Care Club Terms of Service

Updated 26.11.2026

Care Club is our annual membership for cats and dogs. It gives you unlimited first-opinion vet consultations, routine nurse consultations, annual vaccinations and WhatsApp support. Members may also make separate, one-off purchases of selected parasite treatments at discounted member prices.

These terms apply to two different Care Club membership products: Care Club memberships purchased before 7 April 2026 ("Legacy Care Club") and Care Club memberships purchased on or after 7 April 2026 ("Current Care Club"). The products have different prices and include different services, as set out below.

1. What Care Club Membership Includes

Included Service	Availability	Price	Notes
Vet consultation	**Unlimited** during practice opening hours	£60 each	First-opinion consultation with one of our vets.
Nurse consultation	**Unlimited** during practice opening hours	£35 each	Routine consultation with one of our nurses.
Vaccine booster	**Included** when due and clinically appropriate	£75	Annual vaccination booster for cats and dogs.
Kitten or puppy vaccine course	**Included** when clinically appropriate	£90	First-year vaccination course.
Adult vaccine course	**Included** when clinically required	£90	Full vaccination course for an adult cat or dog when needed.
Kennel cough vaccine	**Included** where clinically appropriate	£65	For dogs only.
WhatsApp support	**Included**	-	WhatsApp is intended for initial triage and administrative enquiries. It is not a veterinary consultation or emergency service and should not be used as a substitute for an in-practice examination. We are not obliged to provide veterinary advice through WhatsApp. Where we consider it clinically appropriate, we may provide limited guidance or ask you to book an in-practice consultation. For urgent concerns, please contact the practice by telephone or follow our out-of-hours instructions.
Nail clipping	-	£14 each	Included only for Legacy Care Club.
Anal gland expression	-	£25 each	Included only for Legacy Care Club.

2. Discounted Parasite Treatment Purchases

How pricing works	Parasite treatment is not included in the Care Club fee and does not form part of the membership. While their membership is active, Care Club members may make separate, one-off purchases of selected parasite treatment products at the discounted member price in force on the date of purchase, subject to clinical suitability and stock availability. The discount applies only to products selected and stocked by the practice. Prices are not fixed for the membership term and may change.
Current discounted member prices	Current discounted member prices are: Cats and dogs under 15kg - £11 per month of cover. Dogs 15kg to 30kg - £13 per month of cover. Dogs over 30kg - £16 per month of cover. These member prices may change.
Purchasing and supply	Discounted parasite treatment purchases are arranged and paid for separately in practice. Treatments for adult cats and dogs are usually sold in quantities providing 3 months of cover. Up to 12 months of treatment may be purchased in a single transaction to secure the member price for the period purchased. Treatments for puppies and kittens may be sold in quantities providing one month of cover while they are growing. Discounted parasite treatment may be purchased only while the Care Club membership is active and only for a period ending no later than the membership expiry date. To purchase treatment covering a longer period at the discounted member price, the client may be required to renew or purchase a new annual Care Club membership covering that period.
Products available at discounted member prices	**Dogs** Flea treatment: NexGard Spectra Chewable Tablets for Dogs, or Prinocate spot-on solution for dogs, or Stronghold 15 mg spot-on solution for cats and dogs ≤2.5 kg for puppies under 2.5 kg only. NexGard Spectra also provides tick treatment; Prinocate and Stronghold do not. Worming treatment: Anthelmin Plus Flavour Tablets for Dogs or Anthelmin Plus XL Tablets, in the appropriate dose for your dog's weight. **Cats** Flea treatment: Prinocate spot-on solution for cats, or Stronghold 15 mg spot-on solution for cats and dogs ≤2.5 kg for kittens under 2.5 kg only. Worming treatment: Anthelmin 230mg/20mg film-coated Tablets for Cats as the standard option. Droncit Spot-On 20 mg Solution may be available on request, subject to clinical suitability and practice discretion. The products listed above are those currently available at discounted member prices and may change because of availability, discontinuation, changes in product authorisation or clinical guidance, relevant disease risks, or reasonably necessary supplier or stock-range changes. No particular brand, active ingredient or formulation is guaranteed. Subject to clinical suitability and stock availability, any replacement product or combination, when used as directed, will provide at least routine cover against fleas and tapeworms. Products will be supplied only where clinically appropriate and legally permitted.

3. Using Care Club

Pet	Care Club is only available to clients registered with the practice. Care Club is for one named cat or dog only. It cannot be paused or transferred, and no multi-pet discount applies.
Term	Care Club membership is valid for 365 days from the day of purchase. Discounted parasite treatment may be purchased at the discounted member price only while the membership is active and only for the remainder of the current membership term. Where an active membership is renewed before it expires, the renewed membership will begin immediately after the existing membership ends and will continue for a further 365 days.
Payment and renewal	Current Care Club membership costs £215 per pet per year and must be paid annually in advance. Payment for the initial membership may be made only at the practice. Membership fees are not collected by Direct Debit, and membership does not renew automatically. Membership may be renewed on the terms and at the price in effect at the time of renewal. Payment for renewal may be made at the practice or, where available, online. The availability of online payment is not guaranteed and is at the sole discretion of the practice. Membership may be renewed in advance. Where an active membership is renewed in advance, the renewed membership will begin on the day after the existing membership expires, regardless of the date on which the renewal payment is made. Discounted parasite treatment may be purchased only at the practice as a separate, one-off transaction for the quantity supplied. Each purchase must be paid for at the time of purchase. Discounted parasite treatment purchases are not a subscription, do not renew automatically and will not result in automatic payments. No reminders about future purchases will be provided.
Start of benefits	Benefits start on the date Care Club is purchased. Where an active membership is renewed in advance, the renewed membership and its benefits start immediately after the previous membership ends.
Timing of use	Benefits apply only where Care Club membership is purchased before or on the date of the eligible service. Benefits cannot be applied retrospectively or after membership has expired. Booking or requesting a service while the membership is active does not preserve entitlement where the service is provided after the membership expires. Any unused benefits expire with the membership and cannot be transferred to a renewed membership or refunded.
Included benefits and prices	The services, products and quantities available under each Care Club membership product are those shown in these terms of service on the date the membership is purchased. Parasite treatment products are not included in the Care Club membership fee. They are purchased separately in one-off transactions at the discounted member price in force when each purchase is made.
Clinical judgement	Vaccinations and other included clinical services are provided only where the attending veterinary surgeon, exercising reasonable professional judgement, considers them clinically appropriate for the enrolled pet. Vaccinations will use suitable veterinary vaccines lawfully supplied for use in the UK and selected with regard to current professional guidance and relevant disease risks in the UK. Vaccines may change because of availability, changes in clinical recommendations or legitimate operational requirements, including supplier or stock-range changes. No particular brand, manufacturer or formulation is guaranteed. If vaccination using a suitable vaccine then available at the practice, or another included clinical service, is not clinically appropriate, we are not required to provide that service. No separate payment, credit, replacement benefit or reimbursement will be due solely because it was not provided. You may cancel the membership following such a decision; the cancellation fee will be waived and the standard refund rules in Section 5 will apply. Your statutory rights are unaffected.

Restart course	If a patient misses the second vaccination and needs a restart course, a fixed restart fee of £75 applies. This fee is charged separately and is not part of Care Club.
Not included	Current Care Club does not include out-of-hours provider consultations, surgery, diagnostics, laboratory tests, imaging, medicines, prescription fees, certificates, nail clipping, anal gland expression, vaccinations against rabies or anything not listed in these terms of service when you join. Legacy Care Club includes unlimited nail clipping and anal gland expression. Current Care Club does not include nail clipping or anal gland expression; those services are charged separately at the prices stated in Section 1. Prices, discounts and benefits remain those agreed at the time of purchase.

4. Appointments, Non-Attendance and Prepayments

Booking rules	Please give at least 24 hours' notice if you need to cancel or rearrange an appointment. The general Every Tail Vets booking, lateness and cancellation rules also apply to Care Club members.
Repeated non-attendance	If, within the previous 12 months, you miss 2 or more appointments or cancel 2 or more appointments with less than 6 hours' notice, Every Tail Vets may require prepayment for future appointments.
When prepayment is required	If the client attends the appointment, that prepayment will be refunded. If the appointment is missed, cancelled or rearranged with less than 24 hours' notice, or the client arrives 5 minutes late to their appointment, we may retain prepayment in line with our terms of service.
Late arrival	An appointment may be treated as missed if the client arrives 5 minutes or more late and the practice cannot safely or reasonably fit the appointment in.

5. Care Club Cancellation and Refunds

When you can cancel	Care Club can be cancelled at any time during the membership term.
No-fee cancellation	No cancellation fee applies if: - cancellation is requested within 14 calendar days of purchase; - the enrolled pet has died or has been permanently rehomed; - you cancel following a decision under the "Clinical judgement" provisions in Section 3 that vaccination using a suitable vaccine then available to the practice cannot be provided to the enrolled pet because it is not clinically appropriate; or - you cancel under the Section 7 "Changes to These Terms" because a material change applies to your active membership and materially disadvantages you. In each case, any refund due will be calculated using the "Refund calculation" provisions below and processed in accordance with the "Refund method" provisions below.
Standard cancellation fee	In all other cases, a £50 cancellation fee applies.
Refund calculation	Any refund is calculated by taking the amount paid and deducting the clinic's current prices for benefits already used or supplied. For this calculation, any member discount received on a separate discounted parasite treatment purchase during the membership term is treated as a benefit used. The amount deducted for that discount will be the difference between the practice's standard non-member price for the same product on the date of purchase and the discounted member price actually paid. The parasite treatment purchase remains a separate one-off transaction; only the value of the member discount is included in the Care Club refund calculation. This deduction will not create any additional amount payable by you. Nothing in this clause affects your statutory rights. If the calculation results in a positive balance, that amount will be refunded. If it results in a zero or negative balance, no refund will be due.
Refund method	Any refund is processed using the same payment method used for the original payment. If the original payment was made by card in the practice, the original cardholder must attend with the original card.

6. When Every Tail Vets May End the Membership

Misuse or abusive behaviour	Care Club must not be used fraudulently, dishonestly or abusively. We may cancel it, or refuse renewal, if there is misuse, abusive or threatening behaviour, or if trust and cooperation have broken down.
Effect of cancellation	Future benefits stop immediately. The £50 cancellation fee shall be waived. Any refund due shall be calculated using the methodology described in Section 5.

7. Changes to These Terms

How and when changes apply, and your rights	We may update these terms from time to time. Unless stated below, changes will apply only to memberships purchased after the effective date of the updated terms. During an active membership, we may make a change only where reasonably necessary to: - comply with legal, regulatory or professional requirements; - protect animal welfare, health, safety or security; - make a product substitution permitted by these terms; - correct or clarify the terms without materially disadvantaging the client; or - introduce or update proportionate administrative, pet-verification, booking or security procedures reasonably necessary to prevent or investigate fraud, unauthorised use or other misuse. Such changes will not increase the membership price, introduce a new charge or usage limit, shorten the membership term, materially reduce an included benefit, or make an included benefit materially more difficult to use. Normal use of a benefit described as unlimited will not be treated as misuse. We will give reasonable written notice of a change where practicable. If a change materially disadvantages the client, we will normally give at least 30 days' notice and the client may cancel without a cancellation fee; the standard refund rules in Section 5 will apply. An urgent change required by law or reasonably necessary for safety or to prevent ongoing fraud may take effect sooner, but we will notify affected clients as soon as reasonably practicable. Statutory rights are unaffected.