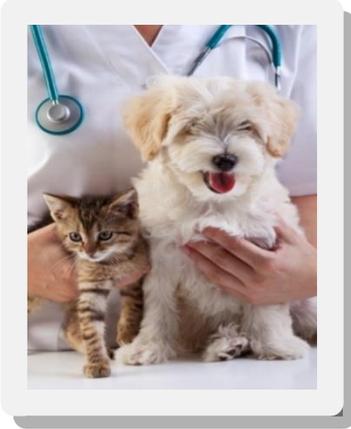


Affordable Wellness Plans

Designed to help you keep your pet healthy and happy while saving money, Wellness Plans provide excellent care with substantial discounts. Your pet will get the full benefit of health checks, disease prevention, and parasite testing and affordable payments help to spread out costs.



Brook-Falls
Veterinary Hospital
& Exotic Care Inc.



Ask any veterinary team member how to choose the wellness plan that is right for your pet!

We also recommend Trupanion Pet Health Insurance to cover accidents, sickness and injury.

Wellness Plan Benefits

- Affordable, monthly payments
- Reduce large, unexpected costs through early, disease diagnosis and treatment.
- Improve & extend your pet's life with an established schedule of well care services.

How it Works:

\$45 enrollment fee per pet, waived if plan paid in full at time of enrollment and waived the following year if renewed within 1 month of anniversary date.

Plans are NOT automatically renewed. We will call you 30 days prior to the expiration date and discuss plan services not used and reenrollment.

Our Plans Include:

Puppy Plan \$49/mo

2 fecal parasite tests
2 dewormings
All core Vaccines- Rabies, Parvo, Lepto, Distemper, Lyme, Bordatella
10% off spay or neuter surgery
NO CHARGE - **Unlimited EXAMINATIONS**
NO CHARGE - Unlimited nail trims
NO CHARGE - Unlimited anal gland expressions
NO CHARGE - Unlimited ear cleanings

Canine Bronze \$41/mo

Heartworm test/Lyme screen
Fecal parasite test
All core Vaccines- Rabies, Parvo, Lepto, Distemper, Lyme, Bordatella
CBC (Complete blood count)
Mini biochemistry profile
NO CHARGE - **Unlimited EXAMINATIONS**
NO CHARGE - Unlimited nail trims
NO CHARGE - Unlimited anal gland expressions
NO CHARGE - Unlimited ear cleanings

Canine Silver \$81/mo

Everything in the K9 Bronze plan
Full biochemistry profile
Dentistry and anesthesia
(non-routine dental services such as extractions are NOT included)

At the time of enrollment, the enrollment fee and the first month's fee is due. The remainder 11 monthly payments will be done automatically via credit or debit card.

Plans paid in full can also be done with cash or check.

Kitten Plan \$50/mo

2 fecal parasite tests
2 dewormings
All core Vaccines-Rabies, Distemper, Leukemia Feline Leukemia and Feline FIV testing
10% off spay, neuter, and declaw surgeries
NO CHARGE - **Unlimited EXAMINATIONS**
NO CHARGE - Unlimited nail trims
NO CHARGE - Unlimited anal gland expressions
NO CHARGE - Unlimited ear cleanings

Feline Bronze \$38/mo

Feline Heartworm test
Fecal parasite test
All core Vaccines-Rabies, Distemper, Leukemia
CBC (Complete blood count)
Mini biochemistry profile
NO CHARGE - **Unlimited EXAMINATIONS**
NO CHARGE - Unlimited nail trims
NO CHARGE - Unlimited anal gland expressions
NO CHARGE - Unlimited ear cleanings

Feline Silver \$81/mo

Everything in the FEL Bronze
Full biochemistry profile
Thyroid level
Dentistry and anesthesia
(non-routine dental services such as extractions are NOT included)



Brook-Falls

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Frequently Asked Questions

What are Wellness Plans?

There are standard recommendations for preventative care that are important for maintaining the health of your pet. Brook-Falls Veterinary Hospital & Exotic Care recognizes paying for these services in one lump sum may be difficult. To make it possible for our patients to receive optimal preventive care we are making it easier for our clients to afford these recommendations by splitting the cost into 12 equal, monthly payments which are deducted monthly from a credit card.

How are Wellness Plans different from Pet Insurance?

- Wellness Plans offered through the Brook-Falls Veterinary Hospital & Exotic Care cover routine preventive care offered at Brook-Falls Veterinary Hospital & Exotic Care only. They do not cover services offered at other hospitals or emergency care.
- Pet Insurance may be used at multiple hospitals and may be used to cover unexpected pet expenses for illness, accidents or injury.
- Having Pet Insurance in addition to a Wellness Plan may help defray the costs of both emergency and wellness care. We recommend Trupanion pet insurance.

How are covered pets identified?

Multi-pet families must have similar pets identified with microchips or with tattoos, unless all similar pets are covered under wellness plans.

What credit cards are accepted for the monthly payments?

We accept MasterCard, Visa, and Discover. The credit card number will be stored offsite by an agency who specializes in monthly payments.

May I pay by cash, check, or monthly withdrawal from my checking account?

- Our plan deducts monthly from your credit card. You may opt to pay the entire 12 months, in one lump sum, by cash, check or credit card/Debit.
- The enrollment fee would be waived in this instance.

What happens if I do not use all the services in my plan?

- All of the products and services included in the plan are those that we would likely recommend for your pet. If you choose not to, or are advised not to, get one or more of the services there is no discount or refund given. Unused services do not roll over into the next year, even if the plan is renewed.
- As long as you use at least some of the recommended services in the plan you will save by purchasing the Wellness Plan, just by itself. Of course, the additional discounts on services as well as the convenience of monthly payments contribute to the value of the Wellness Plan.

How do I qualify for a wellness plan?

- In order to qualify for enrollment in a wellness plan, a brief credit check will be performed through Payment Bank.
- This credit check does not reflect on your credit report. We do not receive any of your financial information, only a letter A through F. A, B, or C will qualify you for enrollment.

I originally purchased a Bronze Wellness Plan, is it possible to upgrade to a Silver or Gold Wellness Plan?

- Yes, you would only need to pay the difference between the two plans for the number of payments you have already made on the Wellness Plan.
- Increased discounts on services not covered by the Wellness Plan would only apply to future products and services.

Are Wellness Plans automatically renewed?

- We will notify you within 30 days prior to the expiration of the Wellness Plan. You are responsible for renewing the plan.
- If the plan is renewed within 1 month of the anniversary date, no enrollment fee will be charged. Beyond 1 month from the anniversary date another enrollment fee would be charged.

The pet I bought the wellness plan for is no longer with me, may I transfer the wellness plan to a different pet?

- Wellness plans are pet specific and non-transferrable.
- In this instance you may choose to pay regular price for the services and products already received under the plan or the remaining installments, whichever is less.

I am adopting a pet who is currently covered by a Brook-Falls Wellness Plan, is he/she still covered?

- Yes, the wellness plan stays with the pet.
- If you are going to be changing the credit card through which payment is received another membership enrollment fee will apply. You as the new owner will be responsible for future monthly payments.

I am moving and will be unable to finish up my pet's Wellness Plan. What happens now?

- If the wellness plan is cancelled before any products or services are rendered then a full refund, minus the enrollment fee, will be given.
- If the wellness plan is cancelled after any products or services are rendered then you may choose to pay regular price for the services and products already received under the plan or the remaining installments, whichever is less.

May I cancel my wellness plan?

- If the wellness plan is cancelled before any products or services are rendered then a full refund, minus the membership enrollment fee, will be given.
- If the wellness plan is cancelled after any products or services are rendered then you may choose to pay regular price for the services and products already received under the plan or the remaining installments, whichever is less.

Are there additional discounts if I'm part of a plan?

All plans include unlimited NO CHARGE examinations, nail trims, ear cleanings, and anal gland expression.

