

The Constitution of Perfect Pet Club

OBJECTIVES

Our Objectives apply on a Nationwide scale. They will be funded by membership fees, voluntary donations and community events.

Phase 1 - November 2024 to October 2025

We will provide excellence for our cherished pets and their owners by:

- Providing our Members pets with affordable first class healthcare, to include preventative treatments, routine procedures and comprehensive veterinary services via The Association of Pet Health CIC (trading as the National Pet Health Service)
- Providing additional benefits to our Members such as Third Party Liability Insurance Cover
- Providing our Members with professional advice, education and training via regular group events and distance courses
- Providing pet care service professionals with both practical and theoretical training
- Offering our members convenience and discounted supplies with regular pet supplies being an optional add on
- Supporting businesses in the UK with the purchase of supplies and services on behalf of our Members; along with promoting independent brands

Phase 2 – November 2025 onwards

To expand on the above and work towards:

- Improving control of infectious diseases and unwanted animals through our preventative treatment programme
- Reducing the strain on animal rescue centres
- Improving animal welfare with educational campaigns tailored for learning establishments and the general public
- Building round the clock veterinary and care centres across the UK making first class veterinary and pet care accessible to all
- Providing low cost or free veterinary services to animals resident in registered rescue centres, livestock, service animals and wildlife
- Assisting pet owners who are struggling financially through the Animal Magic Family Trust
- Providing sanctuary for rehabilitating and retired pets
- Providing leisure and relaxation opportunities at each centre for our Members
- Providing countless jobs around the UK

- Tackling ongoing issues relating to irresponsible pet ownership such as dog fouling, dog and owner behaviour in public, animal abuse and neglect
- Continuous improvement of our services and benefits for all Members, encouraging a significant percentage of pet owners to join us.

MEMBERS

- Each Member will pay a fee to join us and a monthly fee to retain Membership of Perfect Pet Club and all Member Benefits
- Membership Package fees are evaluated on an annual basis in line with the cost of supplies and services*
- Membership runs for one calendar year from the date of joining and renewal
- Each Member must be a pet owner
- Only Members can receive the benefits listed
- Each Member must reside in the UK
- Membership can be terminated no later than 30 days prior to the renewal date by emailing a request to: hello@perfectpetclub.co.uk

Membership Packages can be viewed on our website: www.perfectpetclub.co.uk

*Prices will be evaluated each January, with any price rises released on 1st February. Rises will not affect current Members until their renewal date.

New Member Process

1. Read our Constitution and Terms and Conditions
2. Purchase at least one of our Perfect Pet Club Membership Packages
3. Complete the online National Pet Health Service Registration Form and either upload or email a recent photograph of the pet to be registered
4. Participate in a welcome call or email discussion where each element of the chosen Membership Package will be highlighted and organised on behalf of the Member
5. Receive comprehensive information regarding the chosen Membership Package, to include all inclusions and exclusions, contact information for claims and advice, along with relevant dispatch, payment and renewal dates

General Information & Rules for Members

- The exemption period for new Members to use the services of the National Pet Health Service is 28 days. Members should continue to use their usual Veterinarian for routine and emergency visits during this time.
- There are no excesses or hidden costs to pay for any eligible form of veterinary treatment.
- Any payments will be made on the Members behalf directly to the relevant Health & Wellness Centre (via the National Pet Health Service) or supplier (via Perfect Pet Club).

- Each Member will receive a regular newsletter detailing the achievements of Perfect Pet Club and any new service providers which have been added to our directory of Pet Industry Professionals (published in accordance to the location of the relevant Centre).
- Updates to our pricing structure, Constitution and Terms and Conditions will be published on our website and issued via email to all current Members.
- Payments must be made and kept up to date to retain Membership benefits.
- If a payment becomes overdue your pet cannot visit our Health & Wellness Centre; nor will any products be shipped until this payment is up to date.
- If a payment becomes 7 days overdue Membership will be cancelled with no reimbursement.
- Monthly Membership Fees will be distributed between several organisations (to include Perfect Pet Club for administrative costs and non medical supplies; Animal Magic Family Pet Retreat for utilities, alternative therapies, care and comforts, travel, education and training; and National Pet Health Service for veterinary care and prescriptions. A breakdown of fee expenditure can be viewed within our Terms and Conditions.
- Members must not abuse their Membership privileges by seeking unnecessary veterinary assistance. If any Member is unsure of whether to arrange an appointment with the Health & Wellness Centre we recommend first contacting the designated NPHS Advisor who is a fully qualified Veterinarian.
- All preventative / routine treatment must be kept up to date including regular grooming and health checks.
- Dogs must be kept under control when present on our sites, out in public and within a secure environment when at home. If any Members dog is found to be causing public nuisance due to their inability to control it, or claims of neglect / abuse are made by a member of the public Membership will be cancelled without reimbursement.
- All dog owners must take reasonable measures to prevent hostile behaviour towards people and other animals when out in public. If assistance is needed to find a suitable Trainer or Behaviourist, the Member should contact us and we will offer our vetted recommendations for those in the area.
- Members must keep their personal file up to date by notifying us of address, contact, Veterinarian and pet health changes.

MANAGEMENT COMMITTEE

Chairwoman	Victoria Keating
Secretary	Julia Burton
Treasurer	Sarah Baker
Press Officer	Victoria Keating
Fundraiser	Sarah Gunn
Membership Secretary	Brooke Nelson
Pet Health Advisory Team	Brooke Nelson

AGM

- The first AGM will be held on Saturday 25th October 2025 at Animal Magic Family Pet Retreat at 7:00pm. Future AGM's will be held on a similar date.
- All Members will receive an invitation to the Event via email.
- All Members will receive information relating to the progress Perfect Pet Club has made and up to date financial information via email.
- Announcements will be made to include our Management Committee roles and plans for the year ahead.
- Discussions will take place involving requests from our Members. These must be submitted by 30th September via email: hello@perfectpetclub.co.uk
- Members can nominate themselves for a vacant position within our Management Committee at any time via email: hello@perfectpetclub.co.uk

COMMITTEE MEETINGS

- To be held every January, April, July and October.
- The entire Management Committee must be present for the meetings to go ahead.
- Meetings will be facilitated by the Chair.
- Decisions will be made by voting.
- Minutes will be issued to all Members via email.
- When any changes are made to our Constitution, all Members will receive the updated version via email. It will also be available to download on our website.

FINANCES

- Our bank account is held with NatWest under the name of Perfect Pet Care & Supplies Ltd.
- Both the Chair and Treasurer have access to our bank account.
- Records of income and expenditure will be maintained by the Treasurer.
- The Treasurer will give a financial statement at each Committee Meeting.
- The Treasurer will present the annual statement of accounts at the AGM.
- Monies generated by Perfect Pet Club will be spent on the Objectives outlined above.

DISSOLUTION

- If it becomes apparent that Perfect Pet Club should close at any point in the future a Special Committee Meeting will be held to discuss and agree the next steps. The minutes of this meeting will be emailed to all Members.
- Any money and assets held by Perfect Pet Club will be first used to pay its staff and suppliers up to date; thereafter the final balance will be split and distributed equally between all current Members.