



Nidder Pty Ltd trading as Murray Bridge Veterinary Clinic ABN 34 007 931 875

PO Box 5181, (140 Swanport Road)

Murray Bridge SA 5253

Phone: (08) 8531 4000 ALL HOURS

Fax: (08) 8531 4099 Email: [mbvet@lm.net.au](mailto:mbvet@lm.net.au) [www.murraybridgevet.com.au](http://www.murraybridgevet.com.au)

### **Murray Bridge Veterinary Clinic Healthcare Plan**

Thank you for joining our healthcare plan and we look forward to seeing you and your pet soon. Regular health checks are a vital way to monitor your pet's ongoing health. This is the best way to keep your pet fit and healthy throughout its life.

Please note the clinic runs by appointment. You can book an appointment by

Phone: 08 8531 4000 Email: [mbvet@lm.net.au](mailto:mbvet@lm.net.au)

Online: <https://ap-booking.vetstoria.com/596d75ff648aa#!/?step=1> or

[www.murraybridgevet.com.au](http://www.murraybridgevet.com.au) and using the "make an appointment" tab.

Online bookings can be made 24/7 and with the vet of your choice.

#### **Terms and Conditions**

- All pets must be microchipped to be on a healthcare plan and each pet will have their own plan.
- The plan is **not** transferable between your own pets or other client's pets.
- A healthcare plan can be paid by someone other than the pets' owner. E.g.: parents can purchase a healthcare plan for their children's pets.
- The initial joining fee includes an establishment fee + the first month's payment. The plan can be used immediately after paying the joining fee. The plan can also be paid in full at registration.
- Unlimited veterinary consultations are for standard consultations\* only and does not include revisits\*\* or other specialised consultations\*\*\*. Procedures and medication will be billed as normal.

\* A standard consultation will be charged for any new condition, (or reoccurrence of an existing condition that has not been treated within the past 4 weeks).

\*\* A revisit consultation (at a reduced price) is charged for rechecking existing conditions (from a singular occurrence) within a 4 week period, if the condition is revisited longer than 4 weeks a standard consultation will be charged.

\*\*\* Specialised consultation includes, bandage changes, behavioural consultations, extended consults and Pentosan courses.

- Unlimited nurse consultations include: nail clipping, anal gland expression, weight and dental checks, and assist medication dispensing. Please note, any Veterinarian attention or sedation required will be additional costs.
- One annual blood and urine test is applicable only after 6 months on a healthcare plan. (or straight away if plan is paid in full).
- Discounts off pet food and parasite control is unlimited, but cannot be in conjunction with any other discount or promotion.
- 5% discount for food is given at the time of purchase. A further 10% is given after the 10<sup>th</sup> bag is purchased, in the way of a free bag of food.
- Discount on neutering and dental procedures is capped to once per year and cannot be in conjunction with any other discount or promotion.
- Monthly payments are set up with an external payment company called Vetpay. The only payments made to the clinic are the joining fee, and in the case of upfront payment of the entire 12 month plan.
- Any cancellations of the plan will result in a gap payment due and payable at the time of cancellation.

- In case of passing of the pet, please contact the clinic.
- The plans are set to automatically renew at month 13 - a reminder notice will be emailed. Please contact the clinic if you do not wish to renew your healthcare plan for another 12 months.
- Puppies and kittens may join the “Junior” Plan before the age of 8 months and will automatically renew to an “Adult” plan after 12 months.
- This is not insurance – the plan compliments your insurance as many insurance plans do not cover preventative care. Some premiums may so please contact your insurance company to make sure you know what is covered by your premium.