



St Kitts Veterinary Group Premier Pet Health Care Plan Terms & Conditions

Once you have joined the Plan, your pet can start enjoying the benefits immediately! There is however, a seven day cooling off period from the date of joining if you change your mind.

Your first monthly payment for each pet signed up is paid to your Practice the day the plan is set up. Please note that there is a one-off joining fee per pet of £5.00 which is collected with your first direct debit.

The Premier Pet Health Care Plan is a 12-month contract. On the 13th month, the plan will automatically renew for another year, so you don't have to worry about your pet missing out. If you wish to cancel at the end of the 12-month period, we ask for one month's notice if possible.

If for any reason you are unable to pay your direct debit, please let us know. If you cancel the direct debit, or payments are not collected, products and services you have had under the Plan within the 12 months will be charged at full price. Any payments you have already made will be deducted. We will then invoice you directly where the bill must be paid in full to your Practice.

We can dispense a maximum of three months' worth of flea, tick, and worming products at one time. You will need to call your Practice to order your pets preventative treatment which can be collected by you, for the next day. For us to be able to dispense preventative treatment we will need an updated weight for your pet. This allows us to provide the correct dose of flea, tick, and worming products.

You are not obligated to bring your pet every six months however please note that there is no reduction in fees or alternative services provided if these free checks are not taken. All health checks are by appointment only.

If you bring your pet in for a health check for a specific issue this will be charged as normal and does not come under the Plan.

Please be aware this is not a replacement for Pet Insurance. Our Premier Pet Care Plan is used to help spread the cost of routine and preventative treatments. We recommend taking out Pet Insurance in addition to this Plan.

If you have any queries regarding the Premier Pet Health Care Plan, please do not hesitate to get in touch.