

**What Is Included?**

Only the preventive care services and treatments listed in the plan. It is not Insurance and does not cover illness. If you think your pet is sick, please call the hospital.

**What if I am not sure what options to select?**

If you are not sure which options to pick, go ahead and complete your enrollment and the Veterinary staff can add them later.

**What is the cost today?**

The enrollment fee and first month's payment will be taken today. One month from today, automated billing will start.

**Can I pay "in full" for the entire plan year?**

The online enrollment process will establish a month-to-month payment plan only. You can contact your merchant and request to pay off your plan at any time with no penalties.

**Can I cancel?**

You may cancel but you are responsible for paying the difference between the retail value of the services provided minus the payments that have been taken, excluding the enrollment fee.

**Is the plan transferrable?**

The enrollment is for a specific pet and owner. The plan and services cannot be transferred between pets or to other individuals.

**How will I know what services are used or which are available?**

Once you sign up, you will get an email confirming that you have signed up and it will also have instructions for your private pet portal where you can gain access to plan details during the year.

**Plan overview**

The plans have been created to deliver the recommended preventive care for your pet over 12-months, while providing affordable, monthly payments. The Plan is specific to this location and cannot be used elsewhere. You will receive monthly reminders and renewal notifications.

Please review the agreement before signing.