

MEMBERSHIP SIGN UP

Preventing The Preventable:

“SENIOR PET WELLNESS PLANS”

These plans are designed to maintain the long-term health of your pet and simplify members' budgeting with monthly payments.

To become a member of HIGHlands Veterinary Hospital Senior Wellness Plan, you must (i) be at least 18 years of age (ii) provide us an Australian residential address (not a PO Box); and (iii) set up a PayPal monthly direct credit payment authorisation.

Each membership is restricted to one Companion Animal, although a person may have multiple memberships if they own more than one Companion Animal. The services can only be used for one pet only when signing up and cannot be transferred to another pet.

On 1 July of each year the yearly subscription amount will be reviewed. You will be advised of any increase in subscription which will take effect from the anniversary date of your membership plan.

Each membership will be for a period of 12 months. You will receive a renewal reminder at least one month prior to expiry of the 12-month period. Membership will be renewed for a further 12-month period unless a cancellation request is lodged.

Should you wish to cancel your membership, you must provide us 14 days' notice in writing. We count this period from the date of your request. To cancel your membership please send an email to: info@highlandsveterinaryhospital.com.au. If your pet passes away, please contact us on 02 4872 1144 to end your membership.

Plan services are provided at significant discounts as compared to normal non-plan pricing. If you cancel within 12 months of joining (for any reason), services may have been performed that have not been fully paid for. In this situation you are responsible for the remaining payments of the plan or the full retail value for services used or products provided under the plan less payments made (whichever is less).

Also, services which remain unused in one year cannot be rolled-over or accumulated into the next year.

This plan and membership is not to be used in conjunction with any other offer or promotion.