



Wellness Plan Cancellation Policy

Congratulations on your pet's wellness plan sign up. We are passionate about preventative medicine and look forward to providing the best care possible for your family.

By signing up for Branson Veterinary Hospital's Wellness plan you are agreeing to either pay on a monthly basis with the premium being withdrawn out of your checking or savings account once a month (1st or 15th), or you have signed up and paid for the entire plan in full for 1 year. Be aware that unless you specify otherwise your pet's wellness plan will automatically renew every year on the date you signed up. We do not accept cash payments or credit card payments for monthly withdraws.

Canceling your wellness plan:

You must cancel your wellness plan within 7 days of signing up in order to receive your one time sign-up fee refund. After the 7 days of original sign up date, the sign-up fee becomes non-refundable.

If you choose to cancel your wellness plan all free and discounted services used while on the plan will automatically go back to original cost. When canceling the office manager in charge of the plans will subtract the amount you have paid into the plan that yearly cycle (monthly premium paid, or if the plan was paid in full- the full premium amount) and the amount of services received for free or discounted in that cycle. For example: If a pet is enrolled on July 31st, every year the plan will start fresh on that date. All payments and services for that year will be from July 31st – July 30th the following year.

If you have paid less into the plan than the total monetary amount of discounted and free services than you will be responsible for the total balance due at time of cancellation. If there is a balance at the time of cancellation, the balance due must be paid before the cancellation can occur, or the plan will stay in place until the renewal date. If the plan is canceled and a balance is owed, the plan and withdraws will continue until the balance is paid or until the plan runs out. If you choose to instead keep the plan until the renewal date you will need to alert the manager that you would like the individual plan canceled at time of renewal. The plan will be paid in full at renewal date and can then be canceled without penalty regardless of the amount of services used.

If you have paid more into the plan than services used the hospital will provide a statement to let you know the amount owed back to you. The credit will then be placed on your account and may be used for future services in the hospital or redeemed in cash.

You have the right to stop the monthly transfer from your bank to Branson Veterinary Hospital, inc. If you choose to stop the payment you must notify your bank at least 3 business days before the scheduled payment date. If you stop the payment or the payment does not go through due to insufficient funds, closed or frozen accounts, etc the monthly payment will be added as a charge on to your account at Branson Veterinary Hospital and you will be responsible for that charge. If you need to cancel your wellness plan you must do so no later than 10 business days prior to the withdraw date. If you do not notify the hospital 10 days prior to your withdraw date, the next payment will go through but the plan will be canceled for the following month.

If you close the checking or savings account associated with the wellness plan and do not contact Branson Veterinary Hospital or provide new payment information your pet's wellness plan will be canceled automatically and you will be responsible for the charges associated.

For every payment returned to us for various reasons (i.e., "insufficient funds", "account closed", "account not found/unable to locate account".) there will be assessed a \$5.00 fee attached to the Declined Payment entered on your account.

I, _____ agree and understand this cancellation policy _____
(Print name) (Signature & Date)