

## Health Plan Terms and Conditions

Pet's Name: \_\_\_\_\_

Owner's Full Name: \_\_\_\_\_

Health Plan: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

This health plan provides the services listed on the reverse side of this page for the corresponding species (dog or cat). The health plan is a package deal and we cannot pro-rate the health plan fee for services your Pet already has (i.e. microchip) nor can we discount the health plan fee for any reason (i.e. Pet Assure). It does not include any services *not* listed there; any services provided by anyone other than Lee's Hill Pet Hospital, Inc., hereafter referred to as Provider; nor any costs resulting from transfer to a specialist or emergency facility. Charges for non-health plan services will be determined in accordance with the fee schedule in effect at the time and must be paid in full at the time services are rendered.

**General Terms of Use:** This Agreement and the services provided are for \_\_\_\_\_ (Pet's Name), hereafter referred to as Pet, and are not transferable to another pet. This Agreement applies only to the Pet designated above while owned by \_\_\_\_\_ (Owner's name), hereafter referred to as Member. Member understands he or she must notify Lee's Hill Pet Hospital in writing if ownership of Pet is transferred. The new owner will need to sign a separate Agreement and the Agreement end date will not be changed.

**Unlimited Discounted Exams:** Member will be charged a co-pay of \$15 for a scheduled exam with a doctor--this includes comprehensive exams, wellness exams, recheck exams, pre-surgical exams, and telemedicine consults. Member will be charged a co-pay of \$5 for scheduled appointments with a technician. This co-pay covers the doctor exam or technician time only, any other services provided during the appointment or items sent home will be charged according to the fee schedule in effect at that time. Of course, any services rendered that are included under this health plan (i.e. fecal flotation) will be free of charge. **Emergency exams and work-in appointments for either a doctor or a technician will not be discounted.** Provider cannot make any guarantees regarding availability for appointments. Be advised, if we are booked or at capacity, we may not be able to offer an appointment same-day or we may have to refer Pet to another facility for care.

**Missed Appointment Fees:** Provider reserves the right to charge a missed appointment fee for any appointment missed, cancelled, or rescheduled without at least 12 hours notice. The fees are as follows:

- Doctor's Appointment or Drop-Off Appointment -- \$35
- Technician Appointment -- \$10
- Appointment for Surgery or Anesthetic Procedure -- \$75

**Term and Renewal:** This Agreement is effective on the start date above for a term of 12 months (365 days). Member is responsible to use the services listed prior to the end of the Agreement term. If the Agreement ends prior to all included services being used, the cost of these services will not be refunded nor can the services be provided at no charge or at any discounted rate after the Agreement term has ended. Provider will not notify Member prior to the end of the Agreement. This Agreement will NOT automatically renew.

**Cancellation:** Either Provider or Member may cancel this Agreement at any time for any reason, but Provider cannot refund any portion of a health plan that is unused. There are two exceptions: (1) transfer of ownership of Pet or (2) death of Pet prior to the end date of this Agreement. In the event of either of these exceptions, if the total undiscounted retail value of services rendered since the start date is less than the sum paid by Member for the health plan, this difference will be refunded to Member. Provider must be notified within 30 days of either event or before end of Agreement (whichever comes first) or Member will not be granted a refund. No refund will be granted after end of the Agreement for any reason.

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date