



HealthyPetsPlus

By-Laws & Fair Use Policy

By Laws

Benefits of each membership type

1. Each Canine membership will entitle the member to receive:

a. Veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time;

b. Discount of 10% off all other veterinary products and services;

c. Discount of 20% off all veterinary pet food and parasite preventative products;

d. Free veterinary or nurse consultations including re-visits; and

e. Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a Registered Veterinarian and/ or a Veterinary Nurse. At all times any acts of Veterinary Science will be performed by a Registered Veterinarian.

2. Each Canine Puppy membership will entitle the member to receive:

a. Veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time;

b. Discount of 10% off all other veterinary products and services;

c. Discount of 20% off all veterinary pet food and parasite preventative products;

d. Free veterinary or nurse consultations including re-visits; and

e. Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a Registered Veterinarian and/ or a Veterinary Nurse. At all times any acts of Veterinary Science will be performed by a Registered Veterinarian. A person can subscribe for a Canine Puppy membership if the canine is less than 12 months of age.

3. Each Feline Kitten membership will entitle the member to receive:



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- a. Veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time;
- b. Discount of 10% off all other veterinary products and services;
- c. Discount of 20% off all veterinary pet food and parasite preventative products;
- d. Free veterinary or nurse consultations including re-visits; and
- e. Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a Registered Veterinarian and/ or a Veterinary Nurse. At all times any acts of Veterinary Science will be performed by a Registered Veterinarian. A person can subscribe for a Feline Kitten membership if the feline is less than 12 months of age.

4. Each Feline membership will entitle the member to receive:

- a. Veterinary products and services as listed and published on the Healthy Pets Plus website for this type of membership, from time to time;
- b. Discount of 10% off all other veterinary products and services;
- c. Discount of 20% off all veterinary pet food and parasite preventative products;
- d. Free veterinary or nurse consultations including re-visits; and
- e. Any other benefits that may be offered from time to time as part of the membership, at any Greencross Vets location. Any services provided as part of the membership benefits may be performed by a Registered Veterinarian and/ or a Veterinary Nurse. At all times any acts of Veterinary Science will be performed by a Registered Veterinarian.

5. The entitlement of each membership type will be limited to one nominated Companion Animal per subscription per period of membership. Multiple memberships can be purchased for other Companion Animals owned by the member. A discount on each additional membership of 10% will be given. Any discount given will be applied to the least expensive membership subscription taken out by the member.



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6. A dishonour fee will be charged for any direct deposits that are rejected from the member's nominated bank account. The dishonour fee will be \$5 per incident.

7. Consultations greater than 20 minutes, such as behavioural and dermatological, are excluded from these plans. Consultations means a normal veterinary consultation, of no more than 20 minutes in duration, which is to be performed by either a registered veterinarian or a veterinarian nurse, employed by Greencross.

Fair Use Policy

1. It is important to Healthy Pets Plus that all eligible members are able to access the various membership benefits of the club. Accordingly, we have devised the following fair use policy which applies to:

- (a) Reasonable usage of discounted veterinary products and services;
- (b) Reasonable usage of discounted veterinary pet food and parasite preventative products;
- (c) Reasonable usage of free veterinary or nurse consultations including re-visits; and
- (d) Reasonable usages of any other benefits that may be offered from time to time as part of the membership

2. Healthy Pets Plus reserves the right to vary the terms of this fair use policy from time to time.

3. Healthy Pets Plus may rely on this fair use policy where usage of Healthy Pets Plus membership benefits is unreasonable.

4. Where in breach of this fair use policy, Healthy Pets Plus may contact the member to discuss changing the usage so that it conforms to this fair use policy.

5. If, after Healthy Pets Plus has contacted the member, and the member's unreasonable use continues, Healthy Pets Plus may, without further notice to the member, terminate the membership in accordance with clause 95 (2) of the Constitution of Healthy Pets Plus Limited.