

## **RTVC Standard Wellness Concierge Membership Patient Enrollment Form**

Memberships are now required for any service to be provided by

The Royal Treatment Veterinary Center (RTVC)

The Royal Treatment Veterinarians and staff will provide comprehensive and advanced integrative veterinary health services and support for our client members and their pets. High-level Integrative Veterinary Concierge Care means members and their pets belong to a community of compassionate, experienced, engaged, efficient and hard-working professionals invested in the health of your pet in every stage of their lives. We are interested in not only helping when there's a problem, but in providing the causes of health to avoid having problems in the first place.

RTVC Standard Wellness Concierge Membership period is one year from the beginning date of initial payment.

**Fees for Standard Wellness Concierge membership** are to be paid **annually** in 1 or 2 payments. As used in this Agreement, the term "Service Year" refers to the 1 year beginning on the date of initial payment as well as every 1 year after that.

RTVC STANDARD WELLNESS CONCIERGE MEMBERSHIP Benefits include:

- Access to all RTVC veterinarians, as available
- A fully individualized, integrative wellness plan
- Access to all RTVC services, medicines, and products
- Regular prices for services and products
- Access as available to triaged emergency consultation & emergency medical services during business hours, with regular pricing
- RTVC Newsletter

We want you to know that our staff will be ready to assist you if you need:

- Assistance in triage & scheduling priority appointments for office exams, in house Ultrasound, Echocardiography, holistic treatment packages, internal consults, phone consults, ER exams, tech appointments, medication pick up at RTVC, etc.
- Assistance in navigating the world of specialty referral – appointments with referral specialists, transfers to ER hospitals, consultations based on external diagnostics/diagnoses
- Assistance with medication dosing options and compounding pharmacy information
- Recommendations for curated animal-related services, products, supplements treats and foods
- Support, council and planning for end of life: decision making hospice/final decisions/logistics and timing, etc.

Enrolling Member must initial each page \_\_\_\_\_

**Clients are responsible for additional fees for any services, treatments, products, etc. Estimates can always be requested prior to service.**

**All fees for services and products are due at the time of service.**

**Client fees for services and products will be charged to CC on file, unless other arrangements are made at the time of service.**

**STANDARD CONCIERGE MEMBERSHIP FORM**

Primary Member \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_

Primary address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ ZipCode \_\_\_\_\_

Co-family Member \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_

Other authorized human \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Other human's relationship to pet \_\_\_\_\_

	Patient Name(s)	Canine or Feline	Breed	D.O.B. MM/DD/YYYY	Annual Fee	Two Payments
1st pet					\$300	\$166.50 due 1st day, and \$166.50 due 30 days later
2nd pet					No additional fee	No additional fee
3rd pet					No additional fee	No additional fee
4th pet					No additional fee	No additional fee

There is no additional membership fee if you have more than 4 pets.

Enrolling Member must initial each page \_\_\_\_\_

**Method of Payment:**

- Annual Payment: **Personal Check** payable to “Royal Treatment Veterinary Center”
- Annual Payment: **Credit Card** (Mastercard, Visa, Discover, AMEX)
- Two Payments: **Credit Card** (Mastercard, Visa, Discover, AMEX) \$150 plus 11% processing fee due on initial date of sign up, and \$150 plus 11% processing fee due 30 days later

I hereby authorize The Royal Treatment Veterinary Center to charge my credit card for the annual Concierge Membership as above. I also understand that annual renewal payment will be due one year from date of initial payment and annually thereafter, and will be charged to your credit card on the date of expiration of your annual membership. Annual renewal is automatic unless member cancels in writing and it is received by RTVC Staff during regular business hours at least 48 hours prior to renewal.

**Credit Card Number:** \_\_\_\_\_ **Exp Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZipCode** \_\_\_\_\_

I have read and understand this Agreement provided to me by The Royal Treatment Veterinary Center. I understand that this Agreement can be terminated upon 30 days’ written notice prior to renewal date (one year after initial payment). After that all annual memberships will be honored and binding. I understand that after the date of initial payment, if I terminate membership within the year, refunds will not be automatic. Conditions and any Refunds will be individually determined using RTVC guidelines. These guidelines include but are not limited to membership interval, services provided, consultations used, products, discounts/intellectual property/benefits received, client communication and compliance and other factors. Typically, once a comprehensive wellness evaluation, testing and plan have been completed, no refund will be offered.

I understand that the Royal Treatment Veterinary Center reserves the right to terminate subscriptions for clients based on our codes of conduct (zero tolerance for abusive behavior to staff), non-payment and for other terms or infractions.

Enrolling Member must initial each page \_\_\_\_\_

Membership positions are limited, and once terminated, a client will lose their priority status to return to the practice and may have to be put on a waiting list if they wish to rejoin the practice.

This Agreement for continued subsequent service is renewable by paying the annual fee for the applicable Service Year as determined by The Royal Treatment. The terms of this Agreement will apply to all such subsequent Service Years, unless The Royal Treatment and client agree otherwise, in writing.

Automatic annual renewal notices will be emailed to each member prior to charging for renewal.

Once you have enrolled, additional benefit information about our Concierge Practice as it evolves will be available to you.

Signed \_\_\_\_\_