



Welcome to our Pet Health Club

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 you 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.

We will endeavour to remind you throughout the plan when you are due to collect your next supply of preventative medication. 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 assist us in keeping you reminded. The responsibility does lie with you as the owner in ensuring your pet is treated routinely.

Please always order your treatment and food through us 48 hours before it is required so we can ensure it is in stock and ready for collection. Any food not currently stocked by us may be able to be ordered in for you so please just ask.

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 so 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 you are a monthly payer cancellation midway through the plan will also leave you liable for any cost of treatments taken and may incur a cancellation fee.

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