



CATS & DOGS

WELLNESS PLANS

FREQUENTLY ASKED QUESTIONS

What are wellness plans?

Wellness plans are meant to be a **budgeting tool**, to help pet parents budget for their pet's preventative health care throughout the year. By spreading the costs into **monthly payments**, our goal is to make it easier to provide high quality preventative health care, based on life stage recommendations by the American Association of Feline Practitioners / Feline Veterinary Medical Association and American Animal Hospital Association.

Are wellness plans the same thing as pet insurance?

No. Our wellness plans focus on preventative health care. Some pet insurance policies may cover preventative health care, while others will only cover illnesses and accidents. If you have purchased insurance for your pet, check if it includes preventative health care. If it does, then there is no need for your pet to also be enrolled in one of our wellness plans! If it does not, then a wellness plan may be an additional helpful budgeting tool for you.

Wellness plans cover your pet's expected routine costs. We recommend pet insurance to cover the unexpected unpleasant surprises.

Do I have to pay the upfront yearly fee every year?

Yes, the upfront yearly fee is paid every year, at the start of a new yearly subscription.



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What happens at the end of my 12 month subscription?

The subscription will NOT auto-renew. We will contact you to advise you that the subscription is coming to an end. If you wish to re-enroll your pet, you may do so at that time.

Are the wellness plan items priced at a discounted rate?

The intention of our plans is to **spread out the regular cost of high quality preventative care into smaller payments. However, there are some perks included!** For example, for pets who are on a wellness plan, one refill of Fear Free medication is included for every exam. Adults and seniors get one free drop-off visit a year. Some of our plans already include 6 months of seasonal parasite prevention, but there is the option to pick up additional doses at a discount. Cats on wellness plans get complimentary nail trims with their exams. Otherwise, unless stated, all other items are regular price.

What happens if I cancel the plan before the full 12 months, without using everything that is included?

You can cancel your plan at any time, but **we require 30 days written notice.** An email is fine.

Regardless of the cause of cancellation (eg. you change your mind, you move away, you no longer have your pet), you will be required to **pay the lesser of the following 2 amounts:** either the remaining payments left during the term of the plan, **OR** the total value of the products and services used up until the point of cancellation, minus the amount you already paid into the plan throughout the year.



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What if I don't want to use everything included in the plan?

Please look closely at what the plan includes before subscribing. For example, if you already know you do not want to neuter your dog, do not subscribe to the puppy plan, which includes neutering. The plans are designed to provide products and services that are frequently requested by owners who have pets in that age range. However, we can never have a perfect "one-size-fits-all" when it comes to health care.

What if I want to delay spaying or neutering my dog?

The timing of your dog's spay or neuter is dependent on many factors. **We may recommend delaying your large breed dog's spay or neuter until they have reached skeletal maturity.** This could be 12 to 18 months of age (or even later). **The spay/neuter can be done at any time, including after the end of the wellness plan.** Please note that our plans include the cost of the spay/neuter of a 10 kg dog; if your dog is over 10 kg, there is an additional fee based on their weight, payable at the time of surgery.

The above applies to dogs only. For cats, we very strongly recommend spaying/neutering prior to sexual maturity, ie. at approximately 6 months of age, or younger.



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What if my puppy/kitten only needs one more check up, rather than the two included in the plan?

If your puppy or kitten already had their 12 week visit elsewhere and only needs their 16 week visit, then **the cost of the 12 week visit will be removed from the total cost of the plan. The upfront yearly fee will remain the same. The monthly payments will be reduced.**

What is Fear Free Medication?

Our goal is for your pet to have a positive and fear free experience at AVC. Despite our best efforts, some pets are not as happy to see us, as we are to see them! Gabapentin and trazodone are **sedative anti-anxiety medications** commonly used to reduce fear and anxiety during travel and vet visits. By helping our pets to be fear free, it makes it **easier to perform a thorough physical exam, take blood, give vaccines, or provide other treatments.**

For pets who are on wellness plans, **one refill is included at no charge for every exam.**

Can I enroll my pet in a plan outside of their age group?

While our plans are designed to provide high quality life stage specific preventative health care, we recognize that not all pets age the same way. For example, giant breed dogs are considered seniors sooner than 10 years of age. **Talk to our team** about what you are looking for, and they can help you find the most suitable plan.