

# **The Constitution of Perfect Pet Club**

Membership of Perfect Pet Club is conditional upon the Member acting in the best interests of our organisation, along with continual compliance of this document and the accompanying Terms and Conditions of Perfect Pet Club. This applies to all prospective and existing Members.

We reserve the right to refuse, suspend or terminate Membership at any time these conditions are not met.

## **OBJECTIVES**

Our Objectives apply on a Nationwide scale. They are funded by Membership fees, voluntary donations and community events.

*We will provide excellence for pets and their owners by:*

- Allowing our Member pets access to healthcare, to include preventative treatments, routine procedures and appropriate veterinary services, without the barrier of cost.
- Providing our Members with professional advice, education and training via regular events and distance courses, with both inclusive options and those provided at additional cost.
- 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.
- Assisting pet owners who are struggling financially through our Community Fund.
- Working to provide additional benefits for our Members such as Third Party Liability Insurance Cover.

*The effects of our Membership programme on the General Public:*

- Improved control of infectious diseases and unwanted animals through our inclusive preventative treatment and neutering programmes.
- Reduced strain on animal rescue organisations.
- Improved animal welfare with educational campaigns tailored for learning establishments and the general public.
- The provision of low cost or free veterinary services to animals resident in registered rescue centres, livestock, service animals and wildlife.
- The provision of countless jobs around the UK.
- The presence to tackle ongoing issues relating to irresponsible pet ownership such as dog fouling, dog and owner behaviour in public, animal abuse and neglect.

## **MEMBERS**

- Each Member will pay a fee to join Perfect Pet Club and a monthly fee to retain Membership of Perfect Pet Club and all Member benefits.
- Each Member acknowledges and agrees to comply with the current Terms and Conditions of Perfect Pet Club.

- Members will receive prescribed veterinary products directly from Animal Magic Family Health & Wellness Centre, or be entitled to purchase medication online with a written prescription.
- Members who visit Animal Magic Family Health & Wellness Centre will receive inclusive healthcare, subject to Membership status and any applied exemptions.
- Members who are unable to travel to us or choose to visit alternative veterinary practices will be reimbursed for veterinary services received via means tested grant awards.
- Each Member is entitled to apply for means tested grant awards to be used at alternative veterinary practices, and is encouraged to do so at the time of joining in order to prevent unnecessary delays at a time when urgent treatment may be necessary. If a Member chooses not to apply for a means tested grant award, the maximum reimbursement you will receive for veterinary care relating to any health condition is 60%.
- Each Member pet will be assessed for the inclusion or exemption of any pre-existing conditions within 7 days of receiving any previous medical history and welcome check, if applicable.
- Members must acknowledge the need to contact us in the first instance on 0330 043 4550 when any health condition arises with their pet, so our team can triage and offer the best advise for the situation presented.
- Future updates to the Perfect Pet Club pricing structure, Constitution and Terms and Conditions will be published on our website and issued via email to all current Members.
- Membership fees must be made on time to retain Membership benefits.
- The Members first payment is made to Perfect Pet Care & Supplies Ltd, to cover the administration costs of setting up the Membership package.
- Thereafter, monthly Membership fees are made to The National Association of Pet Health CIC for the purchase of veterinary products and distribution of our grant award programme through our Community Fund.
- A Membership fee breakdown can be viewed on each package listing.
- Membership packages can be viewed on our website: [www.perfectpetclub.co.uk](http://www.perfectpetclub.co.uk)

### **New Member Process**

1. Read and agree to the Constitution of Perfect Pet Club and the current Terms and Conditions of Perfect Pet Club.
2. Purchase at least one of our Perfect Pet Club Membership Packages.
3. Participate in a welcome call where the Member will be registered on our management system. Each element of the chosen Membership package will be highlighted and organised on behalf of the Member.
4. The new Member will then receive comprehensive information regarding their chosen Membership Package, to include all inclusions and exemptions, contact information for our 24/7 advice line, along with relevant payment and renewal dates.
5. The Member will bear any costs in full of any veterinary services used within the first 28 days of being a Member.

### **GRANT AWARDS**

Grants are awarded in 4 categories (outside of the 28 day exemption period only):

1. **40% Award:** Pre-existing conditions which have been accepted for inclusion.
2. **60% Award:** With an annual income above £15,000 but less than £30,000 per adult, to a maximum of 2 adults residing in the same household; and combined savings of less than £3,000.
3. **80% Award:** With an annual income less than £15,000 per adult, to a maximum of 2 adults residing in the same household; and with combined savings of less than £3,000.

- 4. 100% Award:** The Treatment must be carried out at Animal Magic Family Health & Wellness Centre OR you are applying for an additional grant to cover the difference between a previous award because you are struggling financially. We also issue 100% grant awards to Members who usually visit Animal Magic Family Health & Wellness Centre and need to be referred elsewhere because the care cannot be provided directly by us for any reason.

Please note, we only award 100% grants to Perfect Pet Club Members who fall in the 40%, 60% or 80% categories to cover costs incurred at alternative veterinary practices in exceptional circumstances.

We do not issue grant awards to working or breeding animals; the exclusions specified within the Terms and Conditions, or conditions which have been exempted from the Membership.

### **Application & Proof of Income**

The Member should apply for a pre-approved grant award assessment as soon as possible:

- The Member should send a personal statement by email to explain their current financial situation, and if they expect this to change within the next 12 months.
- The last 3 months bank statements for every household member over the age of 18 should be sent to us.
- The Member must give permission for us to obtain the full patient history from any veterinary practice their pet has been registered with.
- Any pet insurance policy documentation must also be forwarded to us.
- The application, along with related documents should be emailed to: [accounts@perfectpetclub.co.uk](mailto:accounts@perfectpetclub.co.uk)

### **Approval and Award**

- The Member will receive written confirmation of their pre-approved grant allowance within 7 days of receipt of their application.
- Any approved grant award will be paid within 28 days of receipt of invoice following any veterinary treatment administered; either directly to the veterinary practice involved or if already paid, to the specified Member bank account.
- Members should remember that all prescription medication (to include flea and worming treatment and any medication prescribed to non-exempted Premier and Elite Members) must be dispensed by Animal Magic Family Health & Wellness Centre, unless we have pre-approved a written prescription fulfilment elsewhere.
- If the Members financial situation changes at any point during the term of their Membership, they must let us know immediately.

### **Services Eligible for 100% Grant Award**

- Neutering (where possible, this procedure should be carried out at Animal Magic Family Health & Wellness Centre in order to avoid unnecessary expense for our organisation.
- Appointments and Procedures carried out at Animal Magic Family Health & Wellness Centre (subject to Membership status, availability and practicality of the visit) or referred directly by Animal Magic Family Health & Wellness Centre because you are a normal client and we cannot offer the relevant service at our practice.

## **AGM**

- The next AGM will be held on Saturday 21<sup>st</sup> November 2026. 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 30<sup>th</sup> September via email: [members@perfectpetclub.co.uk](mailto:members@perfectpetclub.co.uk)
- Members can nominate themselves for a vacant position within our Management Committee at any time via email: [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk)

## **COMMITTEE MEETINGS**

- To be held every February, May, August and November.
- 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**

- The Perfect Pet Club bank account is held with NatWest under the name of Perfect Pet Care & Supplies Ltd.
- The veterinary services, products and grant award bank account is held with Zempler Bank under the name of The National Association of Pet Health CIC / NPHS.
- 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.