

# BEST MATES

*Total Care for your pet*

**\$550 PER PET** PER YEAR

**\$485 PER PET** PER YEAR  
FOR ADDITIONAL PETS

RENEWAL  
**\$485 PER PET** PER YEAR



## Keep your pet healthy and happy for life.



### Unlimited FREE Consultations

Never pay a consult fee, only pay for your discounted medication if required.



### FREE Vaccinations

Your dogs annual or triannual vaccination OR your cat's vaccinations tricat, ducat and FIV as required.



### FREE 10 Part Health Screen Blood

**Test** Essential tools for identifying diseases at the earliest stage possible.



### FREE Dental Or Desexing

Dental Scale and Polish, Dental Chart OR Spey or Castrate.



### FREE Microchip

If your pet becomes lost then you are far more likely to become reunited if he or she is microchipped.



### Discounted Medications & Professional Services

**10% discount on all medications** dispensed and professional services performed by a vet including pathology test, surgery and hospital treatment.



### Discounted Parasite Control

**15% discount** applied on the purchase of parasite control products including the Proheart SR12 injection.



### Discounted Food & Merchandise

**15% discount** on all food and merchandise sold through the clinic.



### Discounted Grooming

**20% discount** for all members.



### FREE Nail Trims

**Unlimited free** nail trims the duration of their membership.

# BEST MATES TERMS AND CONDITIONS

## A guide to your Best Mate's Annual Membership

The Best Mates Program is an Apiam Animal Health Fur Life Vet initiative which offers an annual membership to participating clients. The annual membership provides access to select veterinary services provided by Apiam Animal Health participating Veterinary Clinics. Services do not include veterinary services not provided by Apiam Animal Health participating Veterinary clinics unless specified. Membership is limited to one (1) nominated Companion Animal, defined as a domesticated canine or feline per annual membership. Separate memberships must be purchased for each additional Companion Animal owned by a participating client ('member') should they wish that animal to receive the same membership benefits. Additional animal membership is at a reduced rate to the first enrolled animal.

### Membership fees

Apiam Animal Health Fur Life Vet Best Mates Membership fees are as follows:

- **First pet \$550 per year**
- **Additional pets \$485 per pet per year**
- **Renewal \$485 per pet per year**

Payment must be received in full for membership to commence.

The annual membership fee will be reviewed on 1 July of each year. Members will be advised of any change in the membership fee and subsequent changes will apply from the anniversary of the commencement of membership where a member chooses to renew their membership.

Membership is on an annual basis commencing from the date of subscription. A renewal notice will be sent to each member at least one (1) month prior to expiry of the annual membership.

Where a member animal dies members may request a refund of membership fees by written notification to the Apiam Animal Health Fur Life Vet Veterinary Clinic where the membership was purchased. In such circumstances members will be entitled to a reimbursement of the difference between the normal value of the goods and services obtained through the Best Mates Program and the total of the annual membership payment.

Membership may be transferred with the animal in circumstances where the animal has been sold and the new owner agrees to the terms of the membership. In such circumstances a refund as described above cannot be provided to the new member/owner if the animal dies.

Membership benefits are valid at all participating Apiam Animal Health Fur Life Vet clinics throughout Australia and where the participating clinic normally provides or retails the products or services listed.

## Best Mates Membership Entitles Members to the following services and benefits:

### Unlimited FREE Consultations.

Free consultations apply to standard consultations. All consultations will require an appointment and are to be scheduled during normal clinic hours. The unlimited free consultations are not eligible during public holidays, after the clinics normal operating hours, house calls, veterinary specialist or behavioural consultations. In hospital exams during periods of hospitalisation are excluded.

### FREE Vaccinations

Vaccinations included are the entire course of Annual vaccinations that would normally be prescribed for your pet during their active membership. The vaccinations prescribed are to be determined by the Apiam Animal Health veterinarian according to the age, health, and vaccination history of the member pet and recognised vaccination protocols. Vaccinations that may be prescribed as part of this program provide protection against the following diseases:

Canine: distemper, hepatitis, parvovirus, parainfluenza and bordetella bronchiseptica.

Feline: Feline Immunodeficiency virus, Feline enteritis, Panleukopaenia, Herpesvirus, Calicivirus and Chlamydiosis.

Rabies vaccination is excluded.

### FREE Microchip (one)

Member pets are entitled to one FREE microchip if they have not previously been microchipped.

### FREE 10 Point Blood Health Screen & SDMA Test

Included in the blood test is the IDEXX Chem 10 and the SDMA kidney function test. Membership provides for one test during the membership period.

### FREE Dental or FREE Desexing

Membership provides for either one FREE dental scale and polish performed by a veterinarian or a FREE standard desexing and not both in the same membership year. Normal surcharges will apply where the animal is presented as overweight, in season, with retained testicles or pregnant. Surcharges will attract a 10% discount.

### Discounted Medications & Professional Services

Members are entitled to a 10% Discount on the following professional services: surgery, imagery, diagnostics, anaesthetics, procedures, hospital treatment and prescribed medications performed by an Apiam Animal Health Fur Life Veterinarian at a participating Apiam Animal Health Fur Life Vet Clinic during active membership.

### Discounted Parasite Control

A 15% discount applies to the purchase of parasite control products including the Proheart SR12 injection where the participating Apiam Animal Health Fur Life Vet clinic normally stocks and retails parasite control products during active membership.

### Discounted Food & Merchandise

15% discount on all food and merchandise normally stocked or retailed through the participating Apiam Animal Health Fur Life Vet Clinic during the life of the membership.

### Unlimited FREE nail trims

Unlimited Free nail trims performed by an Apiam Animal Health employee at a participating Apiam Animal Health Fur Life Vet clinic during active membership.

### Discounted Grooming

A 20% discount applies to standard grooming services where the participating Apiam Animal Health Fur Life Vet Clinic provides a grooming service.

Discounts and benefits included in the Best Mates program cannot be used in conjunction with any other discounts or offers.

### Fair Use Policy

Best Mates members acknowledge the terms and conditions of their membership and agree that the membership benefits are limited to reasonable usage. Reasonable usage is determined and defined by the Apiam Animal Health Fur Life Vet.

If unreasonable use is determined the vet may:

Notify the member in writing that usage has become unreasonable OR if the unreasonable usage continues notify the member, without additional notice that their membership has been terminated.

### ACKNOWLEDGEMENT

The member acknowledges these terms and conditions and agrees that by applying for membership and/or accepting any membership benefits that they (jointly and severally if applicable) are bound by these terms and conditions and any other terms and conditions notified by Apiam Animal Health Fur Life Vet from time to time.

### IMPORTANT NOTES:

Further details can be obtained from your local Apiam Animal Health Fur Life Vet. The Best Mates Program is not pet insurance. By becoming a member of the Best for Pet Program you are not obtaining pet insurance coverage.

Terms and conditions are current as of 1st July 2020.



KYABRAM VETERINARY CLINIC  
KYABRAM 5852 4600 • NATHALIA 5852 4646  
VISIT: [KYABRAMVETS.COM.AU/BESTMATES](http://KYABRAMVETS.COM.AU/BESTMATES)

