

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

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How often can I visit the vet?

The great news is your membership includes a 10% discount on all consultations including skin consultations and nurse consultations. 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 weight and product dependant and subject to yearly change. A monthly payment will be manually debited through eftpos in clinic as follows:

- Cats
 - \$ 26/month
 - \$ 40/month

 - Dogs
 - < 5 kg : \$54 /month
 - > 5 – 10 kg: \$58/month
 - > 11 – 25 kg: \$62/month
 - > 26 – 35 kg: \$69/month
 - > 36 - 56kg: \$76/month
- Plans can be customised for animals over 56kg.

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 *Bordatella bronchoseptica*
 - For cats this is the F3 which protects for feline calicivirus, feline panleukopenia and feline herpesvirus.FIV (Feline Immunodeficiency Vaccination)
- Annual SR12 Heartworm Prevention ([Proheart](#))

ProHeart[®] SR-12
INJECTION

- External flea and tick control ([Bravecto](#))



- Internal parasite control ([Milpro/Cazitel](#))
- Initial heartworm testing (dogs), FIV (cats) Test
- Nutritional counselling
- Unlimited [weight loss management](#)
- Unlimited [dental checks](#)
- 10% discount across all products and services

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 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.

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 and receive the 10% discount on consultation fee.

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 you will receive the 10% discount on consultation any costs associated with rechecks, medications or diagnostic testing.

Why are there different prices for different weights?

Our Membership club price list accounts for each individual pet and are tailored for individual vaccination and parasite control requirements.

Can puppies and kittens join?

Yes, our Membership program is especially beneficial for new pet owners and their new fur-babies. It is recommended Puppies and kittens can be registered into the wellness plan from 6 month of age. Before this age we have a specially tailored program Little Paws Best Start which caters for preventatives and care up to 6 months of age. Each puppy or kitten's individual membership will be priced to the estimated weight of the pet as an adult dog/cat.

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 credit/debit card 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.

How is my membership paid?

A monthly payment will be direct debited from your credit/debit card 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 part of the benefits from the program.

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

There is no limit to the number of consultations or rechecks that 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 a nurse will call / text message or email to 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.

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.