



## Care Plan Contract

Please read carefully and call our office with any questions you may have. You may sign up in person at the office or from the comfort of your home online. If you sign up online please print, read and sign this form. You will need to have it with you during your pet's first care plan visit. Then select the "enroll" button for the plan that best fits your pet's needs and enter the needed information. It's that easy!

Congratulations on becoming a member of Silverlake's Care Plan! This plan was designed to help you provide the best medical care for your pet. The following is an outline of the plan details:

### ***What's Included:***

- All the routine care and services your pet will need for the next 12 months at a 10% discount!
- Comprehensive Examinations consultation with the veterinarian with every vaccination
- All routine vaccinations needed
- Comprehensive Bloodwork (if included in your specific plan)
- Heartworm test or FIV/FELV test (if included in your specific plan)
- Nail Trims (if included in your specific plan)
- Comprehensive Intestinal Parasite Screening/Fecal tests
- Additional Comprehensive Examinations if needed with a \$39 copay

### ***What's NOT Included:***

- Any diagnostics/treatment not explicitly listed above or not considered routine such as but not limited to (skin scraping, fungal cultures, urinalysis, treatment of diarrhea/upper respiratory infection, demodex, skin infections or fecal cytology, etc)
- Medications or food
- Heartworm or flea prevention (unless included in your specific plan)
- Vaccinations and services for your pet's next annual visit even if you schedule the visit within the 12 month period of the contract (eg - you schedule the next annual vaccinations early)

### ***How the Plan Works:***

- Sign up and pay an initial account setup fee of \$50.00 (this is non-refundable)
- The monthly installment will be automatically deducted from your bank account
- If the Plan is paid in full at the time of sign-up, the enrollment fee of \$50.00 will be waived
- The Plan is not transferrable to another pet, or person. If you give your pet away - the plan will not transfer to the new owner.
- You may cancel the Plan at any time. The enrollment fee of \$50.00 is not refundable. You will be charged the full retail cost of the services we have provided you minus what you have paid and receive a refund of the balance. We reserve the right to continue the monthly payments until your balance is paid in full.



## Care Plan Contract

### Silverlake Animal Hospital - Care Plan Terms and Conditions

Your Care Plan provides the services explicitly listed on the Care Plan Contract. It does not include any services not listed there, any services provided by anyone other than Silverlake Animal Hospital, or any fees for medical care or recommended as a result of vaccination, illness, emergency or injury. Fees for services not included in the Care Plan will be determined in accordance of the fee schedule in place at the time and must be paid in full at the time services are rendered.

### General Terms of Use

This agreement is between Silverlake Animal Hospital (Provider) and the pet owner (Member). The services offerer by the Provider are not transferable to another Pet or assignable to another person. This agreement applies only to the Pet and owner/(Member) designated on the Care Plan Contract page while owned by the Member. Provider reserves the right to charge a missed appointment fee equal to the normal office visit fee for a missed appointment/drop-off if the Member fails to cancel the appointment with at least 24 hours notice.

### Term of Contract

The contract is good for up to 12 months from the date the contract is signed. You may not schedule your pet's next annual Vaccinations early - these services are not provided in the Care Plan, even if these services are scheduled within the 12 months of the contract.

### Payments/Refunds

Monthly payments will be automatically deducted from the Member's bank account of choice. A non-refundable overdraft fee of \$25 will be billed to the Member for insufficient funds, or for any reason a scheduled payment is unable to be processed. Member is responsible for notifying Provider for any changes in billing account information. Refunds will not be given on unused services.

### Cancellation

Either Provider or Member can cancel this agreement at any time, but there may be monies due upon cancellation. The account set-up fee is non-refundable. The Member will owe the balance of the full retail value of the services provided to such date, minus any monies paid by the Member to such date of cancellation. If the Provider is owed monies the Member agrees to continue monthly payments until the balance is zero or may elect to pay off the balance in full.

### Exclusions

The following items are not included in this Agreement; products purchased either from within Silverlake Animal Hospital or from the on-line store, services including office visits/consultations rendered by anyone other than Silverlake Animal Hospital. Please read, check the boxes and sign below if you agree to become a Care Plan Member. By signing you are agreeing to the terms and conditions set forth in this Care Plan Contract, and agree for Silverlake Animal Hospital to debit your bank account for the monthly installment amount.

I understand that if my pet needs additional services, exams and/or diagnostics that are not listed in the Care Plan, payment will be due at the time of services. (ie. spay, neuter, dental cleaning, and treatment for illnesses)

I understand that the Plan does not cover heartworm/flea prevention (Unless enrolled in the Premier Plan) or other medications that my pet may need.

Member Signature:

Date: