



Terms and Conditions

Vaccination:

- The entire course of usual vaccinations will be given. Owner's need to make sure that they follow the vaccination protocol and dates for the boosters, as advised by the attending veterinarian. If the due date of the vaccination is missed and vaccination is overdue to the extent that the vaccination protocol has to be started again, then the owner is liable for the cost of extra or booster vaccinations.
- Vaccinations are excluded for the following infections: Rabies, Chlamydia, Feline Leukemia and Feline Aids. However, some of these vaccinations can be administered at an additional discounted price.
- Free annual vaccination is given only once per 12-month period of the plan.

Desexing (Puppy or Kitten plan only):

- The free desexing benefit includes Intravenous fluids during surgery (except cat neuter) and post-operative pain medication for up to 4 days.
- Dogs: Desexing timing will be advised by the veterinarian based on individual breed and dog's assessment. Desexing has to be done by 9 months to avail the free desexing benefit.
- Cats: Desexing has to be done by 6 months to avail the free desexing benefit.
- Only Free routine desexing procedure is covered as part of the plan.
- Exclusions: Pregnant Dogs or cats, Cryptorchid or Monorchid male pets, Dogs in season/heat, Hernia repair or extraction of Deciduous teeth are not covered in the cost of the free desexing as part of the plan. The veterinarian will advise you the extra cost for these procedures, on top of the routine desexing.

Consultations:

- Free Veterinarian / Veterinary Nurse Consultations
- All consultations are by appointment only during the normal clinic hours at the clinic premises. House calls and out of clinic hours including Public Holidays or behaviour consultations and consultations that require more than our standard consultation time (<20 minutes) are not eligible. Clinic opening hours may change.

Other Terms:

- Routine nail trims do not include the cost of sedation. Nail trim is only covered for pets which allow nail trim with minimal restraint and not needing more than one extra nurse or veterinarian to achieve the nail trim.
- Dog or cat plan is for the pets who are at least 16 weeks old and have completed their puppy and kitten vaccinations.
- Additional pet discount of 10% applies to the plan of lesser cost.
- Discounts as part of the membership cannot be used in conjunction with other specials.

- The plan entitles one nominated pet for the benefits. It cannot be transferred to the other pets.
- Pawsome Pet Wellness Plan is a preventative health care plan and is not pet insurance.
- Entitlements and terms and conditions may be revised and the plan members will be notified, if and when it happens. In general, the plans and terms and conditions will be reviewed annually.
- Fair use policy: The plan benefits are limited to reasonable usage only. If the clinic considers the unreasonable usage of the benefits then the member will be notified about this.
- Members may cancel the membership of the plan if the enrolled pet has passed away.
- Any additional treatments, surgeries, medications or other goods and services provided outside the membership entitlements will be payable by the client at our normal prices and on the day of rendering the service.

The client acknowledges the above terms and conditions and agrees that they are bound by these terms and conditions.