



# Protect4Life

The easy way to protect your pet's health for their lifetime



Save up to £361

0845 305 4200

[www.protect4life.co.uk](http://www.protect4life.co.uk)



Your counties.  
Your animals.  
Our care.



## About Penbode Vets



William Penhale opened his veterinary practice on North Road, Holsworthy in 1840 and vets have been serving the local animal owning communities of Devon and Cornwall since then. When, in 1985, the last remaining Penhale family member left, the practice was renamed Penbode Veterinary Group and to this day, our vets have continued to care for farm, equine and pet owning clients.

With dedicated pet vets based in Bude/Stratton, Bradworthy, Camelford and Holsworthy, you are never far away from a Penbode Vet who understands the challenges facing animal owners in the South West.

Over the generations, Penbode has continued to adjust to evolving client needs and advancing veterinary knowledge. We have state of the art veterinary technology and equipment in purpose built surgeries and wards where you can be sure your animals receive treatment and care at the highest possible standard from our own 24 hour round the clock teams.

All of our vets work within their own areas of expertise and undertake extensive continuous professional development, ensuring that you get the best possible care for your animals. This means you have vets dedicated to small or companion animals (eg dogs and cats), farm animals and horses respectively.

Training and development is important to us, and we regularly offer practical workshops and courses tailored to our clients' needs, providing clients with useful skills and updating knowledge.

Our Penbode staff operate a 24 hour, 365 days-a-year service, ensuring a vet with the relevant expertise is always available and only a phone call away.

Holsworthy	01409 255549
Bude / Stratton	01288 359500
Bradworthy	01409 241241
Camelford	01840 213277

FREE Parking is available at all our branches

 Follow us on Facebook @PenbodePetVets

**Instruction to your bank or building society to pay by Direct Debit**  
Please fill in the whole form using a ballpoint pen and post it to:  
Penbode Vets Ltd, North Road, Holsworthy, Devon EX22 6HB

<b>Name and full postal address of your bank or building society</b>	
To: The Manager	Bank/building society
Address	
Postcode	
<b>Name(s) of bank account holder(s) (and address if different from overleaf)</b>	
Bank/building society account number	
Branch sort code	

<b>Service user number</b>	942369
<b>Reference number</b> (to be completed by Penbode Vets Ltd)	

### Instructions to your bank or building society

Please pay Penbode Vets Ltd Direct Debits from the account detailed on this instruction, subject to the safeguards assured by the Direct Debit guarantee. I understand that this instruction may remain with Penbode Vets Ltd and if so, details will be passed electronically to my bank/building society.

<b>Signature(s)</b>	
<b>Date</b> / /	



Banks and building societies may not accept Direct Debit instructions for some types of account.

## Prevention is better than cure!

- Penbode Pet Vets is part of the Penbode Veterinary Group where we and our colleagues in the Farm and Equine branches, believe in ensuring your animals get the best quality of life possible.
- For pet owners, maintaining protection against some of the most common, potentially life threatening diseases is essential. Therefore we recommend vaccinations and routine treatments based on your pet's lifestyle, to ensure your pet gets the ongoing protection he or she deserves. But we understand that owning a pet costs money, so, to enable pet owners to spread the cost of routine treatment, we have designed our own practice membership scheme – **Protect4Life**.
- There are four different levels of **Protect4Life** membership. Three offer additional benefits such as worm and flea treatments mailed to your home, additional vaccinations and discounts on consultations and treatments your pet might need. Read on for more information, or speak to one of our team today to find out how you can save money and reduce stress, while providing for your pet's ongoing health.
- Protect4Life** membership provides pet owners with the support they need to help their pets stay fit and healthy. When you bring your pet for its vaccination, an overall clinical examination provides you with peace of mind as we carefully monitor the general health of your pet and offer advice, support and treatment planning. This can reduce or prevent problems arising in the future. Remember, our friendly and caring staff are here for you.
- Plus, the cost of maintaining the general health of your pet is distributed throughout the year by making monthly Direct Debit payments#. It couldn't be simpler.

#New clients may be asked to pay for the initial treatment until the first Direct Debit payment clears. After such time the initial payment will be refunded.



## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Penbode Vets Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Penbode Vets Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Penbode Vets Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Penbode Vets Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## Protect4Life Benefits



Once your pet has had a primary vaccination or annual booster with Penbode Vets they can receive, for a one off payment of only £99, their annual booster vaccinations for FREE for the rest of their life!

**Bronze Level** - Make a single payment of just £99 and your pet's vaccinations are covered for life! Includes:

- Full clinical examination by a veterinary surgeon at vaccination time as follows:
  - Health check
  - Heart and lungs
  - Skin
  - Weight
  - Ears
  - Teeth
  - Eyes
  - Claws
- Annual booster vaccinations (excludes Kennel Cough, Feline Leukaemia and Rabies\*)
  - Dogs – routine booster vaccination which covers Distemper, Hepatitis, Parainfluenza, Parvovirus and Leptospirosis
  - Cats – routine booster vaccination which includes Infectious Enteritis, Feline Herpesvirus and Feline Calicivirus (Plus Chlamydia if appropriate)
- Half yearly free nurse check up to include:
  - Health check
  - Heart and lungs
  - Skin
  - Weight
  - Ears
  - Teeth
  - Eyes
  - Claws

**Silver Level** - As for Bronze Level plus for a regular monthly fee you will receive:

- Flea and worm treatments mailed to your home on a quarterly basis
- Extra vaccinations (Kennel Cough for dogs, Leukaemia for cats)

**Gold Level** - As for Silver Level plus for a regular slightly increased monthly fee you will receive:

- 5% discount off all consultations including:
  - X-rays
  - Blood tests
  - Neutering
  - Microchipping
  - Dentistry
  - Surgery

**Platinum Level** - As for Gold Level plus for a regular slightly increased monthly fee you will receive:

- FREE consultations

\*Kennel Cough, Feline Leukaemia and Rabies vaccinations may be purchased separately

**NB** The above items cannot be used in conjunction with any other offer

## Protect4Life Fees

(from 15 December 2016 until further notice)

Spread the payments and reduce the cost of your pet care now!

	BRONZE single payment	SILVER monthly payment	GOLD monthly payment	PLATINUM monthly payment
 Cat	£99.00	£9.00	£10.00	£21.00
 Small Dog 0-10kg		£10.00	£11.00	£22.00
 Medium Dog 10-20kg		£11.00	£12.50	£23.50
 Large Dog 20-40kg		£12.50	£14.00	£25.00
 Giant Dog 40-60kg		£14.00	£16.00	£26.00

## Save up to:

Joining Age	Cat (Life Expectancy 16)	Dog (Life Expectancy 13)
1	£300.00	£361.00
2	£275.00	£326.00
3	£250.00	£290.00
4	£225.00	£255.00
5	£200.00	£220.00
6	£175.00	£184.00
7	£150.00	£149.00
8	£125.00	£113.00
9	£100.00	£78.00
10	£75.00	£42.00
11	£50.00	£7.00
12	£25.00	

**Penbode Protect4Life application form** valid from 15 December 2016  
Please complete one form per pet when you next visit a Penbode surgery or return form with your £99 payment.  
**Note: all £99 single payments must be paid in advance.**

### About your pet

Please note: If Protect4Life membership is cancelled before the annual renewal date, a £10 + VAT cancellation fee per animal will be charged and the bill for goods / services received under Protect4Life will be payable immediately.

Pet Name	Pet Age	Cat/ Dog	Single £99 Payment Total	Monthly DD Payment
	Anticipated Pet Weight			
Please refer to table, tick level and indicate fee required			£99.00	£
Bronze	<input checked="" type="checkbox"/>		£00.667	£
Single Payment			£00.667	£
Silver				£
Gold				£
Platinum				£

**How you want to pay** Please select preferred monthly payment date

**Payment method** Monthly  By Direct Debit: please fill in the DD instructions overleaf

**About you (the veterinary account holder)**  
Please complete all sections

Surname Mr/Ms/Miss/Ms
Other names
Email address
Home address
County
Contact Number
Postcode

### Declaration and signature

- The information I have given on this form is true and complete.
- I understand that if I have not given all the information that I know or can reasonably get that is relevant to this application, the contract will not be legally valid.
- I am 18 years old or over.
- If your pet's weight changes from that specified then further charges may be incurred.
- Protect4Life membership is not transferable.
- I am aware that certain products, if requested specifically, may attract a surcharge.

- All products included in the annual subscription ie vaccinations, flea and worming treatments must be taken within the annual payment period. Products cannot be carried forward to the next annual year.
- Protect4Life payments will be taken as a one off annual payment of £99 and then by monthly Direct Debit dependent on the level of membership.
- I have read and agree to the Terms & Conditions of Protect4Life membership (see penbodevets.co.uk)
- There will be an annual price increase which will affect your monthly payments of which you will be informed a month in advance.

Signature

Date / /