Plan

You are asked to inform us within 10 days of receipt of your Welcome Pack if you do not want to continue with the Healthy Dog Plan – preferably in writing. At this point, any treatments you may have received under the Plan will need to be paid for in full, or medications can be returned as long as they are unopened and in a condition that we can resell them.

Once you have accepted the Conditions of the Plan, you are obliged to make payments for the full 12 months of your membership. Cancellation of your Direct Debit before this time will be seen as a breach of our Agreement, and we will have to take further action to reclaim any outstanding debts.

Should you move away, or should your pet pass away, then we will always act in a sympathetic way, and will cancel the Plan. Any money owed to us or to you will be due within two weeks of the cancellation. Note that we cannot give any refund for the return of opened products.