



CASCADE SUMMIT
Animal Hospital

WELLNESS PLAN CONTRACT

Patient: Deegan

Plan: Basic Plus

Coverage Dates: 1/24/12 to 1/24/13

Client Number: 2209

Client-Subscriber: CSAH

Address: 22320 Salamo Rd.

City: West Linn

State/Zip: OR 97068

Subscriber = Client; Provider = Veterinary Hospital

TERMS AND CONDITIONS

COVERAGE

Your Wellness Plan covers all the services listed on the itemized page issued to Client and attached to this document. It does not include any services not listed on that itemized sheet. It does not include any services provided by anyone other than the Provider or any fees for services recommended as a result of an illness or accidental injury, even if Provider refers patient. Fees for not included services will be determined between the parties in accordance with the fee schedule in effect at the time and must be paid at the time they are rendered.

ADDITIONAL TERMS AND CONDITIONS

TRANSFERABILITY

This agreement is not transferrable or assignable and applies only to the patient identified above while owned by the Subscriber named. Subscriber may obtain preventative care for the patient only at the Provider's hospital named herein.

CANCELLATION TERMS

Either Provider or Subscriber may cancel this agreement at any time. If Subscriber performs all his/her obligations and Provider cancels this agreement, all the fees Subscriber has paid for the current term year will be refunded in full, less Provider's standard charges for any services rendered prior to cancellation. If Subscriber cancels at any time before services are rendered, the entire amount paid for the current year will be refunded, minus any membership fee charged. Refunds will not be made for any prior years plan. If Subscriber cancels after any services have been rendered, Provider shall be entitled to retain the entire amount of the membership fee and all monthly installments which have been paid and Subscriber will be liable to pay Provider the remaining installments for the term year in effect or the Subscriber shall pay the full amount of the standard price of services already rendered, whichever is less. Such installments can be paid either monthly as they come due or as one payment in full. If full payment is made within 30 days of Subscriber's cancellation, a 10% discount will be given. If an enrolled patient dies or is disposed of for any reason after services have been rendered, Provider shall be entitled to retain the entire amount of the membership fee and all monthly installments which have been paid and the Subscriber will be liable to pay the Provider the remaining installments for the term in effect or the full amount of



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standard price of services already rendered, whichever is less. The installments can be paid either monthly as they come due or as one payment in full. If full payment is made within 30 days of the patient's death or disposition, a 10% discount will be given. Multiple pet families may be required to have similar pets identified by microchip or tattoo unless all similar pets are covered under a Wellness Plan with Provider.

EFFECTIVE PERIOD

This agreement shall be effective for the period stated above and will be automatically renewed for a subsequent period of 12 months each, unless and until Subscriber or Provider terminates this agreement as of the end of any term year by written notice to the other party given no less than 30 days prior to the automatic renewal date. Upon renewal, no membership fee will be charged.

Puppy/kitten agreement shall be effective for the period stated above and will not be automatically renewed for a subsequent period of 12 months. Subscriber must notify Provider that they plan to renew on an adult plan. Upon renewal, no membership fee will be charged if renewed within 14 days of the renewal date. After that, a new membership fee will be charged, and a new physical exam will be required if the Wellness Plan has lapsed for more than 60 days.

ANNIVERSARY DATE FEE ADJUSTMENTS

The Provider reserves the right to adjust monthly fees at any anniversary date or cease at any time to provide the plans.

ITEMS NOT COVERED BY THIS AGREEMENT

- A. Services rendered by specialist to whom patient is referred by the Provider.
- B. Services at any institution or hospital other than the Provider, or services rendered by other veterinarians not employed by the Provider.

NON COVERED DISCOUNTS

Some plans include discounts for non-included items. Those discounts listed with some plans apply to all services and products purchased from Provider for the patient during the term of this agreement except items not eligible for discount include: over the counter items (ex: s3, dermalyte, ear cleaner, fish oil capsules, toothbrushes, toothpaste, oral care chews, bark collars), feliway products, food, treats, heartworm prevention, flea prevention, nail trims, anal gland expressions, grooming, naturopathic services, and naturopathic medications.

UNLIMITED OFFICE CALLS

Subscriber understands that unlimited office calls applies to regular office hours only.

INSTALLMENT PAYMENTS

Installment payments can be deducted from most debit or credit cards. A reprocessing fee of \$25 may be billed to Subscriber on declined transactions on Subscriber's account. Subscriber is responsible for notifying Provider of any change in



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account set up for billing. In the event that Subscriber fails to pay any installment within 30 days of its due date, Provider may immediately terminate this agreement and declare all fees and remaining monthly installments for the then current term year to be immediately due and payable. If Provider permits Subscriber to restart the program after termination under this section, a new application and membership fee will be required unless special arrangements are made and agreed to in advance.

FEES DUE TO PROVIDER IN ADDITION TO WELLNESS PLAN

In the event that cancellation of the agreement for any reason results in monies due to either Subscriber or Provider, such money shall be paid in full within 30 days of cancellation. If either party fails to make any payment when due under this agreement, that party shall pay the other party's collection cost, whether or not legal action is recommended. In the event of any legal proceedings (including appeals) the prevailing party shall be entitled to recover its costs, disbursements and reasonable attorney's fees as determined by the court.

This contract includes all terms of the Wellness Plan Program unless additions or changes are made in writing.

Veterinary Hospital representative: Brenda Bailey

Date: 1/24/2012

Subscriber or agent of subscriber:

Date: Tuesday, January 24, 2012