

CritterCare is NOT an insurance programme

The following terms and conditions are associated with your CritterCare membership. These terms are non-negotiable, and apply to all memberships, both new and renewal. Failure to comply with these terms will see your account cancelled, reconciled and billed accordingly up to the amount of plan selected, based upon services used.

- You are responsible for payment of all benefits received up to the value of your chosen plan regardless of cancellation of plan, or the death/rehoming of your pet.
- All bounced payments will incur an \$11.00 bounced payment fee. These bounced payments will be put onto your file and you will be notified by text message and account statement. Multiple bounced payments will not be tolerated.
- Persons dishonouring payments may be subject to collections proceedings for the full amount of goods, services and discounts used up to the value of their chosen plan.
- Hervey Bay Veterinary Surgery will not hesitate to suspend and reconcile any delinquent accounts, so it is strongly suggested that you keep your contact details up to date.
- Renewal notices are sent via text message only.
- If you are on one of the preventative programmes, you are required to attend a consultation appointment every 3 months for a check-up and to receive your next round of products. The entire years worth of products will not be dispensed up front, even if you are paying in full.
- Cancellation of the programme is allowed within the first 60 days for a full refund of monies paid, minus the benefits already used. If you have used more benefits than what you have paid for, you are required to pay the difference.
- CritterCare is NOT transferrable between owners or pets.
- CritterCare is NOT recommended for terminally ill patients, as it is recommended for routine care only. We cannot stop you from joining, however you must understand that you will continued to be debited for the services already used in the event of the mortality of your pet.
- There is no waiting period for the use of the programme.
- Hervey Bay Veterinary Surgery reserves the right to cancel or decline renewal of your programme at any time. It is the owner, not the patient who will be ineligible for further CritterCare membership.
- In the event that you cannot be contacted regarding your application, or any other matter pertaining to membership, your membership will be cancelled and will not be eligible for renewal.

If you are having any difficulties with the programme, need to change your payment arrangements, or need to discuss any concerns, please don't hesitate to contact me. Changes to your CritterCare programme will need to be submitted in writing, preferably by email.

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