

Why enroll your pet in a Preventive Healthcare Plan?

Keeping your canine or feline companion healthy is very important to us. For that reason, we have designed Preventive Healthcare Plans to include the services we feel will help your pet stay healthier longer by detecting disease or preventing it before your pet shows any symptoms. Our Preventive Healthcare Plans have been designed so that you will enjoy these benefits:

- ★ *Affordable monthly payments for a comprehensive preventive healthcare plan for your pet..*
- ★ *Up to three free health examinations to be used when your pet is sick or injured. Now there is no need for you to wait and worry!*
- ★ *Proactive preventive healthcare for your pet to give them the best care to help them live a long, happy and healthy life.*

Hours:

Monday: 7:30 a.m. to 6:00 p.m.
Tuesday: 7:30 a.m. to 8:00 p.m.
Wednesday: 7:30 a.m. to 6:00 p.m.
Thursday: 7:30 a.m. to 6:00 p.m.
Friday: 7:30 a.m. to 5:00 p.m.
Saturday: 7:30 a.m. to 12:00 p.m. (noon)

After-hours:

London Veterinary Emergency Clinic
41 Adelaide St. N.
Phone: 519-432-7341

Our mission is to nurture, enrich and enhance the special bond families share with their pets through veterinary excellence.

Abbeydale Animal Hospital

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Abbeydale Animal Hospital



Preventive Healthcare Plans: Frequently Asked Questions



**Can I cancel my plan at any time?
What happens if my pet dies? Or I give
him away? Or we move?**

Yes, if you decide to cancel your plan, or, in the event of any of the other above scenarios, we would calculate the value of the services rendered to date at their regular price, subtract what you have already paid under the plan, and either invoice you the difference or give you a refund. This can take up to 30 days to process.

**If I don't use all the services
that are included in the plan that
I've purchased, do I get a refund?**

We will make every effort to ensure you use the services included in your plan before it expires, so that you receive the full benefit of the value of the plan, since we cannot refund any unused services.

**Can I prepay for the plan instead of
signing up for monthly payments?**

Yes, at any time, you can pay for the full balance of the plan with cash, Debit, Visa or Mastercard.

**I don't have a credit card, can I still
sign up? Can I leave you post-dated
cheques? Come in monthly to make a
payment?**

At this time, we can only offer the option of monthly payments through a Visa or Mastercard.



**(up to \$400 in
savings)**

**How will I know when my
plan is up for renewal?**

Approximately 45 days prior to the expiry of your plan, we will contact you to advise you that your plan will automatically renew for the next 12 months. Your monthly payments will be based on the prices in effect at that time. If your pet needs a different plan, we will discuss that with you at that time, and any associated plan fees.

**Can I adjust the plan to include just
the services that I want e.g. remove pre-
anesthetic bloodwork & ECG from my
kitten's spay plan?**

We feel that all the services included in our plans help us to detect disease or prevent it before your pet shows any symptoms. In the end, we feel the monthly payments and the discounts included in the plans make them very affordable, therefore, you can only qualify for the great savings and the monthly payment option under these plans, if you agree to purchase all of the services they include.

**If my pet has an emergency, and I cannot
pay for the care they need at that time, can I
add those fees to my monthly payment plan?**

Our Preventive Healthcare Plans are not intended to be used to cover unexpected surgical or medical expenses. Only the services included in the Preventive Healthcare Packages qualify for our monthly payment options. However, we do offer payment options through



a third party credit company called Pet-Card. We would also recommend you look into pet insurance before your pet has an emergency, to help cover the cost of any unexpected illness or injury.

**Is the recheck exam included in the plan
as part of the 3 free exams?**

You can use one of your "free exams" under the plan to cover the cost of your recheck exam, however you will not be receiving the full value of the examination since the regular fee for an examination is more than the fee for a recheck examination.

**When will my first payment be
charged to my credit card?**

**Can I change the date of the
credit card charge?**

To keep the cost of administration down, all monthly payments are processed on the 1st or the 15th of the month and will depend on the date you signed up for the plan. In addition, we cannot change the date the fee is charged to your credit card. For plans activated between the 1st and the 15th of the month, the first payment will be charged on the 15th of the following month. For plans activated between the 16th and the 31st, the first payment will be charged on the 1st of the 2nd consecutive month. For example, if you signed up on April 18th, your first monthly payment would be charged to your credit card on June 1st.