

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.