

Pet Care Plans

'Pet Care Plans' (PCP) were introduced in January 2014. They offer premium preventative health care whilst spreading the cost over the whole year with a monthly direct debit.

In 2015 products with an even broader spectrum of parasite control were added to the plans and in 2017 additional discounts on out of hours cover were added.

Due to rising supplier costs we have had to look at our plans and think of ways to minimise the impact on our clients.

We have been using an external supplier to provide these plans. They were supposed to send a letter to all our current PCP clients explaining the changes. Unfortunately not everyone has received this letter which explains all the changes and options.

We apologise for any confusion this has caused.

See below for the letter, or contact the practice for further information.

31/12/2017

Dear <<title surname>>

Re: <<pet name>>'s Pet Care Plan with Animates

In January 2014 Animates launched our 'Pet Care Plans' (PCP). These were introduced to offer premium preventative health care whilst spreading the cost over the whole year with a monthly direct debit. We have always offered what we considered to be the best products available at the time and have continued to integrate these into our plans.

In October 2015 we introduced Nexgard Spectra and Broadline to the plans as they provide a broader spectrum of parasite control for your pets (*for dogs: year round tick prevention alongside the current flea, roundworm, lungworm and tapeworm cover, for cats: a single spot on product covering fleas, ticks, roundworm and tapeworm*). When these products were introduced over 2 years ago, prices were negotiated with suppliers to keep your monthly costs the same.

Since September 2017, pets on the PCP receive 10% discount on our out of hours consultations. Our 24 hour emergency service is provided from our Thurlby clinic by our own vets with 24 hour on site nursing care.

We are proud to have been able to keep the prices unchanged for 4 years. Because of the higher cost of these more comprehensive products and rising supplier costs, we are unfortunately unable to continue to do so. We have looked into ways to minimise a necessary price increase; we are now planning to control the direct debit process ourselves and to offer a larger range of plans. This means your new monthly price will vary depending on the product you choose and who will be collecting your direct debit.

- ANIMATES PROCESSING DIRECT DEBIT:
 - Simply choose your plan (Dogs: Nexgard or Advocate, Cats: Broadline or Advocate)
 - Collect a new Direct Debit Form from Animates (*or email/phone to request a form to be emailed or posted to you*)
 - Complete, sign and return the form
- REMAIN WITH CURRENT PROVIDER:

If you prefer your direct debit to stay with the current external provider (Premier Vet Alliance), your monthly payment will increase by £1.50/month per pet from April 2018, and you will automatically be placed on the Advocate plans (*the Advocate plans to not provide tick cover for cats and only provide tick cover for dogs for 4 months during the summer*).

The remainder of the Pet Care Plan will remain unchanged (yearly vaccination including Kennel Cough for dogs and Feline Leukaemia for cats, a 6 month health check or one consultation (*during normal opening hours*), a nurse procedure and additional discounts on selected products and services).

FOR DOGS, THE MONTHLY PARASITIC OPTIONS ARE NEXGARD OR ADVOCATE:

NEXGARD (monthly chewable tablet for fleas, ticks, roundworm and lungworm with a 3 monthly tablet for tapeworm)
--

ADVOCATE (monthly spot on for fleas, roundworm and lungworm, with a tablet every 3 months for tapeworm. Advocate is substituted
--

Weight	Monthly price from January 2018	
	Animates collecting Direct Debit	PVA collecting Direct Debit
<7.5kg	£14.00	Not available
7.5-15kg	£16.00	Not available
15-30kg	£17.00	Not available
30-60kg	£20.00	Not available

with Advantix spot on during the 4 summer months to add tick protection along with monthly Milbemax for lungworm)

Weight	Monthly price from January 2018	
	Animates collecting Direct Debit	PVA collecting Direct Debit
<10kg	£13.00	£14.50
10-25kg	£15.00	£16.50
25-40kg	£19.00	£20.50
40-80kg	£27.00	£28.50

FOR CATS, THE MONTHLY PARASITIC OPTIONS ARE BROADLINE OR ADVOCATE:

BROADLINE (monthly spot on for fleas, lice, ticks and worms)

Weight	Monthly price from January 2018	
	Animates collecting Direct Debit	PVA collecting Direct Debit
<8kg	£13.00	Not available

ADVOCATE (monthly spot on for fleas and worms, with a tablet every 3 months for tapeworm)

Weight	Monthly price from January 2018	
	Animates collecting Direct Debit	PVA collecting Direct Debit
<8kg	£12.50	£14.00

If you have any queries, please do not hesitate to contact me.

Kind regards,

Emma Barron-Clark
 Animates Veterinary Clinic Ltd
 emma@animates.org.uk
 01778 420462