



Preventative Care Plan Participation Agreement

Pet Parent Name _____ Start Date _____

Pet Information (Name, Species, Breed) _____

Preventative Care Plan Purchased _____

Pet Parent ID _____

Enrollment Fee	
Annual Plan Price (total of 12 months payments)	
Total Plan Price (initial enrollment fee plus Annual Plan Price)	
Monthly Payment	
Finance Charge	
Initial Payment	

Payment Method _____

Account Ending In _____

Purchased Preventative Plan Program:



Preventative Care Plan Participation Agreement

Terms & Conditions

This Preventative Care Plan Program Participation Agreement is Heartfelt Veterinary Hospital, the veterinary practice providing this Preventive Care Plan Program ("we", "us", and "our"), and the participant or participants enrolled in the Preventative Care Program ("you" and "your"). You agree to these terms as a condition of enrollment. We urge you to read this Preventative Care Program Participation Agreement carefully. If you have any questions, please call our office at the telephone number listed on your enrollment confirmation email, program materials, or on our website.

Service Location

We will provide all veterinary services under the Preventative Care Program you have selected at the veterinary practice listed above.

Preventative Care Plan Term

Your Preventative Care Plan begins on the date that you enroll and is effective for 12 months following your enrollment date.

Payment of Preventative Care Plan Fee

We will automatically collect your Preventative Care Plan payments (which include the enrollment fee and recurring monthly payments) by a direct charge to your credit card or other accepted form of payment.

If your credit card is due to expire during your Preventative Care term, you must provide us with updated card information at least 30 days before the expiration date. If we cannot process your Plan Fee based on the account information you provide, we will bill any resulting bank fee to your account.

If you have questions about any Preventative Care Plan payment, you must notify us in writing (or via email) within 45 days from the date we deducted the payment from your account. If you do not notify us within this time, you waive any claim relating to a disputed payment.

Automatic Renewal

This agreement will renew automatically for ongoing 12-month terms. If you do not wish to renew this agreement, you must inform us in writing at least 30 days before the end of your initial or renewal term. We may change the terms and conditions of this agreement – including fees, services, or payment options - any time you renew it. We will notify you of any changes at least 45 days before renewal: (1) by email at an address you provide and agree to keep current, or (2) by regular U.S. mail if you do not provide an email address. You agree to all changes unless you inform us that you will not renew this agreement.

Early Cancellation and Refund Policy

Either you or we may cancel this agreement at any time. Any balances or fees you owe are due in full at the time of cancellation. A \$20.00 Cancellation Fee may apply.

Cancellation within 4 business days

If you cancel this agreement for any reason within 4 business days of enrollment, we will refund your enrollment fee and any other fees you have paid, less the undiscounted retail value of all veterinary services received by your pet. If the total undiscounted retail value of the veterinary services provided exceeds the total you have paid, you must immediately pay full retail fees for all veterinary services provided, less what you have paid under this agreement during the current term.

Cancellation after 4 business days

If you cancel this agreement after 4 business days of enrollment, we will retain the entire enrollment fee, even if we have not provided veterinary services to your pet. We will also retain or recover all monthly payments you have previously paid or have become due.

If the total undiscounted retail value of the veterinary services received by your pet exceeds the total monthly payments we have collected during the current agreement term, you must do one of the following:

1. Immediately pay full retail fees for all veterinary services we have provided, less the value of monthly payments you have paid to-date.
2. Immediately pay the remaining value of monthly payments due.
3. Continue making monthly payments through the end of your contract.



Provider Cancellation

We reserve the right to cancel the program at any time for any reason. If we cancel the program for any reason other than your default, we will:

- Waive any future monthly payments due under the program.
- Cancel your obligation under this agreement in full

If the total undiscounted retail value of the veterinary services provided exceeds the total you have paid, you must immediately pay in full retail fees for all veterinary services provided, less what you have paid under this agreement during the current term.

Late Payment Policy

We may discontinue your Preventive Care Plan if we do not receive your payments when due. You may reinstate your Preventative Care Plan by paying all past due balances. You must also pay a \$15.00 reinstatement fee if at least one payment is more than 15 days late.

Preventative Care Pet Parents

If more than one person signs this agreement as a Pet Parent, each will be responsible individually for all amounts due for Preventative Care Plan services rendered for your pet.

Third Party Service Providers

We may share your information with outside companies we retain for the purposes of processing your electronic payments and for other administration services related to your Preventative Care Plan.

Confidentiality and Security

We take confidentiality seriously and use physical and technical safeguards to protect your information. We restrict access to your information to those who need it to perform their jobs. Third-party providers who carry out services and marketing for us may contact you regarding related services but will provide you with the ability to opt out of receiving future communications unrelated to this program. We comply with all applicable data security laws and do not sell your information to anyone. We may also share your information as required or permitted by law, for legal or regulatory purposes, or to combat fraud.

Governing Law/Venue

This agreement will be governed by and in accordance with the laws of the state where the services under this agreement are performed, without giving effect to any principle of conflict of laws. You agree that any act at law or equity relating to this agreement will only be filed in the state or federal courts located in the same governing state.

Signature/Counterparts

This agreement may be signed in counterparts, and each will be deemed to be an original, both of which, taken together, will constitute one agreement binding both parties. A facsimile signature or other similar electronic reproduction of a signature will have the force and effect of an original signature, and in the absence of an original signature, will constitute the original signature.

Entire Agreement; Assignment; Headings

This agreement contains all of the terms and conditions of your Preventive Care Plan, and supersedes all other representations, promises, or agreements concerning the Preventive Care Plan. If any of the agreement terms become invalid or unenforceable, the remaining terms will remain in full force and effect. Except as otherwise permitted, this agreement will be binding on and inure to the benefit of the parties and their legal representatives, successors, and assigns. The headings in this agreement do not form a part of the agreement and will not be taken into account in interpreting this agreement.



Pet Parent Authorization and Acknowledgement

I acknowledge that this agreement is for a pet preventive care plan and is NOT AN INSURANCE CONTRACT and that the plan payment confers only the benefits described in this agreement.

I understand that this agreement will automatically renew for successive 12-month terms unless I inform you at least 30 days before the end of my initial or renewal term that I do not want to renew this agreement.

If I do not want to automatically extend this Preventative Care Plan for another 12-month term, I must notify you either by phone at (503) 765-1210 or email at billing@heartfeltvet.com.

Automatic renewals for successive 12-month terms will continue until I inform you of my intent to not renew this agreement.

I agree to these terms and conditions and elect to purchase the Preventative Care Plan described on page 1 of this agreement.

I further authorize Heartfelt Veterinary Hospital to charge all monthly plan fees (including the initial enrollment fee) using the credit account information provided.

I ACKNOWLEDGE RECEIVING A COPY OF THIS AGREEMENT

Pet Parent Name (print): _____

Pet Parent Address: _____

Billing Address (if different): _____

Pet Parent Signature: _____ Date: _____

Additional Pet Parent Name (print): _____

Additional Pet Parent Signature: _____ Date: _____

Additional Pet Parent Phone: _____

Additional Pet Parent Email Address: _____

Veterinary Practice Signature: _____ Date: _____