

Q&A

What is new about the Happy Pets Club?

- It is free to join the Happy Pets Club
- You will receive your pet's treatment every month in the post
- We have incorporated tick protection into our comprehensive parasite treatment plan
- We no longer include a 6 month consultation, but instead offer 20% discount on the cost of all consultations to Happy Pet Club members
- Sadly we are unable to offer rabbit plans at present

What extra benefits does the Happy Pets Club offer?

- 20% off all consultation fees
- 20% off kennel cough vaccination
- 20% off additional parasite treatments such as household flea sprays
- Free nail clips with a veterinary nurse (pets of suitable temperament only!)
- 10% off dental treatments
- 10% off pet food bought at the practice
- 10% off pet accessories bought at the practice
- 10% off long term prescription medication (from the 2nd month)

Which products will I receive?

- Cats will get a monthly Stronghold Plus spot-on and a Milpro worming tablet every 6 months
- Dogs will get a monthly Simparica Trio tablet and a Milpro worming tablet/s every 6 months

What if I prefer to use the spot-on treatment that I currently use?

- Unfortunately we cannot offer any other products to club members at the present time. You may still save money buying our annual Adult Healthcare Plan, where all the year's products are provided at a discount at the time of vaccination.

But I cannot give my cat a tablet!?

- A common problem! We undertake to provide a suitable spot-on alternative at a special price for club members, but you will need to collect that from the surgery. Please notify us when you sign up if you are unable to tablet your cat.

How old does my pet have to be before I can sign up?

- Dogs and cats of all ages are welcome. You may want to pay for a single parasite treatment, since the first home delivery can only happen after 4 weeks.
- Puppies and kittens can also join the Happy Pet Club. You may have to pay for the first vaccination and first month of parasite treatment. The second vaccination 4 weeks later and subsequent parasite treatments will all be covered by the plan.
- We will need to have an up-to-date weight for growing pets to ensure that the correct product size is posted. We recommend that pets are weighed regularly while growing.

What happens if I cancel my membership before the 12 month renewal date?

- You have to give us 3 months' notice if you wish to cancel your pet's membership.
- We shall charge an admin fee of £5 per pet when clients cancel midway through the 12 months subscription
- In addition to this you will be expected to pay for the value of the services and products that you have received to date less the total of the direct debits collected
- No refunds will be given