

HEALTHY RABBIT PLAN CONDITIONS

Welcome and thank you for joining our Healthy Rabbit 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 rabbits against the two main killer diseases – Myxomatosis & Viral Haemorrhagic Disease (VHD).

Myxomatosis is indigenous in our wild rabbit population and every year we see it spreading to our pets. Because we have a high local rabbit population, we advise vaccination every six months – our experience is that annually is not sufficient.

VHD is a devastating disease which causes sudden death. It is now very rare, but levels are unknown in the local population. It needs a booster once a year.

We give these two vaccinations on separate days – at least ten days apart.

Worming, fleas and ticks

Although there are products available for use against these, our experience is that worms do not cause significant illness in rabbits so we do not recommend routine use of wormer. Likewise, fleas and ticks do not seem to be a problem in most rabbits, so we do not include these in the Rabbit Plan.

Fly strike

Every Summer we see rabbits with Fly Strike. The flies are attracted to the rabbits' dirty rear end and lay their eggs there. A few days later these hatch as maggots and eat away at the skin. This is a life-threatening and horrific disease. It can be prevented by ensuring your rabbit is kept clean, using anti-fly strips outside their hutches (not in them), and also with a product called XXXXXX. , which is applied to your rabbit's back. Just as important is daily checking of your rabbit's rear end (including under the back legs) to look for maggots.

We include two doses of XXXX in the Healthy Rabbit Plan.

Neutering

We advise neutering male and female rabbits if you do not intend to use them for breeding. In males, it reduces fighting, while in females it avoids cancer of the womb and hormonal aggression, both of which are very common.

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

Dental Care

Dental problems are incredibly common in pet rabbits, mainly for genetic reasons. They also have teeth that grow all through their lives, and therefore can easily become overgrown if not being used correctly. A correct diet of water, hay and some pellets is vital to keep the teeth healthy. As rabbits cannot open their mouths wide, we often have to anaesthetise them to examine their teeth properly. We may also need to do this to file their teeth down.

We give you the option of having one dental treatment per year under anaesthesia (including painkiller and injections to keep the guts moving, but not antibiotics). You can include this in your Plan or not.

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 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 rabbit’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!

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