

FAQ s for Free Visit Plans

What are unlimited Free Vet Visit Plans?

Our unlimited free visit plans are designed to spread the cost of annual veterinary care. All our plans include unlimited free vet appointments - you can book your pet in as often as you like and only pay for medications or additional treatments as required. Visits means appointments at our clinic during clinic opening hours. It does not include visits to other clinics or visits outside of our clinic opening hours.

Is this Pet Insurance?

No. The unlimited free visits is a service agreement which gives you discounted veterinary care. Many people have a free visit plan and pet insurance, there is very little crossover.

What is the difference between an unlimited free visits plan and pet insurance?

- Your pet's annual vaccinations are included in the free visit vet plans. Insurance does not cover the cost of vaccinations.
- Each time your pet is ill and you claim fees through insurance you will be required to pay an excess. So for every condition your pet has in a given year you will pay an excess that ranges between €90 and €150 depending on who your insurer is. You do not pay any excess with free vet visit plans.
- You will always benefit from Free Vet Visit Plans. With free vet visit plans you receive defined services- annual vaccinations, a blood test and unlimited visits. Some plans include a 12 month supply of flea and worm treatment. Free visits are great if your pet suffers from a number of conditions - as there is no excess per condition. You may or may not benefit from insurance. Insurance is not useful for vaccines or small problems but is more beneficial for more serious and expensive conditions.

What animals can sign up to a free visits plan?

At the moment we have plans available for cats and dogs

Are there age restrictions?

No, cats and dogs of any age can sign up.

That all sounds great but there must be some negatives

- Medications are not included and must be paid for at the time of your visit.
- Any extra treatment or tests required are not included and must be paid for at the time of visit.
- Treatment outside of opening hours and at other clinics is not covered.
- Home visits are not covered.

Can I cancel my agreement?

Yes. Contracts are for 12 months from the start date but you can cancel your contract provided that you:

(a) Give us 30 days notice in writing by e-mail

(b) Pay the normal price for any treatments or services already received during your plan year or pay out the rest of your contract, whichever is less.

How do I renew my plan?

We will automatically renew your plan at the end of the initial 12 month contract. If you are on a monthly payment we will continue to take a monthly payment and you can cancel with 30 days notice. If you are on an annual payment plan you can cancel with 30 days notice and will receive a pro-rata refund.

Does the set-up fee apply each year?

The sign up fee is once off. It will only be applied again if you cancel your plan and then rejoin. It will also be applied if you wish to join subsequent pets

If I subscribe more than one pet, do I pay more than one set-up charge?

If you sign up more than one pet on the same day we will charge you only one set up fee. If you wish to add a pet at a later date another set up fee will apply.

What day of the month will the payment be taken?

The first payment will be taken from your card on the date you sign up and then on the same day each month thereafter.

Is the payment the same amount every month?

Yes, apart from the first month which will also include the once off set up fee.

What if I move house and can no longer attend this Vet?

The initial contract is for one year. After which you can leave any time with 30 days notice. If you wish to leave during your first year, you can leave provided you have not claimed free goods and services in excess of what you have paid. If you have done so you will have the choice of paying out the contract or paying normal prices for services received.

What if my pet dies?

Once you notify us of your pet's death the next payment will be your last and no penalties will apply.

I see you offer a health plan but I do not think that will suit me as it doesn't cover accidents or major surgery?

In an ideal world you would have both a free vet visit plan at our clinic and insurance. Free Vet Visits are useful for day to day problems and annual vaccinations. Insurance is useful for more serious problems like accidents or major surgery

Should I inform my Insurance company that I have subscribed to this plan?

No there is no need.

Is there a fair usage policy in relation to "Unlimited free visits"?

In rare cases and entirely at the discretion of the veterinary practice the vet can decide to stop offering free visits, particularly if they feel a visit is not in your pet's interest. Also the veterinary practice can cancel the plan entirely at their discretion.

I've just paid. How long before I can avail of free visits?

It depends on your payment method.

With Credit Card or Debit Card you can start within 24 hours registering and paying online. As soon as your first payment clears we will email you and the practice your receipt and you can book your first free visit.

Are there any hidden charges or administration charges?

No, there is the sign up fee and monthly fee.

Your bank may charge you if you have insufficient funds to cover a direct debit. Medications or additional tests and treatments must be paid at your veterinary practice at the time of treatment.

Are my bank account or debit card or credit card details safe?

Yes, TrustVet our subscription management company provides safe and secure services.

Can I pay from a bank account or card that isn't in the name of the person registered with the practice?

Yes, but we will need to record this on the pet's file as well as with TrustVet our subscription management providers

Will you charge me extra if a payment fails?

If you have a direct debit and the payment fails we reserve the right to pass on to you any fees we are charged by our bank.

If I change my pet but continue my subscription do I need to pay another set-up fee?

Yes

If my plan has a free blood test how often can I avail of them?

The blood test is available once in every 12 month period.

Do I get free flea and worm treatments?

If you have signed up for a flea and worm prevention pack as part of your plan you get a supply of flea and worm treatments. We can only cover pets up to 40kg with flea and worm prevention treatments under the pet health plan.

Do I get free vaccinations?

Routine vaccinations are covered as part of your pet health plan. These cover standard vaccines recommended by your vet practice for pets residing in Ireland. It does not cover additional vaccines such as Rabies which are only required if your pet is travelling outside the country (Ireland)

Do I get free medicines?

No, you pay for any medicine your pet requires.

Do I get free food for my pet?

No food is not part of the plan

How do I change my payment method?

You can contact the clinic or our subscription management company by e-mailing support@trustvet.com.

I'm changing the bank account used--How do I change the account for the monthly payment?

Contact support@trustvet.com and we will email you a link to allow you to set up a new payment.

I've closed my credit card account and have a new account with a new bank. How do I change the card number to ensure the monthly payment doesn't fail?

Contact practice reception - they can change your card details for you or e-mail support@trustvet.com.

My credit card number or expiry date has changed--How do I ensure the monthly payment doesn't fail?

Our subscription management Trust Vet will contact you to ensure your card details are correct.

Can I take my pet to a different Practice?

Of course but your plan only covers visits in our Veterinary practice

How do I change my email address used for this subscription?

E-mail your change of details to support@trustvet.com

I'm moving to a different Practice that also offers Unlimited Visits or a Pet Health Plan--Can I move the subscription to that Practice?

No, plans are not transferable. If you wish to sign with another practice, contact them directly.