

This agreement is made on (date) _____ between Valley View Pet Health Center, 2561 Valley View Lane, Farmers Branch, TX 75234 (hereafter known as “VVPHC”) and _____ (hereafter known as “client”).

Client address: _____

Phone number: _____ Name: _____

Phone number 2: _____ Name: _____

Phone number 3: _____ Name: _____

email: _____

Name of pet: _____ Microchip #: _____

Breed: _____ Color: _____

Gender: _____ spayed neutered Age: _____

- VVPHC Annual Wellness Plans are intended for preventive care use only and is no way to be considered as “pet health insurance” or “indemnity property insurance”.
- This plan is available only for the client and pet that it was purchased for. Plans are non-transferable to different or new pets, and cannot be transferred between family or new owners.
- Plan must be used within 12 months of purchase date. This agreement will auto-renew 12 months from the date this contract was signed unless canceled by either party with a 30 day notice. No sign-up fee will be charged with renewal.
 - If the client cancels before any services are rendered, the entire amount paid for the current year will be refunded, minus the sign-up fee.
 - If the client cancels after any services are rendered, VVPHC retains the entire amount of the sign-up fee and all monthly payments.
 - If the client cancels after any services are rendered, the client will be liable to VVPHC for remaining installments for the year, or the full amount of the standard price of services already rendered – whichever is less.
 - If a patient dies or the client moves, the client will pay the balance of payments or the standard price for services rendered – whichever is less.
 - There are no refunds from any prior year, for any reason. This includes, but is not limited to reasons of pet death, loss, surrender, sell, or move.
 - If the client restarts a wellness program after termination, he or she must re-apply and pay the sign-up fee.
- All pets enrolled in a wellness plan must have microchip identification.
- Plan levels may be upgraded at any time by notifying VVPHC. Plan upgrades will require payment of the monthly cost difference from the beginning of the contract year to the date of upgrade.
- VVPHC reserves the right to adjust monthly fees on any enrollment anniversary date and to cease to provide the plans at any time.

- Annual Wellness Plans may be paid in full at time of registration, or paid by monthly payments. A one-time registration fee of \$39 along with the first month payment must be paid at VVPHC at the time this contract is signed.
 - Monthly payments will be auto-deducted from your bank account. An overdraft and reprocessing fee of \$30 will be charged for any rejected charges.
 - The client is responsible for notifying the provider if there is a change in the account.
 - If the client fails to pay any installment within 30 days of the due date, VVPHC may:
 - Immediately terminate the agreement
 - Declare all fees and remaining monthly payments due to contract year-end immediately due and payable.
- VVPHC may refuse to provide veterinary services including but not limited to:
 - Any client who is physically or verbally abusive to any employee of VVPHC;
 - When VVPHC is unable to reach agreement with an owner or other authorized person regarding services;
 - To any animal due to inadequate facilities or coverage for the animal;
 - When an animal is dangerous or difficult to handle; or
 - For any owner or agent who provides false information.
- Services not used before 365 days of initiation of plan or renewal are considered expired/void. No part of the plan may be rolled over into the next plan year.
- Unlimited office calls apply to regular weekday office hours only.
 - Saturdays and holidays are not available for Wellness Plan appointments
 - All Wellness Plan appointments will be rendered during scheduled drop-off appointments for doctor services. Your pet must be brought to VVPHC in the morning and expected to spend the day. You will be contacted when your pet is ready to be picked up to go home.
- The plan covers all services listed and only those services. It does not cover:
 - Any services provided by outside veterinarians or consultants.
 - Any fees for services recommended as a result of illness or accidental injury, except the discount included in level II, III, or IV plans.
- The veterinarian examining your pet may recommend additional diagnostics or treatment as part of the medical consultation that are not covered in this wellness plan. We are happy to provide an estimate for these services upon your request.
- Spays and Neuters covered under the Wellness Plan are required to be performed before your puppy or kitten reaches one year of age.
 - Additional surgical fees will apply if your pet is over 1 year of age, female over 50 pounds, or if any other atypical conditions exist (i.e. in heat, pregnant, cryptorchid)
 - Discounts included in the Level II, III, and IV plans are not available for food or outside services provided by outside veterinarians or consultants.

Valley View Pet Health Center

Annual Wellness Plans

Level I \$20/month (\$420 value)

- Comprehensive Annual Wellness Examination
- Any Dr. recommended vaccinations for adults (puppy/kitten rider available for extra vaccines)
- Annual Heartworm Test (Adult dogs only)
- Annual Intestinal Parasite Screen
- Interstate Health Certificates (when needed)
- 3 Additional office visits/examinations during regular hours
- 12 months heartworm prevention (by 6 month injection, no substitutions)*
 *Puppies will receive heartworm tablets until 6 months of age, then receive the heartworm prevention injection.

Level II \$25/month (\$525 value, plus discount)

- Everything in Level I Plan Plus:
- Annual CBC (Complete Blood Cell Count)
 - Annual Chemistry Panel (liver/kidney function evaluation and diabetes screen)
 - 5% discount on all other services**

Level III \$39/month (\$820 value, plus discount)

- Everything in Level II Plan Plus:
- Annual Urinalysis (evaluates urinary tract and kidney function)
 - Annual Dental Scaling/Polishing (does not include any needed extractions) **OR** Spay/Neuter

Level IV \$45/month (\$1200 value, plus discounts and value of exams)

- Everything in Level III Plan Plus:
- Annual Electrocardiogram (evaluates electrical function of heart)
 - Annual Blood Pressure evaluation
 - Annual Chest x-rays to screen for tumors and evaluate heart size
 - All Office Visit / Exams for entire year!!
 - 10% discount on all other services!!**

- Included Office Visit / Exams do not include additional diagnostics, surgery, medication or other treatments.

**Discounts are not available on food or outside services.

Annual Wellness Plan selected: (please circle)

Canine

Feline

Level : I \$240 or \$20/month
 II \$300 or \$25/month
 III \$468 or \$39/month
 IV \$540 or \$45/month

Puppy or Kitten Rider (for booster vaccinations needed) \$30

Total due upon signing this contract:

Sign-up fee	\$39			
First month membership fee	\$20	\$25	\$39	\$45
Puppy/Kitten Rider	\$30			
Microchip & Registration	\$40			
Total:	_____			

I agree to purchase the Annual Wellness Plan at the cost listed above and agree to the terms of service in this contract. If I have chosen the monthly payment plan, I authorize Valley View Pet Health Center to perform a withdrawal on the **1st day of each month** from the following bank account.

Routing number _____

Account number _____

Checking Savings

Printed Name

Signature

Date: _____

Witnessed by: _____

VVPHC Representative