



## Welcome to our Pet Health Plan

We wish to thank you for signing up to our monthly payment plan which will help you spread the cost of your pet's preventative health care.

This is not an insurance policy and we still recommend you have a life time insurance policy alongside our plan.

You have paid your first payment and will now receive a letter from our direct debit management company to inform you of dates of collection from your bank. If you have paid in full then welcome and we will contact you ahead of next year's renewal date.

From January 2024, if you are a direct debit payer, then flea and worming treatments will be posted out to you 3 months' supply at a time. We may however request you collect your first 3 months supply in branch, in monthly intervals, before the postal service starts for your pet.

Please note, this service is not available for rabbit plan members.

We will use the information you have provided on your membership application form to update your contact details on our veterinary database in order to provide a postal service, please ensure these are kept updated with us.

The responsibility does lie with you as the owner in ensuring your pet is treated routinely.

If you need to place an order with us then please do allow 48hours before collection.

Please note if your dog goes over the weight bracket of their current plan at any point we will inform you and upgrade you onto the relevant plan, in turn increasing your direct debit accordingly. This will mean that you can continue to receive the correct treatment size of flea and wormers.

If you default on your direct debit payment we will be unable to issue you with any further treatment covered on the plan. You would then be liable for any cost of treatments taken. Any outstanding costs will need to be settled in full and failure to do so will result in debt recovery.

If at any point in the future you are considering cancelling your policy then we would encourage you to please speak to a member of our pet health club team in the first instance, this way we can advise whether you would incur a cancellation fee or not.

We wish to thank you again for signing up to our Pet Health Plan and please do not hesitate to contact us if you have any questions or concerns over your pets' health.

Sevenoaks  
Veterinary Surgery

Swanscombe  
Veterinary Surgery

Tonbridge  
Veterinary Surgery



Meopham Veterinary Hospital