



Frequently asked questions about Happy Pet Care Plans:

Q: What pets does the plan cover?

A: Puppies, Kittens, Cats and Dogs

Q: How often can I visit the clinic at no charge?

A: As many times as you like whilst your pet is a member of our Happy Pet Care Plans

Q: Is there a waiting period before I can bring my pet in?

A: No. You can bring your pet in to see us for free consultations and discounts immediately.

Q: Is there a discount if I have more than one pet?

A: Yes. If you sign up additional pets at the same time, we wave the initial joining fee.

Q: Does membership to Care Plans replace Pet Insurance?

A: No, Care Plans are a proactive preventative membership that is designed to keep your pet healthier and happier for longer. Pet insurance is designed primarily for illnesses and accidents.

Q: What does my Care Plan include?

A: Care Plans offer a range of professional services and products tailored to your pet's needs. The plan offerings can vary depending on your pet and our recommendations, so please talk to our staff to identify a plan that best suits your situation.

Q: What about any extra costs after consultations?

A: You will still be liable for any costs for treatments or medications outside the Healthcare Plan as you would if you were going for a normal health check.

Q: How long am I obliged to make monthly payments?

A: You must sign up to the plan for a minimum of 12 months. Your Care Plan membership will automatically renew each year unless you contact us to cancel within 30 days of your 12-month anniversary.

Q: How do I pay for my pet's Care Plan?

A: When you choose a Care Plan for your pet at Mona Vale Veterinary Hospital, you have a choice of paying monthly or annually. For monthly payments, you will be required to complete a VetPay contract and payment will be processed monthly on your nominated credit or debit card. Please note that the VetPay Health Care Plan Terms and Conditions will apply.



Q: Can I join for less than 12 months?

A: No, Care Plans are designed as an annual package so that your pet can fully benefit from the membership.

Q: How long does my membership last?

A: Each Care Plan term is for 12 months. Memberships will automatically renew on your 12-month anniversary unless you cancel your plan membership. We will contact you before your Care Plans membership is due for renewal.

Q: How do I change my payment information?

A: Please contact VetPay directly on 1300 657 984 to update your payment details.

Q: How do I update my email address, home address or phone number?

A: Please contact our reception team on 9999 2269 to update your details on your client record, which will also update them on your Care Plan.

Q: What if I move away, or otherwise cannot continue the Care Plan?

A: Your membership can only be cancelled if our staff notify VetPay to cease direct debits. Please contact our reception team to discuss cancellation.

Q: What happens if my pet passes away?

A: Please contact our reception team. Our staff will then contact VetPay to cease any further direct debits.

Q: What happens if I change my mind or cancel my membership?

A: VetPay will only cancel direct debits by request from our practice staff.

You may be required to pay the remainder of your membership fee, or the full retail value for products or services used your less membership fees paid, whichever is less. If you have paid more towards your membership than you have received in your plan's value, you may be eligible for a refund. If your plan value received is greater than your membership fees paid, cancellation will result in fees payable as above.

Please contact our reception team on 9999 2269 to discuss cancellation.

Q: Who should I contact if I have an issue with an order?



A: Please contact Care Plans Customer Support on 1300 650 468 during business hours (Monday to Friday, 9am-5pm).

Q: Can I transfer my membership to another pet?

A: No, each membership is tailored to the individual pet and cannot be transferred between pets.

Q: Can I transfer my Care Plan membership to another veterinary practice?

A: No, you will need to cancel your membership at Mona Vale Veterinary Hospital and if your new vet practice of choice offers Care Plans, you will need to set up new plans with them. Please note that Care Plan inclusions will vary between veterinary practices.