

# DOGS TRUST POST ADOPTION VETERINARY SUPPORT

## Terms and Conditions



### 1. What is PAVS?

The Post Adoption Veterinary Support (“PAVS”) is a programme run by Dogs Trust Ireland which part funds the cost of veterinary bills, in order to facilitate the adoption of dogs that require ongoing treatment for one or more documented pre-existing condition(s)/medication(s).

PAVS is funded entirely by charitable donations made to Dogs Trust Ireland and it is not an insurance policy.

**You remain responsible to your Veterinary Practice for payment of bills relating to your dog.**

This means that you are responsible for:

1. Paying for those aspects which are not funded by Dogs Trust Ireland under these Terms and Conditions.
2. Paying the remaining balance of the total bill directly to your Veterinary Practice.

**Please note that by continuing to use PAVS, you are confirming your agreement to these Terms and Conditions.**

Dogs Trust Ireland suggests that all Adopters consider whether or not an insurance policy would be appropriate to provide financial assistance for veterinary treatment not funded under PAVS. Please note that Dogs Trust Ireland is not able to recommend or offer you any advice on insurance products.

### 2. Key Words

In these Terms and Conditions we use the following words:

- **Adopter / You** – The person(s) named on the PAVS Certificate. The PAVS Certificate is not transferrable.
- **Dogs Trust / We** – PAVS is both managed by and funded through Dogs Trust Ireland, a charity registered in the Republic of Ireland (registered charity Number: 20057978) Dogs Trust Ireland, company limited by Guarantee. Registered in Dublin, Ireland under company no. 396919. Reg Office: Ashbourne Road, Finglas, Dublin 11.
- **End Date** – For Temporary PAVS Funding only, the date when funding ends (as set out in the PAVS Certificate).
- **Specific Contribution** – The maximum funding Dogs Trust Ireland will provide to a specific contribution(s)/medication(s) under PAVS each year.
- **Start Date** – The date when your dog becomes eligible to receive funding, as stated on the PAVS Certificate.
- **Temporary PAVS Funding** – In some circumstances, PAVS funding may only be temporary and where this is the case, the End Date will be set out in your PAVS Certificate.

- **Terms and Conditions** – These terms and conditions.
- **Veterinary Practice** – Your veterinary practice or veterinary referral team.
- **PAVS** – The Post Adoption Veterinary Support fund.
- **PAVS Certificate** – The certificate which confirms PAVS funding for your dog.
- **PAVS Funded Condition(s)** – Those condition(s)/medications(s) listed on the PAVS Certificate issued to you by Dogs Trust Ireland. Treatments, medications and/or procedures will only be funded where they relate to these listed conditions. These condition(s)/medications(s) will be stated on your PAVS Certificate.

### **3. Changes to the PAVS Terms and Conditions**

These Terms and Conditions supersede any and all previous terms and conditions for the PAVS. Dogs Trust Ireland reserves the right to further amend these terms and conditions from time to time, upon giving you reasonable notice of any changes.

**Dogs Trust Ireland relies on charitable donations in order to fund PAVS. Whilst we will try to keep Dogs Trust Ireland's contribution towards the PAVS funded veterinary fees as set out in these Terms and Conditions, this may not always be possible and regrettably the amount funded by Dogs Trust Ireland may change from time to time, although we will always notify you of any such changes in advance.**

### **4. How does PAVS Funding work?**

#### **General**

Where Dogs Trust Ireland has agreed to part fund your dog's veterinary bills under PAVS, you will be issued with a **PAVS Certificate for you and your Veterinary Practice**. Please keep these safe - you will need to bring a copy of your PAVS Certificate with you every time you visit your Veterinary Practice.

PAVS funding is only valid for:

- the Adopter named on the PAVS Certificate;
- the dog identified on the PAVS Certificate; and
- the **PAVS Funded Condition(s)/Medication(s)** listed on the PAVS Certificate. Treatments, medications and/or procedures unrelated to the PAVS Funded Condition(s)/Medication(s) will not be funded by Dogs Trust Ireland.

Dogs Trust Ireland will contribute towards a specific condition(s)/medication(s) for each dog funded under the PAVS, which will be specified on the PAVS Certificate

Funding under the PAVS will only be made in accordance with these Terms and Conditions, including those specific restrictions set out in **Section 5**.

#### **Veterinary Practices**

**Dogs Trust Ireland agrees to contribute towards the Veterinary Practice bills for your dog's PAVS Funded Condition(s)/Medication(s) noted on their PAVS Certificate**, subject at all times to the specific contribution and other restrictions set out in these Terms and Conditions.

We recommend that you please seek advance approval from Dogs Trust Ireland's PAVS Team for any referral or expensive novel procedures, to check whether Dogs Trust Ireland will be able to part fund these. You can contact the Dogs Trust Ireland PAVS Team using the details listed at the end of these Terms and Conditions.

Please note that you must:

- a) Make any claims to Dogs Trust Ireland under PAVS, including liaising with your Veterinary Practice to make any claims on your behalf. Your Veterinary Practice will (at their discretion) require you to either:
  - pay their veterinary fees in full and you claim the applicable contribution back from Dogs Trust Ireland; or
  - pay the remaining balance of their veterinary fees and the Veterinary Practice will claim the applicable contribution directly from Dogs Trust Ireland, on your behalf.
- b) Pay directly to your Veterinary Practice the applicable veterinary fees in relation to your dog's PAVS Funded Condition(s)/Medication(s).
- c) Help your Veterinary practice follow the procedure set out in **Section 6** of these Terms and Conditions.
- d) Pay directly to your Veterinary Practice any other fees not funded by Dogs Trust Ireland under these Terms and Conditions.

## **5. Specific Restrictions**

Funding under the PAVS will only be made in accordance with these Terms and Conditions, including the following restrictions, unless specifically stated otherwise on your PAVS Certificate:

- a) **Not transferrable** – PAVS funding is only valid for the Adopter and the dog identified on the PAVS Certificate.
- b) **ROI only** – PAVS funding is only available whilst your dog is residing in and being treated in the Republic of Ireland
- c) **Prescription Only Medicine** – Dogs Trust Ireland will only fund medication which is classified as Prescription Only Medicine (POM(E) or POM). Your Veterinary Practice will be able to clarify whether or not this applies to any medication they prescribe for your dog.
- d) **Exclusions** – Dogs Trust Ireland will not fund the following:
  - Prescription food.
  - Supplements.
  - CT and/or MRI scans.
  - Chemotherapy and/or radiation therapy.
  - House visits.
  - Treatment of accidental ingestion.
  - Treatment of traumatic injuries (including but not limited to car accidents).
  - Routine preventative health care (including but not limited to vaccinations, flea treatments and worming treatments).
  - Costs associated with euthanasia and/or cremation.
  - Any alternative therapy (including but not limited to acupuncture, homeopathic medicine, and laser therapy).
  - Any insurance policy excess.
  - Treatment for PAVS Funded Conditions which have been exacerbated by the dog becoming overweight. Dogs Trust Ireland will use its discretion to decide whether to fund treatment in these circumstances.
  - Treatments and/or procedures unrelated to the PAVS Funded Condition(s)/Medication(s).

- e) All decisions on funding take account of your dog's welfare and long-term prognosis. There may be further restrictions on what is funded based on this.
- f) All funding under the PAVS remains subject to Dogs Trust Ireland's discretion.

## **6. Procedure for Veterinary Practices**

We are very grateful to those Veterinary Practices that accept dogs on to the PAVS. Please note that **you remain responsible for the payment of veterinary bills relating to your dog**.

This means that you are responsible for liaising with your Veterinary Practice to make any claims to Dogs Trust Ireland on your behalf.

To assist Dogs Trust Ireland in administering PAVS (including efficient part payment of invoices under the PAVS) we ask your Veterinary Practices to please follow these procedures:

- a) **Prescription Only Medicine**
  - Confirm to the Adopter whether or not any medication required by their dog is classified as Prescription Only Medicine (POM(E) or POM). PAVS can only fund those medications which are classified as Prescription Only Medicine (POM(E) or POM). Any other medication must be wholly funded by the Adopter.
  - Prescribe the generic medication name where possible to allow Dogs Trust Ireland to save money on branded medication, however we do understand that in some instances the brand may be relevant to the medication being prescribed.
- b) **Collect payments from the Adopter (where making a claim on Adopter's behalf)**
  - Collect from Adopters their share of their Veterinary Practice bills not funded by Dogs Trust under PAVS.
  - Allow 30 days for payment to be processed after submitting a claim through our online portal, as outlined in the Vet Certificate.
  - Contact Dogs Trust Ireland's PAVS team directly via [pavs@dogstrust.ie](mailto:pavs@dogstrust.ie) to discuss any invoice or payment queries.

## **7. Privacy**

Since opening our doors in 2009, we've kept our promise to never destroy a healthy dog. And it's all because of dog loving supporters like you. We keep our promises, and that includes treating your personal details with care. In order to communicate with you more effectively, better understand your preferences and ability to support our work, we may analyse your data. We do share your information within the Dogs Trust Group; currently Dogs Trust Worldwide, Dogs Trust UK and Dogs Trust Promotions.

For more information on this visit our privacy section, [dogstrust.ie/privacy](http://dogstrust.ie/privacy). You can opt out of communications or change your preferences at any time by phoning Lo Call 1890 25 29 28 (Option 2) or visit .

## **8. Contact Details**

The Dogs Trust Ireland PAVS Team can be contacted as follows:

**Email:** [pavs@dogstrust.ie](mailto:pavs@dogstrust.ie)  
**Post:** Dogs Trust PAVS, Ashbourne Road, Finglas, Dublin 11, D11 K003