



WHEELHOUSE HEALTHCARE PLAN



We have created a new Plan, for both dogs and cats, which allows you to budget for their veterinary care. By making a small monthly payment to the **Wheelhouse Healthcare Plan**, you ensure that you **will not have to pay any veterinary bills**, other than an initial fee, for each illness or accident.

The Healthcare Plan is not an insurance policy. It does not provide Third Party Liability. This is unnecessary for cats, and for dogs many household policies provide this cover, so it is unnecessary to duplicate it.

However, we do find that many existing pet health care policies are becoming increasingly costly because of expensive marketing and the high overheads of the companies providing such policies. In addition, they may provide cover that is restricted by both age and large excesses. Some companies will not cover your pet once it has contracted certain illnesses or will refuse future cover in some circumstances, regardless of how long you have been their customer.

Our aim is to create a Plan that will cover your veterinary expenses **without claim forms**, and to **remove the uncertainty of waiting for reimbursement of bills**.

The **Wheelhouse Healthcare Plan** provides treatment, drugs, surgery and advice (excluding the initial fee of £65.00), for a monthly cost of:

Cats £14.00 Dogs from £26.00 Rabbits £5.00 (all inc. VAT)

- We include 25% off all recommended vaccinations per year.
- We include 25% off routine dentistry, spays and castrations.
- We cover the cost of treatment for puppies and kittens from the age of 6 weeks.
- We take a little of the pain out of losing your dog or cat by including the cost of euthanasia.
- We do not include pregnancy, whelping or kitting, flea treatments, wormers, identichips, pet passports, nutraceuticals and supplements.
- If your pet already has an existing or recurrent condition, we will not include any treatment relating to this.
- The cost of veterinary care for dogs is closely related to their breed or size. The monthly fee is £26.00 for most dogs. Large dogs including Labrador, Boxer, Old English Sheepdog, Giant Schnauzer, Standard Poodle, Airedale, Setters, German Shepherd Dogs, Retrievers and other comparable breeds are covered for £31.50. Very large dogs including Great Dane, Wolf Hound, Deerhound, Mountain Breeds, St. Bernard, Newfoundland, Rottweiler, Rhodesian Ridgeback, English Mastiff,



WHEELHOUSE HEALTHCARE PLAN AGREEMENT

This agreement is between you and The Wheel House Veterinary Group in Chesham, Little Chalfont and Amersham.

The Wheel House promises:

1. To see you when your pet needs attention.
2. To provide the best care that the surgery may feel is appropriate for your pet. This may include obtaining specialist advice from a third party.
3. Not to charge you for drugs, operations, hospitalisation or aftercare, apart from an initial fee of £65.00.
4. To give you a discount of 25% on all recommended vaccinations each year.
5. To give a 25% discount on spaying, castration & dentistry.
6. To provide a month's treatment for each monthly payment that you make.
7. To cover the cost of euthanasia.
8. To provide at least a month's notice of any change in the terms and conditions of the Plan.

You promise:

1. To pay your monthly charge.
2. To remain on the scheme for a minimum of six months.
3. To inform The Wheel House of any change of address or other relevant circumstance.
4. To give one month's notice if you wish to leave the scheme.
5. To discuss any pre-existing or recurrent conditions affecting your pet with a member of The Wheel House Veterinary Group staff before joining the Plan.

I have read the paragraphs above and I have discussed my membership of the Plan with a member of The Wheel House staff, either on the telephone or in person. I also understand that treatments offered by The Wheel House vets are entirely at their discretion, as I accept that they are best qualified to judge what is right for my pet.

Signed _____ Date _____

Print Name Mr / Mrs / Ms / Miss _____

Address _____

_____ Postcode _____

Telephone Number _____

Under type of pet: if pedigree, please state breed. If crossbreed, state small, medium or large.

Pet(s)	Name	Type	Age
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____



Please fill in the whole form using a ball point pen and send it to:



Instruction to your Bank or Building Society to pay by Direct Debit

Originator's Identification Number

--	--	--	--	--	--

THE WHEELHOUSE HEALTHCARE PLAN

AMERSHAM ROAD
CHESHAM
BUCKS
HP5 1NQ

Name(s) of Account Holder(s)

Branch Sort Code

--	--	--	--	--	--

Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Name and full postal address of your Bank or Building Society

To the Manager	Bank/Building Society
Address	

Postcode	

Reference Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

FOR WHEELHOUSE HEALTHCARE PLAN OFFICIAL USE ONLY
This is not part of the Instruction to your Bank or Building Society

Instruction to your Bank or Building Society
Please pay Wheelhouse Healthcare Plan Direct Debits from the account detailed in the instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Wheelhouse Healthcare Plan and if so, details will be passed electronically to my Bank/Building Society

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Wheelhouse Healthcare Plan will notify you 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Wheelhouse Healthcare Plan or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of the letter to us.



Bloodhound and other comparable breeds are covered for £37.50 per month. Please ask if you are uncertain of your premium.

- The amount of veterinary care you will require increases greatly as your pet gets older and although it is our aim to cover your pet for life we would not want you to pay larger premiums until you are more likely to need that amount of treatment. Therefore the premium is increased by £9.00 per month once your dog reaches the age of 10 years.
- We are always grateful if you can attend the surgery with your pet, as this will keep the costs down for you. The standard charge for a visit applies even if you are a member of The Wheelhouse Healthcare Plan.
- Once on the Plan, we will always provide the best care that we feel is appropriate for your pet, including sending it to a "specialist" centre, (up to a lifetime cost of £2,500.00), should that type of help be necessary. The treatment that we provide is always at the discretion of our vets, who we feel are best qualified to judge what is right for your pet.
- The Wheelhouse Veterinary Centre reserves the right to refuse membership of the Plan, especially when it is not in your best interests to join.
- The terms and conditions of the Plan may vary. We will always give you at least a month's notice before making any change.

FREQUENTLY ASKED QUESTIONS

Do you only cover healthy pets?

No. The scheme will take any pet, but cannot cover a known existing condition. You can still join to cover any future events other than the ones we both know about.

Will you drop my pet from the scheme when it gets older?

No. Unlike most of the pet insurance Plans our Wheelhouse Healthcare Plan is not insurance - but our attempt to cover all the likely veterinary costs of dogs and cats as long as they live.

How can I pay?

Annually or by direct debit, on a monthly basis.

What about vaccinations?

All members of The Wheelhouse Healthcare Plan receive a 25% discount on annual vaccinations to encourage you to protect your pet as much as possible. However, unlike some pet insurance policies, it does not invalidate your membership of the scheme if you fall behind with these.

How soon am I covered?

Immediately you sign the agreement and we receive your payment or direct debit instructions.

Are spaying, castration and dentistry covered?

No. However, there is a 25% discount for members of the Plan.

What if my pet needs long term medication?

If your pet needs long term medication the Plan covers all of the costs (except the initial consultation) for the first six months. After that time we ask you to pay for 50% of the cost of the drugs used for that condition. Our professional services and ongoing clinical care are provided indefinitely by the Healthcare Plan.

What happens if I have to call out the vet outside normal surgery hours?

Providing the vet treats your pet at the surgery, all of the treatment and drugs are covered as normal. You will only pay the normal initial fee plus the Vet's call-out fee.

What happens if I request the vet to visit me at my home?

You pay the normal initial fee plus a "visit" fee.

Are prescription veterinary diets covered?

No. The majority of the cost is the normal cost of feeding your pet.

I have 3 dogs and 1 cat; do I get a discount?

Yes. Once you have four pets on the Plan there is a 10% discount for each animal.

Does The Wheelhouse Healthcare Plan put a limit on the amount of support given to each pet?

Treatment by referral to a specialist centre is limited to a total of £2,500. Treatment by The Wheelhouse Veterinary Group is unlimited.

What happens if my pet is ill whilst away on holiday?

Take your pet to a local veterinary surgeon for treatment and pay their account. Bring a receipt to the Wheelhouse and we will reimburse you.