

Lifetime Care Club

FREQUENTLY ASKED QUESTIONS

1. When will my first payment come out?

Speak to a member of the team.

2. Are full course vaccinations included in the plan?

No, you will need to pay the difference of £20 for both dogs and cats.

3. I have already paid for my full course vaccination but now want to join the plan

Your plan will include your pet's booster vaccination in 12 months' time.

4. I have joined today. Can I take my pets flea and worm treatment now?

Yes, we allow one month's flea treatment to be taken at the time you join the plan. You may take 3 months of flea and worm treatment after your first direct debit payment has been taken.

5. What flea treatment does the plan include?

The plan includes Nexgard Spectra for dogs and Nexgard Combo for cats.

6. I want my pets to have different flea treatments than on the plan?

We have tried to create the best plan possible for your pet, at an affordable price.

If is a medical reason why your pet cannot have the products included in the plan you may

discuss this with a member of the team. Please note that different products may incur additional charges.

7. How many tapeworm treatments does the plan include?

The plan includes up to 4 doses of Milprazon for dogs, dependent on lifestyle/location. Cats are treated monthly within Nexgard Combo.

8. My pet has weighed heavier today than he/she normally does, can I sign up to the lower weight bracket?

No, the correct dosage of medication your pet is based on their weight at the time. Incorrect dosing can affect the efficacy of the product. Please do not worry, we can weigh your pet next time and adjust the plan as necessary.

9. Is there an age limit to adding my pet to the plan?

No, in fact joining with older pets has the added benefits of free monthly nurse clinics, discounts on long term medications and even includes a 6 monthly prescription check.

10. I want to cancel my plan.

There is a £20 (+ VAT) cancellation fee if the plan is cancelled before the end of the year. The difference between benefits used and fees paid will be calculated. Overpayments will be credited to your account and under payments will become due immediately.

The cancellation fee will not be charged should your pet sadly pass away or is put to sleep.

11. Can I pay for my flea and wormer to be posted out?

Yes, this is a charge of £15.00 per household, per year. We do not charge £15.00 per pet; we just require payment for the year before posting out any treatment. If you wish to continue with the service after the year has ended, we require an additional payment of £15.00.

Please remember it is your responsibility to utilise the plan to its full value. Please read the terms and conditions in your brochure.

How much can I save if I join the plan?

The table below shows the savings made if utilising the plan to its full potential.

**Additional savings can be made on other products & services.*

	Rabbit	Cat	Dog 0-10kg	Dog 10-25kg	Dog 25-40kg	Dog 40-60kg	Dog 60+kg
LCC monthly cost	£13.50	£14.50	£14.50	£16.50	£18.50	£20.00	£22.00
LCC annual cost	£162	£174	£174	£198	£222	£240	£264
Annual cost (PAYG)	£312.63	£306.14	£445.80	£508.28	£520.93	£580.57	£789.31
Savings	£150.63	£132.14	£271.80	£310.28	£298.93	£340.57	£525.31
Savings %	48%	43%	61%	61%	57%	59%	67%