NPHS
National Pet Health Service

National Pet Health Service
www.nationalpethealthservice.co.uk
Tel: 01535 500910
Email: hello@nationalpethealthservice.co.uk
Facebook: @NationalPetHealthService

Hello and welcome!

Thank you for your interest in our National Pet Health Service.

In this pack you will find all information relating to our service, and registration forms should you wish to proceed towards joining us. The whole process from signing up, to receiving your regular treatments and covering for unforeseen events, is very straight forward.

NPHS registration will cover domestic pets of any age, sex, type – and also covers pre-existing conditions.

If, after reading this pack, you have any questions – please feel free to contact me via email at any time.

Best wishes,

Victoria Keating
Director

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REGISTRATION PACK

Complete Reassurance for Pet Owners

Our goal is to ensure every animal in the UK is entitled to receive preventative treatment and veterinary attention in the event of emergencies.

Your NPHS Registration will entitle your pet(s) to the following:

- Regular flea treatment
- Regular worm treatment
- Annual health and dental check with routine vaccinations (elective vaccinations such as Rabies are not covered)
- Neutering / Castration
- Subscription for Plaque Off or Toothpaste*
- Consultations for genuine health concerns
- Routine denistry
- Complete veterinary treatment for any genuine emergency or health condition
- Veterinary referrals for rehabilitation or alternative treatment (e.g. physiotherapy, hydrotherapy, remedial farriery)

Your NPHS Registration does NOT cover:

- Elective vaccinations
- Primary vaccination courses or restarted courses in the event of forgetfulness
- Microchipping
- Food
- Every day accessories
- Every day pet care
- Injuries sustained by working animals in training, sport or competition
- Breeding expenses
- Equipment
- Theft**
- Loss of Use / Death

*Cats and dogs only

**If your pet strays or is suspected as stolen, please notify us and we will share a campaign on our social media

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01535 500910

NPH Service Ltd. 12801568. | Sheep Hills, White Hill, Oakworth, Keighley, BD22 0QJ

PET OWNER REGISTRATION

Please fill in both fields if you co-own the pet(s):

FULL NAME	
ADDRESS	
EMAIL	
LANDLINE	
MOBILE	
DATE OF BIRTH	

FULL NAME	
ADDRESS	
EMAIL	
LANDLINE	
MOBILE	
DATE OF BIRTH	

PLEASE REMEMBER TO KEEP US UPDATED WITH YOUR PERSONAL AND VETERINARIAN DETAILS.
SEND AN EMAIL WITH THE SUBJECT AS “UPDATED PERSONAL INFORMATION” TO:

update@nationalpethealthservice.co.uk

PAYMENT OPTIONS

Pricing

	Monthly	Annually
Small Pet	£18.33	£200.00
Cat	£27.50	£300.00
Dog	£32.08	£350.00
Equine	£64.17	£700.00
Pet Livestock	Please Ask	

NB: If paying monthly by Direct Debit, your cover will not start until the 1st of the following month – and you will not receive any products until 28 days have lapsed past that date.

PLEASE DO NOT MAKE ANY PAYMENT UNTIL WE HAVE CONTACTED YOU TO CONFIRM THAT YOUR REGISTRATION HAS BEEN APPROVED AND SET UP.

Annual Bank Transfer

Monthly Standing Order
Please set this up for the 25th of each month

Direct Debit
We will email you to set this up. Payments will be taken on 25th of each month

Bank Details
NPH Service Ltd
NatWest
Sort Code: 01-07-93
Account Number: 53166086

PET REGISTRATION

Please fill in one form per pet:

NAME	
TYPE	
BREED	
COLOUR	
SEX	
DATE OF BIRTH	
CURRENT AGE	
MICROCHIP NUMBER (THIS IS A LEGAL REQUIREMENT FOR DOGS AND HORSES)	
IS THIS PET NEUTERED / CASTRATED?	
BRIEF DETAILS OF HISTORICAL CONDITIONS (PLEASE CONTINUE ON THE REVERSE IF NECESSARY)	
BRIEF DETAILS OF EXISTING CONDITIONS (PLEASE CONTINUE ON THE REVERSE IF NECESSARY)	
WOULD YOU PREFER A SUBSCRIPTION TO PLAQUE OFF OR TOOTHPASTE (CATS AND DOGS ONLY)?	
PLEASE STATE IF YOU HAVE ANY PREFERENCE TO FLEA AND WORMER TREATMENT. THIS CAN BE UPDATED AT ANY TIME.	
DATE NEXT VACCINATIONS DUE	
DATE NEXT FLEA TREATMENT DUE	
DATE NEXT WORMER DUE	
PREFERRED VETERINARY PRACTICE (FULL NAME AND LANDLINE NUMBER)	
SECOND OPTION VETERINARY PRACTICE (FULL NAME AND LANDLINE NUMBER)	

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TERMS & CONDITIONS

Pet Owners

1. With the exception of individuals banned from keeping or caring for animals, any person is eligible to register for the National Pet Health Service.
2. You must keep up with your payments, whether monthly or annually, to remain subscribed to the National Pet Heal th Service. Should your payment not be received on time, your registration will lapse immediately and no products will be sent to you.
3. Monthly paying customers will not be able to make a claim, nor will they be sent any subscription products until the 28th day of the month the first payment has been made (all monthly paying customers commence registration on the 1st day of the nearest month).
4. You must notify us of any change of address, contact details, or veterinary practice: update@nationalpethealthservice.co.uk
5. If you have a bad experience with your registered veterinary practice, and wish to move to another in your locality, please let us know immediately.
6. By registering with our NPHS, you are agreeing to provide a healthy, hygienic, content and pain-free lifestyle to each of your pets.
7. Every pet in your care must be registered individually. Registration is not transferrable, unless your registered pet loses his/her l ife and you welcome a new pet into your home.

Schedule of Registration

1. We will set up a payment account with your registered veterinary practice as soon as your registration documents and first payment are received. From this date, all of your veterinary bills will be added to our NPHS account and will be remunerated in full.
2. Your pets routine subscription treatments will be sent to you as per the treatment schedule determined upon registration.
3. You should continue to use your existing veterinary reminder service for routine vaccinations.
4. You do not need to notify us about pet health concerns or emergencies. Continue to use your veterinary service as you usually would.

Small Pet Entitlement

1. Consultations for genuine health concerns.
2. Complete treatment for all genuine emergencies and health conditions.
3. Veterinary referrals for alternative treatments.
4. Fly strike spray x 2 (dispatched in Spring).
5. Regular worming treatment.
6. Annual health & dental check with routine vaccinations and nail clip (this appointment must be all in one).
7. Neutering.

Cat Entitlement

1. Consultations for genuine health concerns.
2. Complete treatment for all genuine emergencies and health conditions.
3. Veterinary referrals for alternative treatments.
4. Regular flea treatment.
5. Regular worming treatment.
6. Plaque Off or Toothpaste Subscription (this will be dispatched relating to the dosage amount contained in the product to your specific pet).
7. Annual health & dental check with routine vaccinations and nail clip (this appointment must be all in one).
8. Routine dentistry.
9. Neutering.

Dog Entitlement

1. Consultations for genuine health concerns.
2. Complete treatment for all genuine emergencies and health conditions.
3. Veterinary referrals for alternative treatments.
4. Regular flea treatment.
5. Regular worming treatment.
6. Plaque Off or Toothpaste Subscription (this will be dispatched relating to the dosage amount contained in the product to your specific pet).
7. Annual health & dental check with routine vaccinations and nail clip (this appointment must be all in one).
8. Routine dentistry.
9. Neutering.

Equine Entitlement

1. Consultations for genuine health concerns.
2. Complete treatment for all genuine emergencies and health conditions.
3. Veterinary referrals for alternative treatments.
4. Regular worming treatment.
5. Annual health & dental check with routine vaccinations (this appointment must be all in one).
6. Routine dentistry.
7. Castration.

Flea and Wormer Subscription

1. When we receive your registration forms, we will discuss and advise an appropriate course of treatment for your pet(s).
2. You will be notified via email whether your pet(s) will receive monthly or tri-monthly treatments.
3. Your products will be sent out 7 days prior to your pets administration due date.
4. Please follow administration instructions carefully. We cannot accept responsibility for misuse of products. Please view the manufacturers website if you have any concerns or questions relating to the products received.

Plaque Off or Toothpaste Subscription

1. When we receive your registration forms, we will discuss and advise an appropriate course of treatment for your pet(s).
2. You will be notified via email how often your product will be sent to you (the frequency will depend on the recommended dosage for your pet).
3. Your products will be sent out 7 days prior to your pets administration due date.
4. Please follow administration instructions carefully. We cannot accept responsibility for misuse of products. Please view the manufacturers website if you have any concerns or questions relating to the products received.

Misuse of Service

Please do not misuse our NPHS. The service is privately owned, and is not government funded. For our NPHS to be successful, we rely on genuine concerns only and will issue a warning of misuse or immediate termination of registration if:

1. You consistently book veterinary appointments for minor issues which can be treated at home.
2. You consistently book veterinary appointments to ask for advice which we can help with via phone or email.
3. You book veterinary appointments for pets which you do not own, or who are not registered with NPHS and attempt to claim otherwise to your vet.
4. You are suspected to be neglecting or abusing your pet. We do not tolerate animal neglect or abuse of any kind.
5. You make a claim relating to illness or injury to an animal sustained by breeding, sport or competition
6. We do not condone the use of ANY animal for fighting "sports". If we are alerted to any suspicious activities via veterinary advice, owners / handlers will be expected to pay the related veterinary costs in full and may be reported to the local authorities. Registration will be terminated immediately with no refund.

Our Liabilities

1. Any effects suffered from any product that is sent to you as part of your subscription must be reported directly to the product manufacturer. We act solely as a distributor and hold no responsibility for any branded products.
2. Any grievances you have with your veterinarian or health care professional must be taken up with the practitioner or practice in question. We do not hold liability for any treatment or procedure administered by them.

Exclusions & Termination of Service

Your NPHS Registration <u>does not</u> cover:

1. Elective vaccinations such as Rabies
2. We do not cover the cost of primary vaccination courses, or the restarting of vaccinations due to forgetfulness – it is your responsibility to keep a record of due dates and appointments
3. Microchipping
4. Food
5. Every day accessories
6. Every day pet care
7. Injuries sustained by working animals in training, sport or competition
8. Breeding expenses
9. Equipment
10. Theft
11. Loss of Use / Death
12. Public Liability
13. Personal Accident

<u>If your veterinarian suspects illness or injury has been sustained from any of these excluded terms, then they will notify us and you will be liable to pay the related charges.</u>

If you would like to terminate your registration:

1. Please email us at: update@nationalpethealthservice.co.uk – typing "Termination" as the subject.
2. You must give at least 30 days notice. Your Direct Debit instruction will be cancelled on the 30th day.
3. You will not receive any further products, treatments or benefits following the termination date – therefore will be 100% liable for any future charges relating to your pet(s).
4. If you have paid the annual fee, you will receive a refund of the balance of your account less all product and veterinary costs that have been incurred throughout your registration period.

If we need to terminate your registration through misuse of the NPHS:

1. No period of notice will be given.
2. You will be notified of your immediate registration termination via email and letter to the address we have on file.
3. Your Direct Debit instruction will be cancelled with immediate effect.
4. No refunds will be issued.

If we need to terminate your registration through the collapse of NPHS:

1. You will be notified immediately – via email, letter and telephone call.
2. Your Direct Debit instruction will be cancelled immediately.
3. All of the payments you have made to date will be refunded, less all product and veterinary costs that have been incurred throughout your registration period.

Forthcoming Additions

We are working on adding a range of additional benefits and extensions to our NPHS. You will be notified via email as details are released:

1. 24/7 Veterinary Advice Line (which you can call if you are unsure whether your pet needs direct veterinary attention). Prior to the launch of this service, you can email us: advice@nationalpethealthservice.co.uk and we will ask our designated veterinarian (Vets for Pets) on your behalf. Please note, this is not an instant reply service – so If you are at all worried you should call your vet immediately.
2. Cover for working animals
3. Public Liability
4. Emergency pet transportation service
5. Cover for Loss of Use / Death
6. Cover for Theft
7. Cover for Equipment

Lost and Stolen Pets

Whilst we do not currently cover the expenses relating to lost or stolen pets, if you inform us that your pet has been lost or stolen, we will circulate a campaign on our social media channels to aid in their recovery.

Potential Issues, Emergencies and Complaints

1. We will post your subscription products 7 days before they are due, and will send a dispatch email. Please allow 5 working days for your subscription products to arrive. We cannot accept responsibility for items delayed or lost in the post.
2. If your pet is choking; has been submerged underwater; has an eye injury or suspected anaphylactic shock; poisoning, broken bones, arterial injury (flowing blood), heatstroke – or any other life threatening condition, PLEASE DO NOT PANIC OR WASTE TIME SEARCHING OR CALLING FOR ADVICE – GET HIM/HER TO YOUR NEAREST VET AS SOON AS HUMANELY POSSIBLE. DO YOUR BEST TO REMAIN CALM AND TO KEEP YOUR PET CALM UNTIL YOU GET THERE.
3. We will respond to all emails within 30 minutes of receipt, 8:00am to 6:00pm Monday to Friday.
4. If you have any issues or suggestions relating to our service, please email us: help@nationalpethealthservice.co.uk

THESE TERMS AND CONDITIONS WILL BE AVAILABLE TO VIEW ON OUR WEBSITE AT ANY TIME:

www.nationalpethealthservice.co.uk

WHILST WE DO NOT ENDORSE THE USE OF "GOOGLE" TO DIAGNOSE PET HEALTH CONDITIONS, IF YOU ARE GOING TO USE THE INTERNET TO SEARCH FOR ADVISE, PLEASE VISIT THE WORLD RENOWNED MSD VETERINARY MANUAL – WHERE YOU WILL FIND THE MOST RE LIABLE AND UP TO DATE FREE ADVICE RELATING TO YOUR PET:

www.msdvetmanual.com

NPHS CONTACT OPTIONS

for general information and pre-registration advice

hello@nationalpethealthservice.co.uk

for advice once registered:

advice@nationalpethealthservice.co.uk

for updates and cancellations to your registration:

update@nationalpethealthservice.co.uk

for issues, complaints and suggestions

help@nationalpethealthservice.co.uk

EMAILS WILL BE READ AND RESPONDED TO WITHIN 30 MINUTES OF RECEIPT, DURING THE HOURS OF 8:00AM AND 6:00PM.

IF YOU ARE UNABLE TO EMAIL OR REQUIRE URGENT ASSISTANCE FOR ANY REASON, PLEASE CALL US:

01535 500910 / 07504 817731

EMERGENCY PET TRANSPORTATION

If you reside in a BD or BB postcode area, we are able to provide an emergency pet transportation service if you are unable to drive. We can get to most areas within 30 minutes. Our call out fee is £15.00, with mileage charged at 50p per mile thereafter. However, Animal Magic Family Pet Retreat offer a membership service which includes a wide range of benefits, including emergency pet transportation. You can view more information on the link below:

https://www.animalmagicfamily.co.uk/membership