

# TAYLOR VETS VIP PLAN

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## FAQ

 **I have just taken out the puppy/ kitten package. How do I change over to the VIP plan?**

We will continue to fulfil the remainder of your package then welcome your pet onto the VIP plan which has additional benefits and discounts.

 **Does the VIP plan offer any insurance cover?**


No. We recommend that you insure your pet separately. As a practice, we recommend Pet Plan. For more information, contact our pet insurance team on 0141 631 5298

 **How do I pay for the VIP plan?**

Monthly direct debit

 **If I cancel during the year will I be liable to pay anything?**

You would be liable for any extra treatment that you have received which exceeds the amount you have already paid by direct debit.

 **What happens if my pet is insured or I already receive a “goodwill discount”?**

The VIP plan cannot be used in conjunction with any other TVP offer or discount including the direct to the insurance scheme. The VIP plan discount will only apply to **UNINSURED** work. Any work carried out by our out of hours services (e.g. Glasgow University Vet School) or referral services will not be included.

 **How do I sign up today?**

All TVP staff are fully trained to sign you up today. This enables you to start making **HUGE SAVINGS** and collect your pet’s **FREE** goody bag. It takes just minutes to fill out the form. Your personal details will not be passed on to any third party and will remain only as part of the TVP database.

You can now sit back, relax and know your **VERY IMPORTANT PET** is receiving the **VERY BEST** of care.

**If you have any questions or would like more details on our VIP plan, please see reception who will be happy to help.**