

TERMS & CONDITIONS

The Best for Pet Program is an NVC Vets initiative which offers an annual membership to participating clients, allowing them access to select veterinary services provided by NVC Vets. Services do not include veterinary services not provided by NVC Vets unless specified.

Membership is limited to one (1) nominated Companion Animal (i.e. a domesticated canine or feline) per annual membership. Separate memberships must be purchased for each additional Companion Animal owned by a participating client ('member'). Each additional membership will have the membership fee discounted by 10%. Discounts are applied to the lowest cost membership held by the member.

Membership fees are regulated by NVC Vets and are as follows:

- Payment must be made by direct debit authority from the member's nominated bank account;
- The first installment is a \$100 flat fee of the annual membership fee;
- The balance membership fee is payable over the following eleven (11) months; and
- A renewal of annual membership paid via direct debit is by twelve (12) equal monthly payments.

Any dishonored direct debits will incur a \$10 dishonour fee which is payable at the next direct debit drawing.

The annual membership fee will be reviewed on 1 October of each year. Members will be advised of any change in the membership fee and subsequent changes will apply from the anniversary of the commencement of membership.

Membership is on an annual basis commencing from the date of subscription. A renewal notice will be sent to each member at least one (1) month prior to expiry of the annual membership. Membership automatically renews for a further twelve (12) month period unless the member notifies NVC Vets otherwise.

Members may opt out of membership at any time by written notification to NVC Vets. Members opting out of membership prior to the expiry of the annual term will be required to pay by direct debit the lesser of:

- (a) the difference between the normal value of the goods and services obtained through the Best for Pet Program and the total of membership payments made to date; or
- (b) the remaining total amount of membership fees.

MEMBERSHIP ENTITLES MEMBERS TO THE FOLLOWING: CANINE MEMBERSHIP:

- Entire course of usual annual vaccinations.
 - Annual vaccinations must be prescribed by your vet. Depending on your pet's age, health and vaccination history they may select a C4 or C5 for your canine. A C4 vaccination includes protection against distemper, hepatitis, parvovirus and parainfluenza. A C5 vaccination includes protection against distemper, hepatitis, parvovirus, parainfluenza and bordetella bronchiseptica.
- Unlimited veterinarian / veterinarian nurse consultations.
 - All consultations require an appointment and are to be scheduled during normal clinic hours. Therefore, the unlimited free consultations are not eligible during public holidays, after clinics normal hours of operation, housecalls, veterinary specialists or behaviour consultations. The consultations are available at all NVC Vets clinics and may be performed by a vet nurse or veterinarian. The consultations are to be a maximum of 20 minutes in length. Consultations that exceed 20 minutes are not covered by this program and are payable according to the usual current fee schedule.
- One (1) free preventative health care screen including a blood and urine test.
- Unlimited emergency centre consultations.
 - Emergency consultations are to be used if your pet requires urgent or critical health care when your normal NVC Vet clinic is closed (typically between the hours of 6PM and 8AM) and your pet requires care that is vital to their life. The emergency consultations do not include non-life threatening care that is not urgent or critical. Emergency consultations are only valid at NVC emergency centres located in Victoria. Visit www.nvcld.com.au/locations to find your nearest emergency centre.
- One (1) microchip.
 - A microchip will only be given to your pet if they require one. i.e. the Companion Animal does not currently have a microchip.
- Up to \$250 off a dental procedure.
 - The \$250 discount off a dental procedure is only valid once annually.
- 10% discount on professional veterinary services.
 - The 10% discount on professional services includes procedures, surgery, anaesthetics and imaging performed by your general practice veterinarian.
- 10% discount on parasite prevention, heartworm control, pet food and merchandise.
 - The 10% discount is on all parasite and heartworm control NVC Vets retail products as well as (SR12) an annual heartworm injection administered by your vet.

- Four (4) Hydrobaths.
 - *The free hydrobaths are only valid four (4) times per membership year. The hydrobathing service is only available at NVC Vets clinics that have hydrobathing facilities.*
- Exclusive member events and specials offered by NVC Vets from time to time.

All canine membership benefits and services will only be administered if advised by your veterinarian. Discounts and benefits included in the program are not to be used in conjunction with any other offer.

FELINE MEMBERSHIP:

- Entire course of usual annual vaccinations.
 - *Annual vaccinations must be prescribed by your vet. Depending on your pet's age, health and vaccination history they may select the F3 + FIV for your feline. The Feline Immunodeficiency virus (FIV) protects against feline AIDS and will require a course of 2 or 3 injections.*
- Unlimited veterinarian / veterinarian nurse consultations.
 - *All consultations require an appointment and are to be scheduled during normal clinic hours. Therefore, the unlimited free consultations are not eligible during public holidays, after clinics normal hours of operation, house calls, veterinary specialists or behaviour consultations. The consultations are available at all NVC Vets clinics and may be performed by a vet nurse or veterinarian. The consultations are to be a maximum of 20 minutes in length. Consultations that exceed 20 minutes are not covered by this program and are payable according to the usual current fee schedule.*
- One (1) free preventative health care screen including a blood and urine test.
- Unlimited emergency centre consultations.
 - *Emergency consultations are to be used if your pet requires urgent or critical health care when your normal NVC Vet clinic is closed (typically between the hours of 6PM and 8AM) and your pet requires care that is vital to their life. The emergency consultations do not include non-life threatening care that is not urgent or critical. Emergency consultations are only valid at NVC emergency centres located in Victoria. Visit www.nvcltd.com.au/locations to find your nearest emergency centre.*
- One (1) microchip.
 - *A microchip will only be given to your pet if they require one. i.e. the Companion Animal does not currently have a microchip.*
- Up to \$250 off a dental procedure.
 - *The \$250 discount off a dental procedure is only valid once annually.*
- 10% discount on professional veterinary services.
 - *The 10% discount on professional services includes procedures, surgery, anaesthetics and imaging performed by your general practice veterinarian.*
- 10% discount on parasite prevention, heartworm control, pet food and merchandise.
 - *The 10% discount is on all parasite and heartworm control NVC Vets clinic retail products.*

- Two (2) nights of cat boarding at a participating boarding facility.
 - *The free nights of cat boarding are only valid twice (2) per membership year. The boarding service is only available at NVC Vets clinics that have cat boarding facilities.*
- Exclusive member events and specials offered by NVC Vets from time to time.

All feline membership benefits and services will only be administered if advised by your veterinarian. Discounts and benefits included in the program are not to be used in conjunction with any other offer.

NVC Vets may revise the membership entitlements from time to time.

Any additional goods, services, consultations and/or treatments provided outside the membership entitlements will be payable according to the usual current fee schedule.

Membership may transfer the membership with the animal in circumstances where the Companion Animal is sold or given away and the transferee agrees to the terms of membership and provides their direct debit authority to NVC Vets.

Members may terminate their membership where their nominated Companion Animal has died. Where membership is terminated on this basis, the member may be eligible for an adjustment to any remaining membership fees.

FAIR USE POLICY

The member acknowledges these terms and conditions and agrees that the membership benefits are limited to reasonable usage. Reasonable usage is determined by NVC Vets may exclude entitlements to members on the basis of unreasonableness.

NVC Vets may vary this policy from time to time.

In circumstances where NVC Vets considers usage of a benefit to be unreasonable, NVC Vets may:

- notify the member that the usage is unreasonable; and
- if the unreasonable usage continues after notification, may without any further notice, terminate the membership.

ACKNOWLEDGEMENT:

The member acknowledges these terms and conditions and agrees that by applying for membership and/or accepting any membership benefits that they (jointly and severally if applicable) are bound by these terms and conditions and any other terms and conditions notified by NVC Limited from time to time.

IMPORTANT NOTES:

NVC Vets includes NVC Limited ACN 166 200 059 and any of its related entities. Further details can be obtained from your local NVC Vets.

The Best for Pet Program is not any form of pet insurance. By becoming a member of the Best for Pet Program you are not obtaining pet insurance coverage.

Terms and conditions are current as of 1st October 2015.