



# SUMMERVELD EQUINE HOSPITAL

## I CARE LOYALTY PLAN 2020

*“Combining Wellness with Loyalty”*

Introducing Summerveld Equine Hospital’s ‘I Care Loyalty Plan’ for your sport horse/s.

### Highlights

- All sport horses are eligible to join by completing the membership forms.
- Three levels of plan to suit your needs: ‘I Care Essential’, ‘I Care Advanced’ and ‘I Care Senior’. If these plans do not suit your needs we are also happy to customise a plan to suit your requirements.
- The ‘I Care Loyalty Plan’ is designed to ensure your horse gets essential preventative veterinary care at a reduced cost to you.
- All benefits for the basic ‘I Care Loyalty Plan’ offers significant savings.
- A 10% **loyalty** discount for all veterinary services on plan horses is applicable for work not covered by the wellness plans and subject to the payment terms.
- Travel fees within Summerveld are included.

### I Care Loyalty Plan Benefits 2020

Benefits	I Care Essential	I Care Advanced	I Care Senior
Clinical Health exam – including trot up in a straight line	•	•	•
Microchip inserted for horse not already microchipped	•	•	•
Dental examination and hand float, sedation included ( advanced work or electrical float not included)	•	•	•
Bi-annual deworming with scientifically recommended method	•	•	•
Quarterly Faecal Egg Counts for worm eggs (sample to be delivered to SEH)	•	•	•
Annual African horse sickness number 1 and 2 vaccination	•	•	•
Biannual equine influenza with tetanus	•	•	
Annual equine influenza with tetanus			•
Annual Rabies Vaccination	•	•	•
Survey radiographs (Max 20 views done at SEH)		•	
Annual blood analysis		•	•
<b>Monthly Cost excluding VAT</b>	R 349.99	R 759.99	R 379.99
<b>Monthly Saving</b>	11%	10%	15%



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### Monthly Mileage by area excluding VAT

Summerveld	R0.00
Assagay, Hillcrest, Drummond, Waterfall, Crestholme, Hammersdale	R23.27
Cato Ridge	R32.20
Howick, Hilton	R 32.20
Coast	R 41.76
Richmond	R 49.41

In consultation with our vets you will be able to choose the options that best suit you and your horse at an affordable monthly fee.

The veterinary team that will service your needs is made up of:

- Dr Ralph Katzwinkel
- Dr Sean Miller
- Dr Bronwyn Desfontaines
- Dr Nicolas Demunter
- Dr Keith Spargo

By joining our **I Care Loyalty Plan** you will automatically be eligible for any add on wellness products that may be introduced at future times.

To join or request more information contact reception on **031 769 1256** or email us at [equinevet@savets.co.za](mailto:equinevet@savets.co.za)

*"In pursuit of veterinary excellence"*

**DR RALPH KATZWINKEL BVSc MBA (HENLEY UK)**

**SUMMERVELD EQUINE HOSPITAL**



# SUMMERVELD EQUINE HOSPITAL

## LOYALTY PLAN APPLICATION FORM

I hereby wish to join the following Summerveld Equine Hospital Loyalty Plan:

I Care Essential  
I Care Advanced  
I Care Senior


### PERSONAL DETAILS

<b>Date:</b>		<b>Plan Number (Office use):</b>			
<b>Title:</b>		<b>Initials:</b>		<b>First Name:</b>	
<b>I.D. Number:</b>		<b>Surname:</b>			
<b>Postal Address:</b>					
<b>Residential Address:</b>					
<b>Phone Number Home:</b>		<b>Work:</b>			
<b>Email:</b>		<b>Cell:</b>			
		<b>Fax:</b>			
<b>Date of Joining (1<sup>st</sup> of the month):</b>					

Horse/s Details:		
Name	Plan Choice	Stabled at:

### DEBIT ORDER INSTRUCTIONS ACCOUNT NAME

BANK NAME	ACCOUNT NUMBER	BRANCH NAME	BRANCH NUMBER

I confirm that I have read and understood the attached Terms of Contract and Summary of the Options/Plans and I acknowledge that these annexures form part of my contract with Summerveld Equine Hospital.

SIGNED on \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_

SIGNED: \_\_\_\_\_ WITNESS: \_\_\_\_\_



# SUMMERVELD EQUINE HOSPITAL

## TERMS AND CONDITIONS

### The following applies to all loyalty plans:

- To become a loyalty plan member please contact S E H on 031 7691256 or email to equinevet@savets.co.za
- The application form including the terms, conditions and debit order instructions need to be signed on joining. This constitutes the loyalty plan contract.
- You can select which of your horses you would like to have on the loyalty plans.
- Membership payment is by debit order monthly or annual lump sum at time of joining.
- Loyalty plan membership is for a minimum of 12 month from the first of the next month from the date of signing up.
- All other veterinary services provided by Summerveld Equine Hospital and not included in the attached List of Benefits, will be eligible for a 10% discount on condition that all payments are settled immediately.
- All benefits will be performed at the stable yard where possible.
- One or more benefits can be redeemed on the same day where possible.
- The choice of vaccine and dewormer to be used is at the discretion of S E H based on scientific research.
- Travel outside of Summerveld will be charged according to area and a monthly travel fee will be added to your debit order based on area.
- If the horse moves to another yard the travel fee will be changed accordingly.
- A member's horse/s on the loyalty plan will have a separate account with S E H.
- The benefit/s to be redeemed must be booked in advance and will be dependent on availability of the vaccine required.
- The benefit will be provided by the suitable vet on the requested date and time where ever possible. S E H reserves the right to reschedule benefit redemption to another suitable date if required.
- The members veterinary account with S E H will be updated with work performed and payments made. Benefits will be processed normally and a credit reflected for the benefit work.
- All charges and loyalty plan rates exclude VAT.
- Termination of the membership occurs automatically at the end of the 12 months from date of joining.
- Benefits not redeemed during the 12 months of membership will lapse and are not refundable.
- Members are liable for the full 12 months of loyalty plan fees and appropriate mileage plus VAT from date of joining.
- Loyalty plan fees paid annually in advance will be discounted by 10 %.
- In the event of the horse dying/being sold un-claimed benefits will be credited against the total membership fees owing in the contract period. S E H has the sole rights to calculate and apply any adjustments and debit any outstanding fees in full settlement of the contracted obligations.
- Benefits redeemed on weekends and public holidays are not advised and will be subjected to the normal after hour surcharge charged by S E H at the time.
- The loyalty plan set out in this document is the sole property of S E H and S E H reserves all its rights there to.
- The S E H practice loyalty plan is not a "medical aid".
- Horses on "medical aid "are eligible to join the loyalty plan. Certification of benefits received will be provided on request for claim purposes.
- The membership is transferable with the sale of the plan horse on condition that the new owner joins the particular loyalty plan and takes over the debit order
- The membership may be cancelled in writing giving 30 days' notice. In this event the credits for benefits redeemed will be reversed, any membership payments will be credited against the veterinary work performed and the remaining money owing must be settled immediately.

SIGNED on \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_

SIGNED: \_\_\_\_\_ WITNESS: \_\_\_\_\_