

Pet Health for Life (Special Terms) – Unlimited Consultations

These Special Terms set out terms of service in relation to the Unlimited Consultation Add-On Plan supplied under a Pet Health for Life Membership from Linnaeus Veterinary Limited. These Special Terms apply at Linnaeus Veterinary Limited practices which offer the Unlimited Consultation Add-On Plan and where your Membership Benefits expressly include this benefit. Please ask at Your Practice for details. Where relevant, these terms are supplemental to and form part of the Terms as defined in the Pet Health for Life Terms of Service.

Unlimited Consultations Add-On Plan

For the avoidance of doubt, when you request the Unlimited Consultations Add-On Plan during an existing Membership Year a new 12-month rolling period will commence upon our acceptance of your Membership Application for that Add-On Plan. The additional fee payable for that Add-On Plan will commence from the next monthly payment.

To receive the Unlimited Consultation Add-On Plan you must pay the monthly applicable fee for each of Your Pets who qualify for membership. These fees must be paid in accordance with clause 7.2 of the Pet Health For Life Terms of Service.

Fair Use Policy

We are committed to providing high-quality care for your pets and (where part of your Membership Benefits) offering Unlimited Consultations to ensure their well-being. To ensure that this service is used fairly and responsibly, the following policy will apply to Unlimited Consultations: By using our unlimited consultation service, you agree to adhere to these guidelines and help us ensure the continued success of this program for all our clients and their pets.

Reasonable Frequency of Visits. Unlimited Consultations are intended for regular and ongoing care, preventive treatments, and managing chronic conditions. We ask that consultations be scheduled based on your pet's health needs rather than frequent or unnecessary visits for the same issue. Excessive or repeated visits for the same condition without clinical need may be reviewed.

Consultation Limits. Although Consultations are unlimited, we encourage pet owners to work with their veterinarian to establish a care plan that addresses their pet's needs effectively. Inappropriate use, such as repeatedly scheduling consultations for trivial concerns, may result in a review of the service.

Respectful Interaction. All clients are expected to treat our staff with respect and professionalism. Any form of abusive or disruptive behaviour, whether toward our veterinary staff or other clients, may result in the suspension of the service and cancellation of your Membership.

Appointment Cancellation and No-Shows. To ensure that our resources are used efficiently, we ask clients to inform us as soon as possible if they need to cancel or reschedule an appointment. Repeated missed appointments or late cancellations without notice may lead to a review or suspension of the service.

Clinical Judgement. Our veterinary team will use their professional judgment to determine if a consultation is medically appropriate. If a veterinarian believes a booking is frivolous, excessive, or not in the best interest of your pet's health, they reserve the right to decline or limit future bookings.

Fairness to All Clients. Unlimited Consultations are offered to ensure that every pet receives the best care possible. However, please note that our clinical team's time is finite and Consultations are subject to the availability of a vet or nurse. We may need to move or re-book your appointment if the member of the clinical team you are booked to see is needed elsewhere for an emergency or is unavailable on the day.