

## Pet Health For Life – Tiny Tails Terms of Service

This document sets out the terms of service in relation to an optional **Tiny Tails** goods and services bundle supplied under a Pet Health For Life membership from Maggie & Marlow ([www.maggiemandmarlow.co.uk](http://www.maggiemandmarlow.co.uk)) Where relevant, these terms are supplemental to and form part of the **Terms** as defined in the Pet Health For Life Terms of Service. Unless otherwise amended below, all references to **Pet Health for Life** in the Pet Health for Life Terms of Service shall be construed as **Pet Health for Life and Tiny Tails**

### 2. Treatment

- 2.1a Membership of Tiny Tails is only available for pets in their first year of life. To ensure that you get the maximum benefit from your Tiny Tails membership, only pets who are under the age of 5 months are eligible to join. Tiny Tails is supplemental to a Maggie & Marlow Pet Health For Life membership and cannot be purchased as a standalone service.
- 2.4a If you become a member of Tiny Tails, Your Pet is entitled to receive the benefits set out in the Tiny Tails Membership Benefit Leaflet. For the avoidance of doubt, consultations for customers who are both Pet Health for Life and Tiny Tails members shall be structured as follows:-

<b>Benefit</b>	<b>Tiny Tails Status</b>
2 vaccination consultations (vet or nurse)	Included as part of Pet Health for Life plan
2 nurse consultations	Included as part of Pet Health for Life plan
Further 2 nurse consultations	Included as part of and exclusive to Tiny Tails membership
2 vet consultations	Included as part of Pet Health for Life plan (to which clause 2.9 applies).

- 2.4b Consultations may be in-person or online, as determined by the practice in the best interests of your pet. Additional consultations will be charged for at the practice's standard rates.
- 2.5a Tiny Tails membership lasts for 12 months only. Any Tiny Tails benefits not taken in the first 12 months of membership will be lost.
- 2.8 It is the responsibility of the client to ensure that all vaccinations are done at the correct time. In the event of a late vaccination, resulting in the full vaccination course having to be restarted, an additional fee will be charged.

### 4. Treatment

#### Payments

- 4.1a To be a member of Tiny Tails, you must pay the monthly Tiny Tails fee for each of Your Pets who qualify for membership. These fees can be paid in accordance with clause 4.2 of the Pet Health for Life Terms of Service. Membership of Tiny Tails is for 12 months only. On expiry of your membership, the Tiny Tails fee will no longer be payable. If you choose to retain your membership of the Pet Health for Life plan, the monthly fee payable will be the standard Maggie & Marlow Pet Health for Life fee.