

## Service Description

 **PetCare Premium**
 **PetCare Advanced**
 **Pay As You Go**

### In Practice Consultations

All necessary in-practice consultations with no additional fee. Please book your consultation appointment online at [app.gardenvets.com](http://app.gardenvets.com)

### Emergency Critical Care 24/7 Consultations

Emergency critical care consultations as needed in-practice, on our GV First Call app or on the telephone, outside of normal working hours - with no additional 'out of hours' fee.

### Clinics

Value-added clinics, such as nutrition, behaviour, specific therapies or training, when offered and available.

### Vaccinations

Annual vaccinations, including kennel cough vaccination (as clinically indicated).

### Year Round Prevention of Fleas and Worms

Flea and worming treatments. We may undertake testing for parasites and/or patient sensitivity to ensure we only prescribe absolutely necessary medications and treatments.

### Microchipping




Microchipping of your pet. We share microchip data to a national database, which includes personal details of owners.

### Basic Screening & Diagnostics

Routine basic blood tests, x-rays, ultrasounds, and in-house microscopy. These are the most commonly required tests we need to provide excellent and appropriate veterinary care.

### Advanced Screening & Diagnostics

Clinically advised advanced screening (tests) and diagnostics (imaging and examinations).

	 PetCare Premium	 PetCare Advanced	 Pay As You Go
			Veterinary services available and charged as used
In Practice Consultations	✓	✓	—
Emergency Critical Care 24/7 Consultations	✓	✓	—
Clinics	✓	10% Discount	—
Vaccinations	✓	✓	—
Year Round Prevention of Fleas and Worms	✓	✓	—
Microchipping	✓	✓	—
Basic Screening & Diagnostics	✓	✓	—
Advanced Screening & Diagnostics	✓	10% Discount	—

## Written Prescriptions

Includes written prescriptions. There is no obligation to buy/source medications from Garden Vets. We are unable to administer medications sourced elsewhere, even if we have provided the written prescription for it, as we are subject to strict drug control protocols.

## Prescribed Medications

Medicines as prescribed by our clinicians.

## Neutering/Spaying

Neutering and spaying of your pets as clinically advised.

## Annual Oral Examination, Dental Assessment, Scale & Polish

Preventive dental care. We will carry out an annual oral examination and dental assessment. Where clinically indicated, the procedure will include x-ray, anaesthesia, scale and polish procedure.

## Dental Surgery

Dental procedures, such as extractions or other surgical dental treatments or medications.

## Inhouse Procedures

In-house procedures such as surgeries and other treatment plans as clinically indicated.

## Referrals

Referrals to specialists as clinically indicated

## Insurance Claims

Insurance claims forms processing.

			Veterinary services available and charged as used
Written Prescriptions	✓	✓	—
Prescribed Medications	✓	✗	—
Neutering/Spaying	✓	10% Discount*	—
Annual Oral Examination, Dental Assessment, Scale & Polish	✓	✓	—
Dental Surgery	✓	10% Discount	—
Inhouse Procedures	✓	10% Discount	—
Referrals	✓	✗	—
Insurance Claims	—	✓	✓

# What's Excluded?



**PetCare Premium**

Complete peace of mind



**PetCare Advanced**

Health support for your pets



**Pay As You Go**

High-value pet care for all

## Travel Vaccinations & Documentation

Travel vaccinations & documentation can be provided or arranged at additional cost.

## Third Party Treatments & Recovery

Third party treatments not referred by Garden Vets clinicians. Recovery treatments and plans after third-party procedures and treatments are not included, and will be subject to Garden Vets clinical opinion and additional cost.

## Food

Food, as per clinical recommendation is available to be purchased at an extra cost and a regular monthly fee plan

## Individual Cremation

Sensitively and professionally managed individual cremation is not included. We can provide guidance, but do not promote or have any commercial relationship with cremation providers.

## Personally Requested Treatments, Care or Medications

Any treatments, care or medications requested by the client, but not clinically recommended or agreed by Garden Vets clinicians.

## Insurance

Our PetCare plans are not insurance products. PetCare Premium subscribers have no need for pet healthcare insurance as all healthcare requirements are included in the PetCare Premium subscription. We are unable to advise subscribers, nor make recommendations, or act in any broker or referral capacity relating to any other form of liability resulting from companion animal ownership or custodianship.