

# Park Healthy Pets Club

## FOR PUPPIES & KITTENS



### What is the Healthy Pets Club?

The Park Healthy Pets Club allows you to spread the cost of your pet's yearly booster and have all year round flea and worm control for a fixed monthly fee, paid by direct debit.

**All for just a monthly cost of:**



### How do I join?

#### PUPPIES:

Pay a **£40 joining fee** instead of the normal puppy course cost on the day of vaccination and then immediately set up a Direct Debit mandate to run for the next 12 months, giving all year round flea and worm control and next year's booster vaccination for **£9.99** per month. Then renew the Direct Debit every 12 months to keep this offer going.

#### KITTENS:

Pay a **£60 joining fee** instead of the normal kitten course cost on the day of vaccination and then immediately set up a Direct Debit mandate to run for the next 12 months; this will give you all year round flea and worm control and next year's booster vaccination for **£9.99** per month. Then renew the Direct Debit every 12 months to keep this offer going.

#### What's included?

- Future annual vaccination and health assessment.\*
- Year round flea and worm control.
- £25 voucher towards emergency treatment at Park Vets Hospital Emergency Service based at our Glenfield Veterinary Hospital.
- On completion of the Direct Debit you will receive your first 3 months of flea and worm treatment.

#### What other benefits will I receive?

- 50% off micro-chipping
- 'One Free' consultation each year
- 10% off surgical neutering
- 10% off dental surgery
- 10% off general anaesthetic fees

#### How much will it cost a month?

- Cats and dogs\*\* **£9.99** per month by Direct Debit.

#### When can I join?

- At the time of your pet's first vaccination (this can be done at the second vaccination if you do not have your bank details with you).

#### How do I get started?

- Complete a Direct Debit mandate and hand to a receptionist.

#### When is my first payment due?

- The Direct Debit collection will be on or after the 25th day of each calendar month, starting at least 13 working days after we receive your completed Direct Debit mandate.

\* Vaccination for Rabies, Kennel Cough and Chlamydia is not included

\*\* Dogs weighing more than 45kg cannot join

### Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to:

**The Park Veterinary Group, 519 Saffron Lane, Leicester, LE2 6UL**

#### Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
	Postcode

#### Name(s) of Account Holder(s)

#### Branch Sort Code

#### Bank/Building Society account number

#### Service User Number

#### Reference

#### Instruction to your Bank or Building Society

Please pay The Park Veterinary Group Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with The Park Veterinary Group and, if so, details will be passed electronically to my Bank/Building Society.

#### Signature

#### Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This Guarantee should be detached and retained by the Payer



### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.  
The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change The Park Veterinary Group will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by The Park Veterinary Group or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society.  
Please also send a copy of your letter to us.

## Terms and conditions of the Park Healthy Pets Club, Direct Debit scheme

1. Cancellation:
  - a) By the client. Written notification is required to the Park Veterinary Group (PVG) and to the client own bank. This also applies in the event that a pet dies.
  - b) By the Park Veterinary Group. Prior, written notification will be sent by the Park Veterinary Group to the client
  - c) In either event, any outstanding monies will be invoiced to the client.
2. Products on the Park Healthy Pets Club scheme are non exchangeable.
3. Products included in the scheme will require that the client collects the items from the practice every 3 months. Uncollected products will be stored by the practice for a maximum of one month after collection date. No refunds will be given for products that are not collected.
4. This scheme is open to all clients who have a bank account that allows Direct Debit payments.
5. Any payments for discounted services have to be paid in full at the time of treatment/service.
6. Any other products or services taken at the time of Healthy Pets Club work have to be paid in full at the time of purchase.
7. Park Healthy Pets Club is non transferable.
8. The scheme cannot be used in conjunction with any other special offers.
9. The decision on which flea and wormer is appropriate for a pet is the PVG partnership. The choice of product may change in the light of new or improved products becoming available. Extra treatment for control of other parasites such as tapeworms in dogs, ticks, heartworm etc can be bought by the client at extra cost.
10. Pets have to have weight recorded on clinical records two times per year and if weight exceeds 45kg then either extra flea and wormer products can be bought at extra cost by the client or the Healthy Pets Club/DD scheme stopped with written notice (as per condition 1).
11. If a Direct Debit mandate fails to be set up then the Scheme will be cancelled; normal Park Vet Group fees apply for any work done or product used and the client will be invoiced accordingly.
12. Booster reminders are posted out to clients once every 12 months following the initial vaccination being given. It is the owners responsibility to also record due dates for booster vaccination and if annual vaccination is missed for any reason and the primary course has to be repeated this will be done at extra cost to the client. Vaccination component is feline rhinotracheitis virus, feline calici virus and feline leukaemia virus in cats and parvo virus, adeno virus, distemper virus and leptospirosis in dogs. Current guidelines allow a leeway of up to 15 months in cats (leukaemia) and 18 months in dogs (leptospirosis); if this is exceeded a new course will need to be given at owners expense to give full protection.
13. The "One free" consultation is up to the value of standard PVG (C1) consultation and cannot be used as part payment or used towards referral or out of hours consultations. It can be used at the discretion of the client for any first opinion consultation during normal daytime working hours. Only one "One Free" consultation is available per pet per year. It must be used within the current 12 month period and is non refundable.