



Terms and Conditions of The Hampshire Wellness Club (HWC) Subscription

1 Fair Usage Policy

The HWC 'Standard' subscription is subject to a fair usage policy to ensure equitable access to services for all subscribers and maintain the quality of care provided by The Hampshire Vet.

2 Quality of Care

The Hampshire Vet reserves the right to provide thorough and appropriate care during each consultation, as determined by our experienced veterinary professionals. Subscribers are encouraged to provide accurate and detailed information about their pet's health to facilitate efficient and effective consultations.

3 Standard Subscription Specifics:

3.1 Fair Usage Policy

The HWC 'Standard' subscription is subject to a fair usage policy to ensure equitable access to services for all subscribers and maintain the quality of care provided by The Hampshire Vet.

3.2 Services included:

The HWC 'Standard' subscription covers the following services conducted at The Hampshire Vet:

- One vet consultation (to be used within normal opening hours: Mon-Fri: 8am-7pm, Sat 9am-12pm)
- Anal gland checks (with nurse) or Nail clip – 2 per year
- 12 months supply of parasite control delivered on a quarterly basis
- 10% discount on in house lab fees
- 10% discount on scale & polish dental procedure
- Vaccinations
 - adult pets a single annual booster
 - kennel cough given at time of annual booster (dogs only)
 - Puppy and Kitten vaccinations (full course)
- Microchip implantation (if required)

3.3 Services not included:

The HWC 'Standard' subscription does not cover the following:

- Anal gland checks with a vet
- Nail clips with a vet
- External lab fees
- Restart vaccinations requiring multiple injections (one injection will be included).



4 Unlimited Subscription Specifics

4.1 Definition of The 'Unlimited' Subscription

The 'Unlimited' subscription offered by The Hampshire Vet entitles subscribers to access an unlimited number of veterinary consultations within a given month, in line with points 4.2 and 4.3.

4.2 Fair Usage Policy

While the subscription offers unlimited consultations, it is subject to a fair usage policy to ensure equitable access to services for all subscribers and maintain the quality of care provided by The Hampshire Vet.

4.3 Reasonable Usage

Subscribers are expected to use the unlimited consultation service responsibly and reasonably. Excessive or abusive use, including but not limited to frivolous inquiries, repeated consultations for the same issue without progress, or consultations unrelated to pet health, may result in the suspension or termination of the subscription. This will be determined by the clinical directors of The Hampshire Vet.

4.4 Services included:

The Unlimited subscription covers the following services conducted at The Hampshire Vet:

- Unlimited consultations outlined in point 4.4 of this T&C document.
- 12 months supply of parasite control delivered on a quarterly basis
- 10% discount on in house lab fees
- 10% discount on scale & polish dental procedure
- Vaccinations
 - adult pets a single annual booster
 - kennel cough given at time of annual booster (dogs only)
 - Puppy and Kitten vaccinations (full course)
- Microchip implantation (if required)
- Insurance administration fees (paperwork only)
 - Claims processed on a monthly basis

4.5 Consultations included

The 'Unlimited' subscription covers the following services conducted at The Hampshire Vet:

- First consultations and subsequent follow-up day time consultations for ongoing issues.
- Anal gland checks (with nurse only)
- Nail clip (with nurse only)
- Pre-operative checks
- Prescription checks.

4.6 Consultations not included

The unlimited Consultations subscription does not cover the following:

- Consultations with specialists or external vets seen at The Hampshire Vet
- Referral consultations
- Out-of-hours consultations falling outside of the following hours: Mon-Fri 8am-7pm, Sat 9am-12pm and all day Sunday.
- Consultations conducted at alternative premises or practices outside of The Hampshire Vet



5 Non-Transferable

The HWC subscription is non-transferable and is only valid for the registered pet of the subscriber. Consultations cannot be shared or transferred to other individuals or pets.

6 Payment and Renewal

Subscribers are responsible for the timely payment of the monthly subscription fee. Failure to pay may result in the suspension or termination of the subscription, as outlined in our general terms and conditions. Failure to make timely payment for two separate months will invalidate the subscription and payment for the full value of consultations will be due. The subscriber will also be ineligible for future subscription to other subscription services provided by The Hampshire Vet.

7 Modification and Termination

The Hampshire Vet reserves the right to modify or terminate the subscription, including the fair usage policy, at any time without prior notice. Subscribers will be informed of any changes via email or through our website.

8 Compliance

Subscribers are expected to comply with all applicable laws and regulations governing veterinary services, including but not limited to licensing requirements, prescription drug regulations, and animal welfare standards.

9 Liability

The Hampshire Vet shall not be liable for any damages, losses, or injuries arising from the use of the HWC 'Standard' subscription, including but not limited to misdiagnosis, delays in treatment, or adverse outcomes.

10 Acceptance

By subscribing to the HWC service, subscribers acknowledge and agree to abide by the terms and conditions, including the fair usage policy, outlined herein.

11 Cancellation Policy

If the HWC subscription is cancelled within 12 months of its renewal date, subscribers may be liable for the full value of services received during the subscription period, minus the value of subscription payments made up to the cancellation date. This liability will be determined based on the standard fees applicable at The Hampshire Vet. Subscribers will be notified of any outstanding balances and are responsible for settling any dues in a timely manner. Cancellation without liable fees must be made within 7 days of the renewal date of the subscription, failure to do so, or use of services falling into the new subscription year will incur the full value of services received.

12 Debt Settlement and Access to Services

Subscribers with outstanding balances resulting from the cancellation of the HWC 'Standard' subscription will not be able to receive any further veterinary advice or treatment until the debt is settled in full. Failure to settle the outstanding balance within 30 days may result in the engagement of a debt collection agency to recover the amount owed. Should this arise, the client will be requested to seek alternative arrangements for on going veterinary care. Subscribers are responsible for any additional fees or charges incurred as a result of debt collection efforts.

