



## TERMS & CONDITIONS

**By joining Perfect Pet Club you agree to be bound by the following terms and conditions for the duration of 12 months from the date your joining fee is paid:**

### Exemption Period

- All new Members are exempt from using our veterinary services for 28 days from the date first payment is made. For example, if you make payment on the 1st of the month, you will not be able to use our inclusive veterinary services until the 29th of the month.
- During this 28 day period you will need to continue to use (and pay) your existing veterinary practice, or use ours and pay at the time of your appointment.
- Once the 28 day period has lapsed, you will then be able to book consultations and procedures with us as you would any other vet; without the additional cost.
- This exemption does not apply to any non-veterinary products included or add on's to your Membership package.

### Terms of Membership

- Pre existing conditions will be assessed for inclusion on a case by case basis at the time at joining.
- Membership runs from one calendar year from the date of joining and renewal.
- You have a 14 day window from the date of joining to cancel your Membership without reason. Refunds will not be issued.
- You must be a Perfect Pet Club Member to use all the benefits of our Health & Wellness Centre.
- Your inclusive benefits are provided by Animal Magic Family Health & Wellness Centre. If you are unable to travel to us, please do not join as we do not cover costs incurred at other veterinary practices unless we have organised a direct referral.
- The monthly fee for the Membership package you choose will be taken on the same date each month (the same date as when you joined).
- Your regular payments must be maintained to allow continuous access to your Member 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. At this point your account will be assessed using the amount of instalments you have paid versus the cost of the treatments and products you have received. You will be billed and expected to pay the outstanding balance within 30 days. Failure to do so will result in your account being passed to a debt collection agency.
- If you cancel your Membership within the 12 month commitment period a cancellation fee will apply to include the rest of the years subscription fees and the cost of any services used.
- Membership fees are evaluated each January and if a price rise is necessary, this will apply from your renewal date.

- You have the option to cancel your Membership no later than 30 days prior to your renewal date by emailing a request to: [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk)
- Members must reside in the UK and own at least one pet. If you do not reside in the UK or own a pet, you can still support our organisation by donating to our GoFundMe campaign or clicking [here](#).
- As a Member, it is your responsibility to adhere to your pets vaccination, flea, worming and grooming schedule. If you do not the consequences may include additional payments to cover costs incurred on our behalf. For example, if you allow your pets annual vaccination booster to expire, you will need to pay to restart the course.
- As a Member you must keep us up to date with your contact information (address, telephone number and email address).
- You are able to upgrade your Membership Package at any time. A joining fee and 28 day exemption period will apply from the date of upgrade.
- If your registered pet passes away, please contact us at [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk) We can either cancel your Membership or amend the registration details to provide your Membership benefits to an alternative pet. Please note, your inclusive services extend to cover the cost of euthanasia and communal cremation only. If you opt for individual cremation and bespoke caskets, these will incur additional costs.
- Members will agree to provide a healthy, hygienic, content and pain-free environment for their pet(s).
- We do not condone animal abuse or neglectful ownership. Any Member found to be committing offences of either will have their Membership Package cancelled and be permanently banned from using our services.
- We do not condone the use of any animal for fighting "sports". If we are alerted to any suspicious activities, the Member / owner / keeper will be expected to pay any related veterinary costs in full and may be reported to the local authorities. Membership will subsequently be cancelled with immediate effect.
- Dogs must be kept under control when present on our site, 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 from a Dog Trainer or Behaviourist, the Member should contact us and we will organise a consultation with one of our partners.
- We do not support the breeding of domestic animals.

## Terms and Conditions of Service

- With the exception of the exclusions listed below, those within our Fair Use Policy and in your chosen Membership Package, you will not bear any excesses or hidden costs for using our pet healthcare services for the duration of your Membership. This includes costs incurred by referral centres.
- You will not receive any invoices or demands for payment for any services used, outside of your usual Membership fees. Costs incurred for referral appointments, diagnostics or treatment are payable at the time of appointment and will be reimbursed within 14 days of receipt of invoice. Please email invoices to: [accounts@animalmagicfamily.co.uk](mailto:accounts@animalmagicfamily.co.uk)
- You will receive your regular flea and worm treatment every month from the date your first prescription is approved.\* If you would prefer to opt out of these prescriptions or use on an ad hoc basis, please let us know during your welcome appointment.
- Dental hygiene products will be dispatched in line with the individual usage guidelines for your pet.\*
- Food and supplies will be dispatched on the first Monday of each month via next day delivery. If you choose to use a brand which dispatches directly to the consumer instead of ourselves, you will be advised of their delivery schedule once this has been organised on your behalf.

*\* Please follow administration instructions carefully. We will not accept responsibility for the misuse of prescribed products.*

## Excluded from Your Access to Inclusive Veterinary Services

- Conditions which have developed within a 28 day period prior to joining
- Conditions which develop within your 28 day exemption period
- Any health testing, screening and costs relating to breeding
- Teeth cleaning not relating to halitosis, tartar build up or gingivitis
- Skin tag removal
- Lipoma removal (we will test first to determine the diagnosis)
- Tail docking
- Cosmetic ear cropping
- Declawing / Dew claw removal (unless through injury)
- Any cosmetic surgery
- Removal of benign skin growths
- Sedated grooms
- Sedated nail trims
- Animal health certificates for travel
- Elective vaccines such as Kennel Cough or Rabies
- Elective treatment or procedures such as cataract surgery
- Prescription diets or supplements
- Treatments that will not benefit your pet

## Your Membership Benefits

- Please refer to the Woof Club, Miaow Club, Hop Club or Neigh Club for a full list of Membership benefits and exclusions.

## Your Monthly Payment Breakdown

- £5.00 will be spent on administration costs, marketing, advice services and the cost of your chosen dental health product.
- If you opt for the Elite package or a Care & Comforts add on, the relevant portion of this payment will be paid to your preferred service provider.
- If you opt for a Pro package, the relevant portion of your payment will be distributed by Perfect Pet Care & Supplies Ltd to cover the cost of your supplies.
- The balance of your payment will be donated to The National Association of Pet Health CIC (trading as the National Pet Health Service / NPHS), to be used to cover the costs of providing your inclusive pet healthcare services and marketing relating specifically to pet healthcare.

## Using the Pet Health & Wellness Centre

- Address: Animal Magic Family Pet Retreat, White Hill, Oakworth, Keighley, West Yorkshire, BD22 0QJ.
- Your first annual appointment for your pets health check and vaccinations will be arranged at the time of joining; along with a short appointment for your flea and worming products to be prescribed. Subsequent routine appointments will be organised with you at the Centre following your first visit.
- If you are concerned about your pets health, please contact the Health & Wellness Centre directly. Our Pet Health Correspondent will either arrange a face to face appointment or a specialist to call you for a telephone consultation. If your pet needs to visit us urgently and you need to use our emergency pet transport service because you are unable to drive, please inform us of this during your initial contact.
- Please arrive for your appointment 5 minutes before your scheduled time. Please do not arrive earlier than this as parking is limited.
- If you have a general query please do not call us. All administrative, supplies and legal enquiries are handled via email: [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk)

## Fair Use Policy

As our pet healthcare service is a non profit organisation we rely on fair usage, genuine concerns and routine appointments only to ensure our long term success. Misuse of our services may result in the exemption of certain conditions or cancellation of your Membership. Misuse is construed as:

- Expecting us to take on costs relating to conditions which rely on specialist care: If your pet has already been examined by an external veterinarian and investigation by testing, procedure or surgery has been advised as the next course of action at the time of joining, we collectively (Perfect Pet Club, Animal Magic Family Health & Wellness Centre, The National Association of Pet Health CIC) will not accept responsibility for any costs or treatment relating to this. We will also apply an exemption for any conditions or part of the anatomy which have involved previous surgery or diagnostics under the direction of a specialist (e.g. orthopaedist, cardiologist, oncologist, neurologist etc). If you are unsure what this means, please arrange an appointment with our Veterinarian for a pre-joining assessment. If you don't do this first, our Veterinarian will examine both your pet and clinical history upon joining and may apply an exemption if anything is found. Congenital issues will be assessed on a case by case basis.
- Consistently booking veterinary appointments for minor issues which can be treated at home
- Consistently contacting our Health & Wellness Centre for issues which can be dealt with by email
- Booking veterinary appointments for non members and expecting inclusive care.
- Allowing us to commence veterinary care for injuries relating to sport, competition or breeding (with the exception of Perfect Pet Neigh Club Elite Members)
- Overexercising your pet and contributing to excessive strain on their limbs
- Neglecting and / or abusing your pet
- Should you be banned from using our services or your Membership be cancelled for any reason, we will not be responsible for costs incurred elsewhere
- Our team will not tolerate abusive behaviour. This will likely result in immediate cancellation of your Membership and removal of access to our services without reimbursement

IF YOUR PET IS CHOKING; HAS BEEN SUBMERGED UNDER WATER; HAS AN EYE CONCERN OR SUSPECTED ANAPHYLACTIC SHOCK; POISONING, BROKEN BONES, ARTERIAL INJURY (FLOWING BLOOD), HEATSTROKE, COLIC, DIABETIC KETOACIDOSIS, HYPOGLYCAEMIA OR ANY OTHER LIFE THREATENING CONDITION, PLEASE DO NOT WASTE TIME RESEARCHING GOOGLE OR ASKING OTHERS FOR ADVICE. CALL OUR HEALTH & WELLNESS CENTRE AND GET YOUR PET HERE AS SOON AS IS HUMANELY POSSIBLE. IF YOU REQUIRE EMERGENCY TRANSPORT PLEASE STATE THIS WHEN YOU CALL. DO YOUR BEST TO KEEP YOUR PET OR EQUINE CALM. PLEASE DO NOT PANIC.

## Complaints & Concerns

- For any complaints relating to products, please contact the manufacturer directly. Their contact information will be found on the outer packaging, or in the case of prescription products please read the accompanying leaflet.
- If your pet is in need of an alternative medication due to allergic reaction or unsuitability, please contact our Health & Wellness Centre.
- Though all products are dispatched on next day delivery, we all know that sometimes delays occur. Therefore please allow 5 working days for your delivery to arrive before contacting the supplier directly or Perfect Pet Club: [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk)
- If you have any concerns relating to customer service, procedures or veterinary treatment received at our Health & Wellness Centre, please email: [hello@animalmagicfamily.co.uk](mailto:hello@animalmagicfamily.co.uk)
- If you notice any errors on our Terms and Conditions or website please email: [hello@perfectpetclub.co.uk](mailto:hello@perfectpetclub.co.uk)

**Email communications will be responded to in order of urgency. We aim to respond within 2 hours of receipt but please understand that during busy periods it may take up to 24 hours.**

**Future updates to our pricing structure and Terms and Conditions will be sent via email to all Members. Members will have a 7 day period from the date of the update to express their desire to cancel their Membership as a result of an amendment not being suitable; thereafter the standard non cancellation policy applies until the next renewal date.**