# Paws and Go Health Plan – Terms and Conditions

## 1. About the Plan

The Paws and Go Health Plan is a preventative care subscription designed to spread the cost of routine veterinary care over 12 monthly payments. It is not an insurance policy and does not cover treatment for illness, injury, or emergencies.

## 2. Eligibility

* Available for cats and dogs registered with Paws and Go.
* Pets must be in reasonable health at the time of enrollment.
* Plan benefits apply only while monthly payments are up to date.

## 3. What’s Included

### Essential Plan includes:

* Dog - Annual leptospirosis and kennel cough if needed, ~3yr distemper, adenovirus and parvovirus vaccination with vet health check
* Cat – Annual herpes and calicivirus, ~3yr feline leukemia and panleucopenia viruses with vet check
* Second vaccination (if needed) administered by a nurse
* Microchip implantation
* Flea, tick & worming treatments included and delivered all within cost of subscription (as advised)
* Unlimited video consults with a nurse or vet, depending on availability (during working hours)
* One 6-month nurse health check
* Free nail clip/anal gland expression if done during a visit for another service
* 5% discount on all operations

### Holistic Plan includes:

* Holistic Plan package varies slightly as detailed below for both plans.
* For Dogs - Annual leptospirosis and kennel cough vaccination with vet health check
  + Titre testing for distemper, adenovirus & parvovirus every 3 years (or as needed) instead of the routine vaccinations and then vaccination included when required based on results
* For Cats – Every 3yr vaccination for feline leukemia virus with vet health check still yearly even if vaccination not required
  + Titre testings for herpes, calicivirus and feline panleucopenia virus every 3 years (or as needed) instead of routine vaccinations and then vaccination included when required based on results
* Faecal lab testing for gastrointestinal worms including lungworm testing (for dogs)
* 10% off flea, tick & worm treatments if needed if then required
* Free nail clip/anal gland expression if done during vaccination or 6 month check

## 4. What’s Not Included

* Treatment for illness, injury, or emergencies
* Out-of-hours consultations
* Any services not explicitly listed in your plan documentation
* Prescription medications other than those included in your plan (e.g. for parasite control)
* Services outside the standard Paws and Go service area
* Nail clipping and anal gland expression unless provided during another scheduled visit

## 5. Payments and Term

* Payments are made monthly by Direct Debit.
* Each plan has a 12-month minimum commitment and renews annually which is paid in monthly installments.
* If the plan is canceled early, and the value of used services exceeds the amount paid, the difference will be invoiced.

## 6. Cancellations and Refunds

* You may cancel the plan with 14 days written notice.
* We reserve the right to cancel if payments are missed or terms are breached.
* Refunds will not be issued for any unused services.

## 7. Booking and Use of Services

* All services must be booked in advance and are subject to availability.
* A missed appointment or cancellation with less than 24 hours' notice may incur a call-out fee.
* Services must be used within the 12-month period and cannot be rolled over.

## 8. Communication and Privacy

* We’ll use your provided contact details to send service reminders and plan communications.
* Your data is managed in accordance with our privacy policy.

## 9. Changes to the Plan

* We may update pricing, services, or terms annually.
* You’ll receive written notice via email at least 30 days in advance of any changes.