

### VIP PLAN FOR KITTENS

6 Free Consults per year	✓	
Free Neutering	✓	
Free Microchip	✓	
10% off Rabies Vaccination and Passport	✓	
2 Free consults per year	✓	6 Free
10% discount on neutering	✓	Free
10% discount on microchips	✓	Free
10% discount on accessories	✓	✓
10% discount on diets	✓	✓
10% discount on dentals	✓	✓
Free Nail clipping	✓	✓
Free Annual Adult Cat Flu & Enteritis Vax	✓	✓
Free Annual Adult Leukemia vaccination	✓	✓
Free Six monthly examinations	✓	✓
Free Flea Control	✓	✓
Free Monthly Worming	✓	✓

Plan

Compre-  
hensive

Ultimate

Monthly Contributions Male

£17.39

£31.26

Monthly Contributions Female

£17.39

£32.73

### VIP PLAN FOR CATS

6 Free Consults per year	✓	
20% off Rabies Vaccination and Passport	✓	
Free Annual urine test	✓	
Free Annual Thyroid Test for over 8 year olds	✓	
Free Annual 6 part blood test for over 8 year olds	✓	
2 Free consults per year		6 free
Free monthly worming	✓	✓
Free Annual Leukemia Vaccination	✓	✓
Free Annual Cat flu and Enteritis Vaccinations	✓	✓
Free Monthly Flea Control	✓	✓
Free monthly Tick Control	✓	✓
Free Nail clipping	✓	✓
Free Six monthly examinations	✓	✓
10% discount on accessories	✓	✓
10% discount on neutering	✓	✓
10% discount on diets	✓	✓
10% discount on microchips	✓	✓
10% discount on dentals	✓	✓
Free upgrade to Ultimate after 8 years in VIP	✓	n/a

Plan

Compre-  
hensive

Ultimate

Monthly Contributions

15.99

25.99



## The VIP Club :Terms and Conditions

1. This agreement exists between you as owner of the pet enrolled on the V.I.P. Plan, hereinafter referred to as 'Your Plan' and The Assisi Veterinary Group Ltd, hereinafter referred to as the 'AVG'.
2. Your Plan entitles Your Pet to receive Treatment at a branch of the Assisi Veterinary Group only (Currently: The Tiptree Veterinary Centre or London Road Vets).
3. Products prescribed by our vets must be used in accordance with the vet's instructions and must not be used on any pet other than Your Pet. If Your Pet is sensitive or allergic to the products prescribed under Your Plan, substitute products may be available, which may result in an additional charge.
4. By entering into Your Plan you are agreeing to paying equal monthly payments by direct debit, paid to The Assisi Veterinary Group Limited the first of which will be requested within 30 days and the following direct debit payments will be requested every month thereafter for the minimum of 12 months.
5. Should you cancel the Plan before 12 months, then any outstanding payments will be claimed from you.
6. Your Plan will be automatically renewed on the anniversary of your enrolment, and thereafter on an annual basis unless you cancel Your Plan
7. If you do not pay your instalments we reserve the right to terminate Your Plan and obtain from you any unpaid amounts for Treatments Your Pet has received and any payments outstanding for the remainder of the year.
8. If we are unable to collect your monthly payment we will inform you accordingly and attempt to collect the payment from your account within 10 days. You will be charged a £10 administration fee if any of your Direct Debit instalments is returned to us unpaid. Your Contract will be terminated if you default on 2 successive payments. We will obtain from you any unpaid amounts for Treatments Your Pet has received and any outstanding payments due for the remainder of the year. If you cancel your Direct Debt for any reason at any time, we will treat this agreement as terminated.
9. You must pay the direct debit payments until Your Plan is terminated. We will not refund fees paid or payable by you except in the case of our administrative error (in our reasonable opinion) in which case we will only refund sums you have already paid for which Your Pet has not received Treatment.
10. You must collect all prescribed treatments within 3 months after the termination of Your Plan following which you will not be entitled to collect any prescribed Treatments. In order to comply with dispensing regulations your pet will need to have been examined by a veterinary surgeon within the 12 months prior to collection.
11. If Your Pet's weight changes and as a result it moves into a higher or lower weight threshold, we will inform you of the re-start this agreement by providing at least 28 days' notice in writing. You will then be required to enter into a new plan and pay the increased or decreased fee accordingly. We also reserve the right to change the weight thresholds from time to time by giving you at least 28 days' notice in writing.
12. We reserve the right to suspend Your Plan if you have any outstanding debt with the Assisi Veterinary Group Ltd, trading as either Tiptree Veterinary Centre or London Road Vets for any treatment or medication outside of Your Plan that is more than 7 days overdue. Your Plan will be reactivated once payment of the debt is made in full.
13. If you change your mind and wish to cancel Your Plan, you have 14 days from submitting the application form. You should contact us in writing at the address above. You will be liable to pay to the AVG the full, non-discounted value of any Treatments received prior to the date of cancellation of Your Plan.
14. The AVG reserves the right to terminate Your Plan by giving you one month's written notice, for any reason that we consider reasonable and necessary.
15. You MUST be over 18 years of age to enter these Terms.
16. Your Plan may not be transferred either from Your Pet to another pet, or from you to a third party.
17. THIS IS NOT AN INSURANCE POLICY.
18. These Terms are subject to English law.
19. We reserve the right to vary these Terms on one months' written notice given to you by them. If you do not wish Your Plan to continue having regard to any variation notified to you, you may end it If you do not do this by the time the notice has expired, you will be deemed to have accepted the variation.
20. The weight of Your Pet entered on your Membership Application Form will be the weight used to determine the fee category Your Pet falls into.
21. If your personal details change, you should notify the AVG immediately.
22. If Your Pet is lost or deceased, you should notify the AVG and we will cancel Your Plan.
23. You are responsible for ensuring Your Pet attends the regular examinations We will endeavour to remind you about Treatments that are due but it is your responsibility.
24. If you have any cause for complaint about the administration of Your Plan, please contact the Assisi Veterinary Group Ltd by telephone 01621 818282 or email: [accounts@tiptreevets.co](mailto:accounts@tiptreevets.co). or write to The VIP Plan Administrator, Tiptree Veterinary Centre, Maypole Road, Tiptree, CO5 0EJ.
25. The discounts on diets and pet accessories, nail clipping and anal gland expression, dentals and microchipping come into force as soon as the application form and signed direct debit form are received at either Tiptree Vet Centre, CO5 0EJ or London Road Vets, CO3 9AJ.

26. The most appropriate products for worming, flea and tick control and vaccines will be determined by the senior vet of the Assisi Veterinary Group Ltd, in consultation with the veterinarians treating Your Pet.
27. Puppies and kittens: The first free examination is at 3 months of age, followed by 6 months of age and then 9 months. The last free examination will be at 15 months of age, at which time the first annual booster vaccinations will be given. At this stage, the pet will move onto the adult plan.
28. At the end of the 12 month period, Your Plan will renew, with a complete set of benefits for Your Pet again.
29. Since benefits are available on the VIP Plan even before any payments are made, the payments will never add up to the costs of the benefits given. As a result, no refund will be made if you should terminate Your Plan, even if Your Pet has not had all the benefits for that year.
30. If Your Pet is brought in for a routine vaccination under Your Plan but is found to be suffering from a condition(s) that precludes the administration of the vaccine in the opinion of the consulting veterinarian, then the consultation will be charged for as will any tests undertaken or medications dispensed. Your Pet will then be invited to return at a later date, once the condition(s) have been resolved to the satisfaction of the veterinarian, in order to have the free vaccination.
31. If you decline to have Your Pet vaccinated or to give them a product intended for parasite control, then no refund or reduction in Your Plan instalments will be considered.
32. All consultations count towards the free consultations, including first, second (subsequent), third (follow up) and fourth (minimum fee)
33. Blood tests and urine analysis are wellness tests and will be performed at the time of the VIP appointments if Your Pet is on the Comprehensive or Ultimate Plan. Tests done on should Your Pet be brought in at other times will not be part of the Your Plan.
34. You will receive reminders by means of mobile phone texts or email when Your Pet's annual or mid-year VIP appointment is due. You will need to make an appointment for a time that suits you in order to present Your Pet for the examination.
35. It is up you to ensure that the contact details retained by the AVG are accurate and kept up to date.
36. The AVG accepts no responsibility for failure to contact you concerning an appointment for whatever reason.
37. Missed appointments or appointments cancelled within four hours of the allotted time, will be charged for on top of the normal VIP instalments.
38. If Your Pet will not tolerate administration of a vaccine or a product intended for parasite control, then no refund or reduction in the VIP payments will be considered.
39. Any consultations, tests or treatments relating to conditions unrelated to the normal vaccinations, will incur the normal fee.
40. 40. Neutering of Your Pet under the Ultimate Plan must occur within 6 months (female cats) or a year (female dogs and male dogs or cats) Dogs will automatically be spayed using key-hole surgery unless you request otherwise.
41. Non-standard neutering, such as for retained testicles, on heat or pregnant females, will not be fully covered under Your Plan. In these cases, the cost of a routine neutering / spay will be deducted from the final charge for the operation.
42. Antibiotics, painkillers, protective devices to prevent self-mutilation and diets will not be covered at the time of the neutering / spay.
43. Pre-anaesthetic blood testing will only be covered under the Ultimate Plan, provided they have not been done on the plan beforehand.
44. A voucher to the value of £30 towards an out-of-hours emergency will be issued by email once a year, at the renewal of Your Plan. It is only valid for the following 12 months and only while Your Pet is enrolled under the Your Plan. It may only be used for the pet named on the voucher.
45. The maximum age to start the Ultimate kitten / Puppy Plan is 3 months and 6 months for the Comprehensive Plan
46. Adult animals may enrol in the V.I.P. Plan at any age.