**What is CritterCare?**

CritterCare is a yearly membership programme that allows you to spread the cost of your pet’s routine care, over the course of the year. We debit a specific amount of money, directly from your bank account either fortnightly or monthly, over 12 months, following an upfront payment made in clinic.

**Is CritterCare anything like pet insurance?**

NO, absolutely not. CritterCare was designed to make routine veterinary attention available to everyone without the potential ‘sticker shock’ that comes with owning and caring for a pet. Pet insurance is more geared towards the ‘what ifs?’ that can occur, such as accident and emergency, and still require that you pay your veterinary bill, in full, before they reimburse you.

**What if I like the concept, but don’t want to give you my bank details?**

You are more than welcome to pay the entire fee upfront, which will remove the need for any financial documentation.

**Are there any restrictions or requirements for joining CritterCare?**

Of course! Over the years, we have discovered what works, and what doesn’t, as such, the following major rules apply, however there are many more than this:

1. You must have valid photo ID and be prepared for us to take a copy of said ID. This ID must have your current address on it.
2. You must be over 18 years of age
3. You must reside, and be able to show proof that you reside within the 4655 post code
4. You must be able to show proof of the details for the bank account being debited. We don’t need transaction history, just proof of the BSB and account number for accuracy
5. If you have been a member in the past, and have bounced or dishonoured payments, you will not be permitted to rejoin
6. If you are on a Basics programme, you are required to bring your pet in every 3 months to obtain your preventatives

**COMPLETE TERMS AND CONDITIONS ARE CONTAINED WITHIN A PDF AT THE BOTTOM OF THIS PAGE AND IT IS STRONGLY RECOMMENDED THAT YOU READ THIS DOCUMENT CAREFULLY.**

**Is there just one programme and I can pick and choose, or are they structured?**

There are three total programmed, each consisting of a different level of care, depending on what your pet needs. Our juvenile programme includes desexing, our adult programme includes dentistry, and our preventative programmes provide your pet with flea, tick, heartworm and intestinal worm treatments. The programmes are as follows:

**CRITTER CARE PROGRAMMES**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Juvenille  Plan | Adult  Plan | Canine  Basics One | Canine  Basics Two | Feline  Basics |
| Unlimited Consultations during business hours   * Comprehensive examination * Recheck examination * Brief examination   DOES NOT COVER AFTERHOURS CONSULTATION FEES | x | x | x | x | X |
| Microchipping (if not already microchipped) | X | x | x | x | x |
| Vaccination   * Annual/routine vaccination (once per 12 months) * Puppy or kitten series (initial series of up to 3 injections, 4 weeks apart at onset of plan)   DOES NOT INCLUDE PROHEART INJECTION – This is a preventative. | x | x | x | x | X |
| Unlimited Nail clipping | X | x | x | x | x |
| Unlimited Anal gland expression | x | X |  |  |  |
| Preanaesthetic Blood Testing (once per 12 months) | X | x |  |  |  |
| Urine Analysis (once per 12 months)   * Urine specific gravity * Dipstick screening | x | X |  |  |  |
| Microscopic Faecal Examination (once per 12 months) | X | x |  |  |  |
| Surgery - Routine desexing   * Preoperative examination * Premedication and preoperative pain control * Intravenous fluid therapy * Routine spey or neuter * Intraoperative antibiotics and pain relief * Take home pain relief * E-collar (bucket/cone)   SURCHARGE APPLIES FOR IN-SEASON, PREGNANT OR CRYPTORCHID PATIENTS | X |  |  |  |  |
| Surgery - Dentistry   * Preoperative examination * Premedication and preoperative pain control * Intravenous fluid therapy * Routine dental prophylaxis – scaling and polishing of teeth   DOES NOT INCLUDE MEDICATIONS OR EXTRACTIONS |  | X |  |  |  |
| 20% Discount on the following:   * Proheart Injection (unless on a basics plan) * Food * Flea, tick and worm preventatives (including heartworming for cats) | x | x | x | x | x |
| 10% Discount on all further medications and medical treatments, including afterhours fees | x | x | x | x | x |
| Quarterly preventatives:   * Proheart Injection * Bravecto Chews * Intestinal wormer |  |  | x |  |  |
| Quarterly preventatives:   * Nexgard Spectra |  |  |  | x |  |
| Quarterly preventatives:   * Bravecto Spot On * Milbemax Allwormer * Popantel Tapewormer |  |  |  |  | x |
| **TOTAL COST**  *Total cost can be paid in full, or split by the following options:*  **INITIAL PAYMENT – paid at the time of joining**  *Plus one of the following:*  **MONTHLY PAYMENT OPTION (11 payments over 11 months)**  **FORTNIGHTLY PAYMENT OPTION (22 payments over 11 months)**  *Fortnightly option not available on Basics Plans* | $ 600.00  $ 116.00  $ 44.00  $ 22.00 | $ 600.00  $ 116.00  $ 44.00  $ 22.00 | $ 500.00  $ 115.00  $ 35.00  **N/A** | $ 500.00  $ 115.00  $ 35.00  **N/A** | $ 350.00  $ 108.00  $ 22.00  **N/A** |