

<company>  
<co-address>  
<co-city> <co-st> <co-zip>  
<co-phone>

## Preventative Care Package Agreement 2025

### Member & Pet Information

Member: <first-name> <client>  
Pet: <animal>  
Home Hospital: <co-city>

### Agreement Information:

Created by: <current-userid>  
Start date: <date>

The Member named above, with whom this agreement is made, has purchased from Vet Partners Pet Hospital ("Provider") a preventative care package (the "Package") for the pet identified above. The package consists of (a) the core Package, which includes the discounted veterinary services specified on page 2, and (b) the add-on options (if any). The Member agrees to pay Provider the non-refundable membership fee and the annual amount payable for the Package Year under this Agreement, subject to the cancellation provisions starting on page 3. The annual amount for the Package Year is stated below. The Package Year begins on the Start Date stated above and expires after 12 months. All Package products and/or services are scheduled to be provided within 12 months of the start of the Package year. The Member can enroll in a new Package after expiration of this Package and no additional membership fee will be charged if the Member enrolls in a new Package within 90 days after expiration of the Package. Products/services unused under this Package in the Package Year do not carry over to a new Package.

### Preventative Care Package Summary

Core Package: **Adult Canine Plus**

Monthly Payments On:  1<sup>st</sup> or the  15th

**Yearly Cost:** \$839.40

**Monthly Cost:** \$69.95

**One-time Membership fee:** \$59.95

**Additional pet enrollment fee** \$39.95

**[Initials]\_\_\_\_\_** I understand that this plan is not a monthly membership, but a 12-month finance plan for services list on page 2.

**[Initials]\_\_\_\_\_** I understand the plan ONLY includes services listed on page 2.

**[Initials]\_\_\_\_\_** In the event that I no longer have <animal> in my possession, whether deceased or surrendered, I understand that I am still responsible for all remaining plan payments.

**[Initials]\_\_\_\_\_** I understand that this is NOT an insurance plan for my pet.

**[Initials]\_\_\_\_\_** I understand the services included on the plan have changed as of January 1<sup>st</sup>, 2024

### Agreement and Authorization

By signing below and paying the membership fee in full, I as the Member agree to the terms and conditions of this Agreement and authorize Vet Partners Pet Hospital to debit/charge the account I have provided.

Member Name: \_\_\_\_\_ Member D.O.B. \_\_\_\_\_

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Members are liable for all payments. To cancel this Agreement, Member must call <co-phone>. The Member is responsible to pay the remaining value of the plan in full or render payment to include the value of the services rendered on the plan, whichever is less for the Member to pay Vet Partners at the time of cancellation, regardless of the reason for cancellation.

## Preventative Care Package Services Included

PREVENTATIVE CARE PACKAGES ARE NOT INSURANCE. YOUR PREVENTATIVE CARE PACKAGE PROVIDES ONLY THE SERVICES LISTED BELOW AND ON THE PREVIOUS PAGE. IT DOES NOT INCLUDE ANY SERVICES NOT LISTED, ANY SERVICES PROVIDED BY ANYONE OTHER THAN PROVIDER, OR ANY FEES FOR MEDICAL CARE OF SERVICES RECOMMENDED AS A RESULT OF ILLNESS, INJURY, OR TRANSFER TO A SPECIALTY OR OVERNIGHT HOSPITAL FACILITY. YOUR PREVENTATIVE CARE PACKAGE PROVIDES SERVICES ONLY FOR THAT PET NAMED ON THE PREVIOUS PAGE. IT MAY NOT BE USED FOR ANY OTHER PET. FEES FOR NON-PREVENTATIVE CARE PACKAGE SERVICES WILL BE DETERMINED BY THE FEE SCHEDULE IN EFFECT AND MUST BE PAID IN FULL AT THE TIME SERVICES ARE RENDERED.

Your Adult Canine Plus Package Includes:

### Professional Services

- Nose to Tail Exam
  - Dental exam
  - Ophthalmic exam
  - Otoscopic exam
  - Rectal exam
  - Cardiovascular exam
  - Weight assessment
  - Coat & skin evaluation
  - Abdominal evaluation
  - Urogenital evaluation
  - Musculoskeletal evaluation
  - Pulmonary/lung evaluation
  - Day Care for nose to tail exam
- Routine deworming
- 6 free nail trims or anal gland expressions
- One free admission, per month, to the Brew Park (dog must be registered) (12)
- 10% off most other services and products (includes Pet Retreat-daycare and boarding services only-excludes packages)

### Vaccines

- Bordetella
- Distemper (DAPP) (2)
- Leptospirosis (2)
- Lyme (2)
- Rabies

### Screening

- Fecal floatation exam
- Heartworm/lyme/ehrlichia/anaplasmosis test

### Anesthetic Procedures

- Dental Prophylaxis
  - Pre-surgical chemistry/electrolyte panel
  - General anesthesia
  - Dental Radiographs

\*Listed services only available once per package year unless otherwise indicated.

\*\*At Vet Partners Pet Hospital, all anesthetic procedures include pre-anesthetic blood testing to ensure pets are healthy enough to undergo surgery/anesthesia. If your pet's anesthetic procedure is postponed due to a condition revealed in the pre-anesthetic blood testing, you will be responsible for the cost of the blood testing at the time the abnormality is found (unless there is another blood testing package available in your package). The pre-anesthetic blood testing for the procedure included in the package is available only within 48 hours of the day said procedure is performed. If atypical conditions are present, additional surgical fees may apply.

## Preventative Care Package – Terms and Conditions

- General Terms of Use:** This Agreement and the goods and services provided under it are not transferrable to another pet or assignable to another person. This Agreement applies only to the pet designated on page 1 while owned by the Member. The Member agrees that Package services will be provided during scheduled drop-off appointments when the pet will be left by the Member at the hospital for an agreed-upon time of up to 6-8 hours, generally excluding holidays and weekends. The Provider will make all reasonable efforts to make drop-off and pickup times convenient to the Member during regular business hours. The Provider reserves the right to charge a missed appointment fee equal to the amount of a normal office visit if any scheduled appointment for surgery or other anesthetic procedure is missed without at least a 48-hour cancellation notice by the Member prior to the scheduled appointment. The Provider will make all reasonable efforts to provide services for the Member's pet as needed.
- Automatic Renewal:** This Agreement is effective on the Start Date designated on page 1 for an initial term of 12 months (Package Year) and will NOT automatically renew on the anniversary of the Start Date. **Re-enrollment:** After cancellation, the Member will have up to 90 days to reinstate the Package without paying a membership fee. **Early Renewal:** In certain situations, it may be advisable that a Package be renewed early if the Package services have already been used and are needed again but are not available until after renewal. In order to make the needed services available sooner, the Package may be renewed up to 30 days early. When early renewal occurs, the Member is responsible for any remaining payments for the current Package Year as well as the new renewal Package Year just as if the Package had renewed automatically. The new Package Year will end on the 12-month anniversary of the early renewal date.
- Package Discounts:** The discount percentage listed on page 2 applies to most non-Package services and products purchased from the Provider for the pet named on page 1 during the term of this Agreement. May not be applicable to some Urgent Care or Emergency fees.
- Payments:** Monthly payment installments will only be billed directly to the Member's credit card or deducted from the Member's bank account. A late payment fee of \$30.00 will be billed to the Member for insufficient funds, over limit status or any other reason a payment is unable to be processed on the agreed payment date based on the account information supplied by the Member. The Member is responsible for immediately notifying the Provider of any changes in billing account information to avoid any late fees.

[Initials] \_\_\_\_\_

- Cancellation:** Either the Provider or Member may cancel this Agreement at any time, but there may be monies due to the Provider upon cancellation. If cancellation of this Agreement results in monies due by the Member, such monies shall be paid in full at the time of cancellation. To cancel this Agreement, the Member must call <co-phone>. [Initials] \_\_\_\_\_

**Cancellation by Member:** If the Member cancels for any reason (including but not limited to death or loss of pet or transfer of ownership), whether before or after the Provider has rendered services, the Provider shall be entitled to retain the entire membership fee. The Provider shall also be entitled to retain or recover from the Member all monthly installments that have previously been paid or become due, including the installment for the month in which cancellation occurs regardless of the cancellation date. In addition, upon cancellation prior to the end of the Package Year, if the total undiscounted retail value of the Package services/products already provided during the plan year exceeds the sum of monthly installment collected for that Package Year, the Member shall be obligated to do one of the following.

- Immediately pay full retail fees for all services/products provided (with all discounts reversed as if the Package had not been in effect for the Package Year) to the extent such fees exceed the total of the monthly payments received by Provider for the Package Year, OR
- Immediately pay the total remaining monthly installments for the Package Year in full if less than the amount described in paragraph (a); OR
- Continue making the monthly payments as they become due for the remaining term of the Package Year in effect.

If the Member has paid the full annual fee in advance, upon cancellation by the Member, the Provider will refund, if any, the lesser of (a) one-twelfth of the annual fee times the number of full months remaining in the Package Year or (b) the full annual fee minus the undiscounted retail value of all Package services/products that have been provided in the Package Year (with all discounts reversed as if the Package had not been in effect for the Package Year).

- Cancellation by Provider:** The Provider reserves the right to cancel the Package at any time and for any reason. In the event the Provider chooses to cancel the Package for any reason except the Member's default, Provider will waive any future payments due under the Package and discharge the Member's obligation under this Agreement in full.

7. **Default:** If the Member fails to pay any monthly installment by its due date, the Provider may immediately suspend Package services and products until the Member reinstates the Package by paying all monthly fees due or owed; however, if any monthly installment is past due for 90 days or more, the Provider may immediately cancel this Agreement and discontinue Package services. While declaring all remaining monthly installments for the Package Year immediately due and payable, while referring the Member's account to a third-party collection agency. Collection activity may negatively impact Member's credit rating and may result in collection fees that will be payable by the Member. If the Provider permits the Member to restart a Package after cancellation under this section, a new membership fee will be required and the **Care Plan must be paid in full**, unless special arrangements are made between the Member and Provider and agreed to in advance.
8. **Contact and Notice:** The Member agrees, to allow the Provider or its agents to service the Member's account, including, but not limited to, providing medical reminders, product recalls, or to collect any amounts owed. The Provider or its agents may contact the Member by telephone, text message, email, automatic dialing device and/or pre-recorded/automated voice or text messages, at any telephone number or email address provided to the Provider by Member.