



Pet Health Plan - Gold

Fair Usage policy for unlimited Vet and Nurse Consultations

As a PHP Gold member, you are entitled to an unlimited number of consultations with our veterinarians and Nurses. However, their time is finite, and subject to availability.

To ensure the efficiency and the smooth running of this benefit for all of our clients within the practice, we reserve the right to triage the request for a consultation. We would hope that we would never need to prevent future bookings; however, we reserve the right to limit or disallow future consultations in the following circumstances:

- You book or attempt to book repeat consultations regardless of necessity.
- If at any time a vet or nurse in our practice concludes that you are booking consultations frivolously and not acting in good faith.

