

# Preventive Health Plans: Frequently Asked Questions

## **Is this pet insurance and is there a deductible?**

No, the Preventative Care Plans are NOT insurance and there is NO deductible. The plans ensure that the pets receive the yearly preventive healthcare to improve their quality of life, help them live longer and provide a convenient and affordable way to budget your pet's healthcare.

## **What if my pet dies or becomes lost? What if I move?**

It is possible to cancel the plan in the event your pet becomes lost, has passed away or you have moved out of the area. Please contact one of team members to help you determine the best option for cancellation of the plan in your individual situation.

## **What if I give my pet away, Can I transfer the plan to another owner?**

If your pet needs to be given to another care provider, it is possible for them to continue on the Preventative Care Plan at Avon Animal Hospital. The new provider must agree to review and sign all required documentation and Terms and Conditions to take over the plan. If the care provider decides not to continue with the plan, then the original owner is responsible for cancelling the plan based on the Terms and Conditions set forth and agreed upon at enrolment.

## **What happens if I cancel part way through the year?**

A benefit to having a Preventive Care Plan is that the goods and services provided are discounted. Owners can cancel the plan before the end of the year; however the owner is responsible for the remaining payments on the plan or the full retail value of the services that have been provided to date. Please contact one of team members to help you determine your best option.

## **What if I don't use all or want all services outlined?**

Our veterinarians will customize your pet's plan based on the best possible care for your individual pet. Most of our plans (with the exception of the Basic Plans) provide you and your vet the flexibility to create a plan you are comfortable with.

## **Can I pay the full annual cost upfront instead of the monthly payments and how do you accept payment?**

Owners have the option of paying the annual cost upfront or make monthly payments on any of the preventive plans. Monthly payments can be made by automatic credit card payments or post-dated cheques. Payments in full may be made by credit card or debit.

## **What do the plans cost?**

Because of regulations set by the Nova Scotia Veterinarian Medical Association, we are unable to advertise pricing. Our team will be happy to provide you pricing once your veterinarian determines the best plan for your pet.

## **Can I buy this plan and give it as a gift?**

Yes, if the person is a client at our clinic, we can set up their pet on a preventive plan. However, the current owner must be in agreement and will be required to agree to the Terms & Conditions.

## **Does this cover all my pet's needs?**

Our plans only cover preventive healthcare. In the event your pet becomes sick or suffers an injury, you will be charged accordingly. As a plan member however, you will be eligible for discounts on all services and pharmacy items. All services outside of your preventive plan must be paid in full at time of service.

## **Have additional questions?**

Please call our team of pet health care specialists at (902)798-4633 or email [avonvets@ns.sympatico.ca](mailto:avonvets@ns.sympatico.ca) and we'll be happy to answer all of your questions!

