

# Frequently asked questions about Girraween Veterinary Hospital's Platinum Members' Club

- [How often can I visit the vet?](#)
- [What happens if my pet needs to go back for a recheck?](#)
- [How much does it cost?](#)
- [What products are included?](#)
- [How and when do I collect my pet's products?](#)
- [Is there a waiting period?](#)
- [What happens if I move interstate?](#)
- [What happens if my pet dies or has to be re-homed?](#)
- [What if my pet already has a disease or illness can I still join?](#)
- [Why are there different prices for different weights?](#)
- [Can puppies and kittens join?](#)
- [How do the monthly payments work?](#)
- [Is having the membership like insurance?](#)
- [How is my membership paid?](#)
- [Can I cancel my membership?](#)
- [If my pet lives with someone else, can the membership transfer?](#)
- [Can I transfer the membership to another pet?](#)
- [My pet received their vaccinations today. Can I use the cost of that towards the annual fee?](#)
- [How many free consultations or revisits can I have with the vet or vet nurse?](#)
- [I have just signed up for a Total Wellness Plan payment plan, what happens now?](#)
- [What will happen if my financial institution dishonours one of my payments?](#)
- [Can I pay off the balance of my payment plan at any time?](#)
- [Can I change the amount or frequency of my instalment payments?](#)
- [I can't find the answer I want here](#)

### **How often can I visit the vet?**

The great news is your membership includes unlimited initial consultations (you can come every day if you want) saving you hundreds, if not thousands of dollars a year. Our nurses are also always available to discuss any concerns you may have regarding your pet's health and wellbeing.

### **What happens if my pet needs to go back for a recheck?**

As a member you will receive a 10% discount on any recheck fee. Rechecks will only be advised if deemed necessary by our veterinarians and if in the best interest of your pet.

### **How much does it cost?**

Our prices are subject to yearly change.

A monthly payment will be direct debited from your account as follows:

- Cats
  - \$ 40/month
- Dogs
  - \$ 65/month

### **What products are included in the membership?**

Your Girraween Veterinary Hospital Membership will include:

- Annual vaccination
  - For dogs this is the C5 which protects for Canine parvovirus, Canine distemper, Canine adenovirus, Canine influenza and *Bordetella bronchoseptica*
  - For cats this is the F3 which protects for feline calicivirus, feline panleukopenia and feline herpesvirus.
- Annual \$200 dental gift certificate
- Annual gift certificate to the value of \$150 to use on Pet Insurance Excess
- 10% off cost of Annual SR12 Heartworm Prevention ([Proheart](#))

**ProHeart<sup>®</sup> SR-12**  
INJECTION

- 10% off cost of External flea and tick control ( [Bravecto](#) )



- 10% off cost of Internal parasite control ( [Milbemax/Cazitel](#) )
- Unlimited initial consults
- Initial heartworm testing
- Nutritional counselling
- Unlimited [weight loss management](#)
- Unlimited [dental checks](#)
- 10% off food
- 10% services
- 10% off procedures
- 10% off further consults/rechecks

### **How and when do I collect my pet's products?**

You will receive reminders when your pet's annual vaccinations, external and internal parasite treatments and any rechecks are due.

Annual vaccinations, general health blood profile test and heartworm prevention will require a consult with our friendly veterinarians at the hospital.

You can pick up your three monthly external and internal parasite control from our friendly nurses at the clinic's front counter.

Gift vouchers can be redeemed as required, please contact our nurses at reception and notify them of your voucher when booking dental procedures or making pet insurance claims.

### **Is there a waiting period?**

Luckily there is no waiting period after signing up to our Membership Club and if required your pet can see one of our veterinarians immediately after sign up for a free consultation.

### **What happens if I moved interstate or out of the area?**

In the case of above scenarios you will be required to pay in full the outstanding charges or in the case of a credit on your account this will then be refunded.

### **What happens if my pet passes or has to be re-homed?**

In case of the above scenarios you will be required to pay in full the outstanding charges or in the case of a credit on your account this will be refunded.

### **What if my pet already has a disease or illness?**

Regardless of prior disease or illness your initial consult will be free and any costs associated with rechecks, medications or diagnostic testing will be discounted by 10%.

### **Why are there different prices for different weights?**

No, our Membership club price list accounts for each individual pet (Dog or Cat) However, all preventative care is tailored for individual vaccination and parasite control requirements.

### **Can puppies and kittens join?**

Yes, our Membership Club is especially beneficial for new pet owners and their new fur-babies. Puppies and kittens require more frequent vaccine protocols, worming and external parasite control and these are discounted in your annual membership. Puppies and Kittens can sign up to the membership program on their 3<sup>rd</sup> vaccination.

### **How do the monthly payments work?**

Your monthly payment plan will allow for an easy way to budget for your pet's annual health management. Your bank account will be set up to be direct debited monthly from the time of your agreement.

Our program is set up that your annual membership will automatically renew unless cancelled 7 days prior.

### **Is having the membership like insurance?**

Girraween's Membership club is a payment plan for your pets' preventative care. While you are not insuring them against illnesses and such, you are investing in their health to prevent health issues from occurring.

We strongly advocate pet insurance for all our clients and their pets and therefore included in your membership is a gift voucher to use on your pet insurance excess to the value of \$150.

**How is my membership paid?**

A monthly payment will be direct debited from your account each month.

**Can I cancel my membership?**

In the case of above you will be required to pay in full the outstanding charges or in the case of a credit on your account this will be refunded. To cancel call our friendly nurses at 08 8983 1183 or come in and speak with us in person.

**If my pet lives with someone else, can the membership transfer?**

In the case of above scenarios you will be required to pay in full the outstanding charges or in the case of a credit on your account this will be refunded; or the new owner may take over the membership plan and payments.

**Can I transfer the membership to another pet?**

No, each membership is tailored specifically for each pet.

**My pet received their vaccinations today. Can I use the cost of that towards the annual fee?**

If you sign up for the Members club the same day as the vaccinations, we can include them as a part of the membership.

**How many free consultations or revisits can I have with the vet or vet nurse?**

All initial/new consults are free and any rechecks are discounted by 10%

**I have just signed up for a Members Club payment plan, what happens now?**

We will send reminders for due dates corresponding with each pet you take to our practice. When they are due, you just need to call Girraween Vet Hospital at 08 8983 1183 to make an appointment for a time that suits you.

**What will happen if my financial institution dishonours one of my payments?**

In the case of a missed payment our direct debitor will advise you of the dishonour and either a second attempt will be made or a double payment debited the following month.

There will be a fee associated with each missed payment.

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**Can I pay off the balance of my payment plan at any time?**

Yes, you can pay off the balance of your payment plan at any time by contacting Girraween Vet Hospital at 08 8983 1183. There is no discount for early payment however and the full plan price, including the instalment payment plan fee must be paid in full.

**Can I change the amount or frequency of my instalment payments?**

No we only offer monthly payment plans

**I want to join, how do I do this?**

Click the link below, contact our friendly staff on 08 8983 1183 or come in for a visit and fill out an enrolment form. Our friendly nurses will discuss the program outline with you and you will then be started on any preventatives required immediately or booked in for any consultations required.

**I can't find the answer I want here**

Please don't hesitate to contact our friendly nurses on 0889831183 or visit our front reception at Girraween Veterinary Hospital.

**Disclaimer**

This website contains information specific to the Girraween Veterinary Hospital of the Northern Territory, Australia. It is not meant to replace seeking veterinary advice from a qualified practitioner.



