



The Pet Group Terms and Conditions

By signing this form, you agree to the following Terms and Conditions of your pet's membership in The Pet Group Health Program of The Vet Group Pty Ltd ("The Vet Group")-..

These terms and conditions apply to the pet listed in the Schedule; only pets enrolled in The Pet Group Health Program are eligible for membership rewards. Additional memberships for other pets can be arranged at a 10% discount. Annual membership fees are payable on signing where indicated below and membership is renewable on an annual basis. The Vet Group reserves the right to adjust fees or alter the benefits included within this membership at renewal of the annual subscription. The Pet Group benefits listed below cannot be used in conjunction with other monthly offers and promotions advertised by The Vet Group.

In the event of a pet passing away, Members will be eligible for reimbursement of the difference between the value of the goods and services obtained during the membership period (as determined by The Vet Group) and the annual membership fees. Subject to the consent of The Vet Group, memberships may be transferred with the pet if the pet is rehomed.

Membership Services and Benefits

Members of The Pet Group Health Program will be eligible for the following services and benefits:

Free Vaccinations

Included in the membership are the annual core Vaccinations that are recommended by The Vet Group Veterinarians. After initial Vaccine doses, Puppies and Kittens may be required to have additional booster doses and will require follow up appointments (up to 3 included in package). Diseases such as Rabies, Lyme disease and Leptospirosis or Feline Chlamydia are not considered core vaccines and will not be covered as such.

Core Vaccinations offer protection against Distemper, Hepatitis, Parvovirus, Parainfluenza and Bordetella Bronchiseptica in dogs and Feline Immunodeficiency Virus (FIV), Feline Enteritis, Herpesvirus and Calicivirus in Cats.

50% Off Consultation Appointments

Members will be eligible for 50% off standard consultations made at any of our clinic locations, including standard consultations, revisit consultations, nurse consultations and acupuncture consultations. Members will receive a discount on the consultation price only. In the event of after-hours or emergency appointments surcharges will apply. House calls and Veterinary specialists' consultations are excluded.

Yearly Supply of Flea and Worm Products

Members will receive their pet's yearly supply of flea and worm products at the commencement of their membership. In the event of puppies or kittens that may grow into different medication doses, a minimum 3-Month supply of product will be dispensed until the pet moves into a stable dosing bracket. Medications will come in the form of a monthly chew or spot on treatment. It will be the responsibility of the pet owner to give the product as directed.

Free Desexing Procedure

Memberships entitle free standard desexing of canine or feline and does not include alternative procedures such as Chemical Sterilization, Laparoscopic Spay, Hysterectomy or Vasectomy procedures. In the event of complications such as pregnancy, retained testicles or being in season, surcharges will apply. Standard desexing includes IV Fluids during procedure, hospital day stay, pain relief medication and bucket collar to go home with.

Yearly Preventative Health Testing

Members will be eligible for an annual preventative health profile (not to be redeemed in the same membership period as routine desexing). This profile is a comprehensive blood panel, urinalysis and fecal worm testing provided by an external lab company.

Discounted Medications and Products

10% Discount on all medications and products that are normally stocked within The Vet Group clinics during the Membership period.

Four Free Nail Trims

Members will be able to book in for up to four free nail trims during routine business hours. This is for the nail trim service only; further charges will apply if other interventions are required.

General

Rude or abusive behaviour will not be tolerated towards any Vet Group staff at any location. The Vet Group reserves the right to terminate membership in the event of violation of these terms.

In the event of violation of these terms, you will receive written notice. If the violation continues after written notice, then membership will be terminated. If termination occurs prior to the end of the membership term, all products already dispensed will be retained by the member and further services will not be tendered.

The Member acknowledges the terms and conditions of their membership and agrees that the membership benefits are limited to reasonable usage as determined by The Vet Group.

Schedule

Pet covered by these terms and conditions

Name, Age and breed

Member name, signature and date