Every pet deserves
Rewards
Portfolio
Exclusively for vet practices
Every pet deserves
Welcome to Portfolio Rewards

Welcome to the Petplan Portfolio Rewards scheme, providing rewards exclusively for veterinary practices.

Petplan works with veterinary practices across the UK helping inform clients about the benefits of pet insurance and providing tools to help you easily increase the number of insured clients at your practice.

Pet insurance allows clients to seek veterinary treatment earlier and make decisions based on what is best for their pet rather than which treatment they can afford. Promoting pet insurance is a team effort at every touch point within practice and the Portfolio Rewards scheme is designed to reward and motivate the whole of the practice team.

Portfolio Rewards credits are awarded for new and renewed Petplan policies attributed to your practice.

Credits can be redeemed against the range of gifts shown in this catalogue. Inside you’ll find items that have been specially selected for all aspects of practice life as well as a few luxury items just to say thank you.

Thank you for your continued support and if you have any questions, please call us on 03333 010331

Kind regards
Petplan Portfolio Rewards Team

Vouchers as shown on page 10

4 Slice Toaster as shown on page 14
How It Works
Collecting Credits

Don’t forget to put your Petplan Practice Number on your leaflets

New Policies
Credits are awarded for each full small animal or equine policy that is attributed to your practice. When you activate Immediate Veterinary Cover (IVC) or a client activates 4 weeks’ free insurance using a voucher with your Petplan Practice Number on, you will receive Portfolio Rewards credits if the client continues their cover and takes out a full Petplan policy. You will also receive credits for policies generated through leaflets with your Petplan Practice Number on as well.

If you don’t put your Petplan Practice Number on your leaflets we can’t attribute sales to your practice, so remember to do this every time you receive new materials. You can order Practice Stickers to help you with this, simply visit petplanvet.co.uk or call Vetline on 0330 102 1606.

<table>
<thead>
<tr>
<th>Credits</th>
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<tr>
<td>Full policy from Immediate Veterinary Cover (IVC)</td>
<td>150</td>
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<tr>
<td>Full policy from a 4 weeks’ free client activated voucher</td>
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<tr>
<td>Full policy from a dog, cat, rabbit leaflet</td>
<td>100</td>
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<tr>
<td>Full policy from a horse leaflet</td>
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</tbody>
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Renewed Policies

Credits will also be awarded for each policy attributed to your practice that renews. Over 90% of Petplan customers renew their policy each year, so this is a great way to earn additional credits for your practice. In order to earn credits on renewed policies, there must be at least one new full policy attributed to your practice in the previous three statement months.

<table>
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<tr>
<th>Credits</th>
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<td>Renewed policies</td>
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Keeping Track of Your Credits

Your credits will soon mount up so each month we will send you a statement showing the number of new credits awarded, the number redeemed and your current balance.

Claiming your Portfolio Rewards

Exchanging your Portfolio Rewards credits for items from this catalogue is quick and easy. You can redeem some or all of your credits at any time by completing a Portfolio Rewards Order Form or by submitting an order in writing on your practice letterhead, quoting your Petplan Practice Number and delivery address. Orders can only be accepted in writing and should be signed by a partner in the practice.

Orders can be posted to Portfolio Rewards, PO Box 504, Leicester LE94 OAE, or faxed to us on 03333 010334.

Please note that credits are awarded to the practice and not to any one individual. All goods will be delivered to the practice address and once received, the ensuing distribution of items is the responsibility of the practice.

Delivery

If you do not receive your Portfolio Rewards items within 28 days of placing your order or should you have any other queries, please telephone the Portfolio Rewards helpline on 03333 010331 between 8.45am and 5.15pm, Monday to Friday.

Terms & Conditions

The Petplan Portfolio Rewards scheme may be subject to revisions or additions and all items are subject to availability. The Terms and Conditions for participation in the Petplan Portfolio Rewards scheme are at the back of this catalogue.

If you have any queries please call our Portfolio Rewards Helpline on 03333 010331
Veterinary Support

Using your Portfolio Rewards credits to purchase additional veterinary equipment and CPD training is a cost effective way to keep your practice tools and your teams skills up-to-date!

Veterinary Equipment

You can exchange your credits for veterinary equipment from all major equipment and instrument suppliers including: Animalcare, Burtons, JAK Marketing, Vet Direct, Veterinary Instrumentation and Krusse. We can also deal with other suppliers by special request.

The credit value of veterinary equipment orders is calculated as follows:

(cost of item + delivery + VAT)  
× 25 = value in credits

To order equipment, fax the following information to Portfolio Rewards on 03333 010334:

- Name and contact details of the supplier
- Catalogue code
- A brief description of the equipment
- The current price including delivery and VAT

If you have agreed a special price for an item, please give us details of the discount, any quote numbers and the name of who agreed it.
Veterinary Books
Credits can be exchanged for veterinary books from Amazon, BSAVA and other publishers.
To order books, fax the following information to Portfolio Rewards on 03333 010334:
- Title of the book
- Author
- Publisher
- ISBN
To calculate the credit cost of books:
\[(\text{cost of item + delivery}) \times 25 = \text{value in credits}\]
Please note, books from BSAVA will be charged at the non-member rate.

Online CPD for Veterinary Professionals
Vetacademy provides online CPD covering both clinical and practice management topics from world leading training specialists including Improve International, Elsevier Publishing, Video Arts and many more.
With more than 120 modules and over 200 videos to choose from, Vetacademy is an excellent resource to help you meet your CPD requirements and provide training for all of your practice staff.
Credits can be exchanged for Vetacademy vouchers to purchase online CPD modules from www.vetacademy.co.uk.

£10 voucher = 250 credits
£25 voucher = 625 credits
£50 voucher = 1250 credits
£100 voucher = 2500 credits
To order, fax the following information to Portfolio Rewards on 03333 010334:
- The voucher amount you would like to order
- The name and email address of the person who will redeem the voucher(s)
Veterinary staff at practices registered with Petplan can save 10% on the cost of all Vetacademy modules. To benefit, enter the code Petplan10 in the coupon code box in the shopping cart area.

Educational Conference and CPD Events
Credits can be exchanged for attendance at any veterinary or veterinary nurse congress, including BSAVA, London Vet Show, BVNA, BEVA or any CPD accredited course.
To use your Portfolio Rewards credits for registration, send us your completed application form and we will forward it to the organisers with a cheque to cover the cost of attendance.
We can also reimburse your practice for travel or accommodation costs, please submit photocopies of receipts, tickets or a mileage claim.
Completed application forms or receipts can be posted to Portfolio Rewards, PO Box 504, Leicester LE94 OAE, or faxed to us on 03333 010334.
To calculate the cost of educational conferences and CPD events:
Costs are calculated at £1 = 25 credits
Thank You

Using your Portfolio Rewards to say thank you to the practice team is a great way to motivate staff. Whether it’s giving out chocolates on people’s birthdays or booking a team building experience, there are many benefits to recognising and rewarding the contribution of the practice team.

You can exchange credits for a range of treats:

- **12 Bottles of Wine**
  Ref No 801 - 001
  1875 credits
  Twelve full-flavoured, top quality wines. Please specify all-red, all-white, or mixed selection when ordering

- **Champagne and Chocolates Gift Set**
  Ref No 801 - 003
  1125 credits
  75cl bottle of Champagne and 70g box of Belgian chocolates

- **Biscuit Barrel**
  Ref No 801 - 004
  350 credits
  Biscuit barrel with variety of biscuits

Terms & Conditions. Recipients must be 18 years or over. In the unlikely event of wine becoming unavailable, a substitute of similar style and of equal or greater value will be supplied. Wine cannot be delivered to the Channel Islands.
6 Bottles of Wine
Ref No 801 - 005
1125 credits
Six full-flavoured, top quality wines. Please specify all-red, all-white, or mixed selection when ordering

Large Box of Thorntons Chocolates
Ref No 801 - 007
750 credits
Thorntons boxed milk, dark and white chocolate

Seasonal Bouquet
Ref No 801 - 009
750 credits
Flowers selected to represent the current season

Fruit Basket
Ref No 801 - 008
750 credits
Selection of fresh fruits in an attractive presentation basket

Thorntons Chocolate Hamper
Ref No 801 - 006
1375 credits
A variety of Thorntons chocolates
Vouchers

You can exchange credits for a range of vouchers:

£5 voucher = 125 credits
£10 voucher = 250 credits

To view where Love2shop or Leisure vouchers can be used, please visit love2reward.co.uk or leisurevouchers.co.uk.

Please note Amazon electronic gift cards are non-refundable and we are unable to replace any expired vouchers so check the expiry date and use your vouchers within this time.
Team Building Activities

Credits can be exchanged for a range of experiences from Activity Superstore.

Whether you want to treat the team to some relaxing spa time or get those competitive juices flowing there is something for everyone. View what’s on offer at activitysuperstore.com or see the range of experiences available through Argos and we will order your experience voucher for you.

You can also use credits to pay for your own team building days or activities, please submit photocopies of receipts by fax on 03333 010334.

Please note, cheques can only be made to the practice and not to individual employees.

To calculate the cost of staff activities:

25 credits = £1
Break Time

Help make life easier for the practice team by using your Portfolio Rewards credits to provide essential staff room items.

When staff are short of time or nursing through the night, a few mod cons can make a big difference!

12 Piece Spotty Dinner Set
Ref No 802 - 002
625 credits
Colourful set contains four dinner plates, four side plates and four bowls. Dishwasher and microwave safe

Set of 4 Petplan Mugs
Ref No 802 - 003
375 credits
Four Petplan mugs. Dishwasher and microwave safe

Set of 4 Brightly Coloured Mugs
Ref No 802 - 001
300 credits
Four colourful mugs. Dishwasher and microwave safe

16 Piece Cutlery Set
Ref No 802 - 004
500 credits
Stainless steel, 4 place settings
5 Piece Pan Set
Ref No 802 - 005
1625 credits
Milk pan, saucepans with glass lids and frying pan

Kitchen Scale
Ref No 802 - 006
500 credits
Stainless steel platform, imperial/metric conversion control, LCD display

Brita Water Filter Jug
Ref No 802 - 007
875 credits
2.4 litre capacity and an easy fill flip-top lid

Ceramic Storage Jars
Ref No 802 - 008
375 credits
3 ceramic jars for tea, coffee and sugar
Food Blender
Ref No 802 - 009
625 credits
Easy grip handle, variable speed settings

2 Slice Toaster
Ref No 802 - 010
625 credits
2-slice, variable browning control, frozen bread function and mid-cycle cancel

Silver Kettle
Ref No 802 - 012
875 credits
3kW, capacity 1.7 litres, concealed element, rapid boil, removable and washable limescale filter

4 Slice Toaster
Ref No 802 - 011
1250 credits
4-slice, variable browning control, frozen bread function and mid-cycle cancel

Coffee Machine
Ref No 802 - 013
2625 credits
Espresso, cappuccino and latte coffee maker

Cooking
**3.5L Slow Cooker**
Ref No 802 - 018
875 credits
330 watts, capacity 3.5 litres, 3 settings: low, medium, high, dishwasher safe ceramic pot

**Halogen Oven**
Ref No 802 - 016
1750 credits
Food capacity 10.5 litres, 5 cooking functions: grill, bake, boil, roast and defrost, variable temperature 125°C to 250°C

**Mini Oven with Hob**
Ref No 802 - 014
2375 credits
1500 watt fan assisted oven, temperature up to 230°C, capacity 28 litres, 60 minutes timer

**Microwave**
Ref No 802 - 017
2250 credits
Microwave power output 800 watts, grill power output 1000 watts, 20 programmes

**Sandwich Toaster Press**
Ref No 802 - 015
875 credits
Makes 2 rounds of sandwiches, toasted bread snacks including Panini, Ciabatta and Focaccia, non-stick plates
Behind the Scenes

We all know that practices are busy environments and that there’s a lot going on behind the scenes to keep the practice clean and tidy and provide the best care for pets. Exchange your Portfolio rewards for some additional items to help make life easier!

**Petplan Bodywarmer**
Ref No 803 - 001

425 credits

Blue Petplan unisex quilted bodywarmer. Sizes available: small (36/38), medium (38/40), large (41/42) and extra large (43/44)

**Single Pine Futon Sofa Bed with Mattress**
Ref No 803 - 002

3000 credits

Small single chairbed
Under Counter Larder Fridge
Ref No 803 - 003
**5000 credits**
Standard under counter sized fridge, 3 shelves, adjustable temperature control

Washing Machine
Ref No 803 - 004
**6375 credits**
7 kg wash load, 1200 spin, A+ energy rating, multiple settings including quick wash

Wash and Dry Machine
Ref No 803 - 007
**9500 credits**
7 kg wash and dry load, 1200 spin, multiple settings including quick wash

Fridge Freezer
Ref No 803 - 005
**7000 credits**
150 litre capacity fridge, 84 litre capacity freezer. Size H174cm, W54.5cm, D58cm

Dishwasher
Ref No 803 - 006
**5750 credits**
Large capacity, multiple cycle settings including quick wash programme
Dyson Cylinder Animal Vacuum Cleaner
Ref No 803 - 011
8750 credits
Bagless vacuum cleaner ideal for pet hair.
2 litre capacity with easy empty dustbin.
Foot operated, hose stretches up to 5m,
includes a range of on-board tools

Black & Decker Dustbuster
Ref No 803 - 010
750 credits
Small bagless vacuum capable of wet and dry pick-up, crevice and squeegee tool, wall mountable charging base

Dyson Handheld Slim Vacuum Cleaner
Ref No 803 - 009
5750 credits
Lightweight cordless vacuum cleaner with multiple attachments.
Wall-mounted docking unit.
Long-reach wand for carpets and hard floors. Detachable wand for spot cleaning, spills and stairs. Up to 15 minutes suction time

30L Bin
Ref No 803 - 008
1000 credits
30 litre capacity, stainless steel
Dyson Handheld Vacuum Cleaner
Ref No 803 - 012
5750 credits
Handheld cleaner with multiple attachments. Two speed, up to 15 minutes suction time. Easy empty 0.35 litre capacity dustbin

Henry Hoover
Ref No 803 - 013
4000 credits
9 litre capacity, side suction for edge to edge cleaning, includes a range of on-board tools, uses disposable dust bags

Dyson Upright Animal Vacuum Cleaner
Ref No 803 - 014
8000 credits
Upright bagless vacuum cleaner ideal for pet hair. 2.11 litre capacity easy empty dustbin, includes a range of onboard tools
The Office

Using your Portfolio Rewards credits for a range of office supplies is a great way to kit out your practice.

Whether it’s simply a stapler for reception or a radiator for the staff room there’s something here that every practice needs!

**Dyson Ceramic Fan Heater**
Ref No 804 - 001

7750 credits

Dyson Hot Fan Heater will quickly heat up your room with its smooth airflow design. Easy to clean, adjustable tilt and oscillating features

**DeLonghi Oil-filled Radiator**
Ref No 804 - 002

2750 credits

Variable thermostat, 2 heat settings, frost protection and timer function
Dyson Bladeless Desk Fan
Ref No 804 - 003
5250 credits
Blade free fan engineered to deliver a constant stream of smooth air, easy to clean, adjustable tilt and oscillating features

Silver Oscillating Tower Fan
Ref No 804 - 004
1500 credits
Oscillating and variable heat setting features
Stationery & Equipment

**Electric Stapler**
Ref No 804 - 006

**625 credits**
Automatically staples up to 12-sheets at a time, suitable for everyday use in the office or for mass-stapling of booklets and brochures

**General Purpose First Aid Kit**
Ref No 804 - 007

**875 credits**
Fully compliant kits for small and medium sized businesses, contains alcohol free wipes, gloves, plasters, dressings, bandages and first aid guidance

**Dymo LetraTag Label Machine**
Ref No 804 - 005

**875 credits**
ABC keyboard, 1 font type with bold or italic options, 5 print sizes, 13 character display

**A4 Laminator**
Ref No 804 - 008

**625 credits**
Laminates A4 documents
Portfolio Rewards

The Office

*Desktop Calculator*
Ref No 804 - 009
**375 credits**
8 digit, battery and solar powered

*Cross-Cut Shredder*
Ref No 804 - 012
**1750 credits**
Cross-cut shredding, shreds up to 9 A4 sheets, accepts staples and credit cards

*Electronic Safe*
Ref No 804 - 013
**5875 credits**
Up to 60 minutes' fire protection, digital lock, alarmed

*Key Safe*
Ref No 804 - 011
**750 credits**
Wall mountable, hook key cabinet

*T Trimmer*
Ref No 804 - 010
**875 credits**
Cuts up to 7 sheets, scale bar marked in cm and inches
Leather-Faced Chair
Ref No 804 - 014
3375 credits
Black leather-faced, swivel and gas lift seat

Bookcase
Ref No 804 - 015
3375 credits
Tall and wide bookcase, four adjustable shelves and one fixed shelf

2 Door Tall Office Cupboard
Ref No 804 - 016
6250 credits
Two fixed shelves and 1 adjustable shelf
Basic Office Desk
Ref No 804 - 017
3750 credits
Basic wooden desk

2 Door Office Cupboard
Ref No 804 - 018
3750 credits
Two door cupboard with one adjustable shelf

Black Mid-Back Office Chair
Ref No 804 - 019
1125 credits
Black fabric, gas lift seat, height adjustable

2 Drawer Office Cabinet with Filer
Ref No 804 - 020
4000 credits
Two filing drawers suitable for A4 files

3 Drawer Pedestal Office Cabinet
Ref No 804 - 021
4250 credits
Three drawer pedestal unit with two storage drawers and a filing drawer
Display items

Silver Framed Petplan Wall Clock
Ref No 804 - 023
500 credits
Silver/chrome framed, battery wall clock

Wall Display - 6 Magazine, 12 Leaflet
Ref No 804 - 022
4875 credits
Mounts easily to wall. Crystal clear display unit holds 6 magazines and 12 leaflets

Wall Display - 3 Magazine, 6 Leaflet
Ref No 804 - 024
3375 credits
Mounts easily to wall. Crystal clear display unit holds 3 magazines and 6 leaflets

White Board Starter Kit
Ref No 804 - 025
450 credits
Cleaning spray, Dry-wipe whiteboard eraser and marker pens
### Magnetic White Board
Ref No 804 - 028
**750 credits**
Magnetic, wall mountable, 600 x 450mm

### Light Oak Framed Noticeboard
Ref No 804 - 029
**1000 credits**
900 x 1200mm, please specify blue, green or grey felt when ordering

### Framed Map
Ref No 804 - 026
**3500 credits**
Made to order, centred on a town of your choice, please state postcode for the map to be centred to when ordering. Framed in either aluminium, dark wood or light wood, please state choice when ordering. Scale 1:40,000, 75 x 107cm map displays approx. 8.75 mile radius. Non-returnable or refundable

### Laminated Map
Ref No 804 - 027
**2375 credits**
Laminated, made to order, centred on a town of your choice, please state postcode for the map to be centred to when ordering. Scale 1:40,000, 75 x 107cm map displays approx. 8.75 mile radius. Non-returnable or refundable
Sound & Vision

Exchange your credits for the latest digital items whether it’s a TV for the staff room or a new computer for reception.

Twin Phone Handset with Answerphone
Ref No 805 - 001
2000 credits
Two phones with built-in answer machine, name and number memory functions, speaker and ringer volume control.
Laser Fax Machine
Ref No 805 - 002
6250 credits
Laser fax machine with memory function and 250 page capacity

Telephone Headset
Ref No 805 - 003
625 credits
Noise-cancelling microphone filters background noise out, adjustable microphone boom

Triple Phone Handset with Answerphone
Ref No 805 - 004
2750 credits
Three phones with built-in answer machine, name and number memory functions, speaker and ringer volume control

Telephone Headset
Ref No 805 - 003
625 credits
Noise-cancelling microphone filters background noise out, adjustable microphone boom
Digital Camera
Ref No 805 - 007
2750 credits
Compact camera with recording feature, autofocus, automatic light adjuster, optical zoom and smile detection

iPod Mini
Ref No 805 - 008
7000 credits
Most recent model will be supplied. Please state 16GB (7000 credits), 32GB (9250 credits) or 64GB (11250 credits), and either black or white when ordering. 7.9” display, wi-fi, camera, built-in speaker (non 3G version)

iPad
Ref No 805 - 005
10250 credits
Most recent model will be supplied. Please state 16GB (10250 credits), 32GB (12500 credits) or 64GB (14500 credits), and either black or white when ordering. 9.7” display, wi-fi, camera, built-in speaker (non 3G version)

Wireless Optical Mouse
Ref No 805 - 006
375 credits
Optical cordless mouse
Portfolio Rewards | Sound & Vision

**Printer with Scanner**
Ref No 805 - 009
1375 credits
Colour printer and scanner, 60 sheet paper capacity. Ink included.

**Computer Monitor**
Ref No 805 - 012
3125 credits
22” computer screen monitor

**Wireless Desktop Keyboard and Mouse**
Ref No 805 - 010
1375 credits
Wireless keyboard and mouse set, long-lasting battery, compatible with Microsoft Windows Vista/2000/XP

**All-In-One Inkjet Printer**
Ref No 805 - 011
7500 credits
DAB Radio
Ref No 805 - 013
1000 credits
DAB digital tuner, mains or battery operated

iPod Docking Station
Ref No 805 - 014
1375 credits
Compact and lightweight speaker system, compatible with iPod and iPhone

CD Player
Ref No 805 - 015
750 credits
Portable CD player with AM/FM radio
**22” HD TV DVD Combi with Freeview**

Ref No 805 - 020

**4000 credits**

Wall mountable, TV portrays full HD, features various
community ports, DVD player and freeview

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**37” HD TV with Freeview**

Ref No 805 - 019

**7750 credits**

Wall mountable TV portrays full HD, features various
community ports, freeview

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**DVD Player**

Ref No 805 - 016

**875 credits**

Slim DVD player, plays region 2 (UK) DVDs

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**Freeview+ Digital TV Recorder**

Ref No 805 - 017

**2375 credits**

Pause live TV and series link programmes
options, records up to 155 hours of television
directly on to its hard drive

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**TV Stand**

Ref No 805 - 018

**1500 credits**

Slimline glass TV stand,
suitable for TV’s up to 42 inch
Out & About

Exchange your credits for items to help keep the external areas of the practice looking clean and tidy or equipment to make transporting pets easier.

**Dog Travel Ramp**
Ref No 806 - 001
**1000 credits**
Assists dog mobility in and out of cars. Maximum weight 40kg

**Universal Mesh Dog Guard**
Ref No 806 - 002
**1000 credits**
Mesh, adjustable width and height to fit most estate and hatchback cars

**Window Grille**
Ref No 806 - 005
**450 credits**
Allows fresh air into the car, secure fit creates a safe guard for dogs, easily installed, expands to a width of 60cm (24”)

**UK, Ireland and Western Europe Sat Nav**
Ref No 806 - 003
**3250 credits**
4.3” touch screen, postcode navigation, pre-loaded maps for UK, Republic of Ireland and Western Europe

**Rear Seat Protector**
Ref No 806 - 004
**450 credits**
Water resistant rear seat cover, elasticated for universal fitting
Flymo Hedgecutter
Ref No 806 - 006
1750 credits
51cm hedgecutter, lightweight, dual cutting action, two handed use

Flymo Grass Trimmer
Ref No 806 - 008
1500 credits
Plant guard, twistable head, edging facility

Flymo Garden Vac
Ref No 806 - 007
2000 credits
4 in 1 system: blow, vac, shred and jet vacuum for picking up wet leaves, 40 litre collection bag capacity

Hozelock Compact 25m Hose System
Ref No 806 - 009
1500 credits
Freestanding 25m length hose, connectors and nozzle

Flymo Glide Lawnmower
Ref No 806 - 010
2600 credits
1400w electric hover mower, 20 litre grass collection box, 12m power cable
Re-chargeable Torch
Ref No 806 - 012
1000 credits
Re-chargeable spotlight, 12V in-car charging lead, AC/DC adaptor

Re-chargeable Lantern
Ref No 806 - 011
750 credits
Wind-up mechanism or in-car charger, 1 minute winding gives 8 mins light

Pressure Washer
Ref No 806 - 013
2500 credits
Lightweight, compact design, flexi-jet lance, 360 litres/hour, 1600w

Energizer Headlight
Ref No 806 - 014
500 credits
Weatherproof with four lighting options
**Tool Kit**
Ref No 806 - 015

**750 credits**
A selection of screwdrivers, wrenches, hammer, spirit level, pliers and scissors

**Drill Driver**
Ref No 806 - 016

**2750 credits**
Compact, lightweight, rechargeable battery, variable speed and reverse functions
Petplan Portfolio Rewards Scheme

As a Veterinary Practice participating in the Petplan Vet Portfolio Rewards Scheme, and in the absence of any other superseding contractual arrangement with Petplan, you agree to the following terms and conditions:

1. The Rewards Scheme is only open to Veterinary Practices who are registered under the Scheme. Registration is at the sole discretion of Petplan.

2. This Rewards Scheme applies to full insurance policies provided by Petplan for dogs, cats, rabbits and horses after 1st May 1996, where the policy is attributable to your practice.

3. You must be resident in the UK and aged 18 years or over. You will be entitled to one membership into the Rewards Scheme per Veterinary Practice.

4. You must keep Petplan informed of any changes to your contact details. Petplan will not be responsible for any loss of Portfolio Rewards or reward items incurred as a result of out of date details. Accounts with out of date details may be removed and any Portfolio Rewards or reward items forfeited.

5. Either party is free to terminate this agreement at its absolute discretion by immediate notice in writing or by email to the other party.

6. Petplan will give three months’ notice in writing or by email in the event of termination of the Portfolio Rewards scheme. A further six weeks will be allowed for the final exchange of Portfolio Rewards credits after which time they will become null and void.

7. Petplan may decline to issue, withdraw or cancel Portfolio Rewards credits and/or remove a Veterinary Practice from the Rewards Scheme at any time where Petplan has reasonable belief to suspect any breach or attempted breach of the Rewards Scheme.

8. In the event of termination for whatever reason you will not be awarded any future Portfolio Rewards.

9. Portfolio Rewards and reward items cannot be transferred, bought, sold or in any way traded. They are allocated to the registered participating Veterinary Practice and not to any individual in their personal capacity.

10. Portfolio Rewards have no value until converted into reward items and Portfolio Rewards cannot be exchanged for cash. However, in place of reward items, a cash equivalent can be donated to The Petplan Charitable Trust. Details can be found at www.petplantrust.org or obtained via the Helpline number 03333 010331.

11. Delivery of any reward items will only be made to the Veterinary Practice’s registered address and will be dispatched within 28 days of order subject to availability.

12. Petplan accepts no liability whatsoever in respect of reward items supplied.

13. Petplan reserves the right to change at its absolute discretion at any time the items available under the scheme without notice or any liability to any registered Veterinary Practice.

14. Petplan may at any time without notice and without liability, supply alternative items of a similar nature and value to those ordered. If you are unhappy with the alternative item, the box must remain sealed and you must contact the scheme administrators on 03333 010331 within 7 days of delivery of your item. In the event of any reward item being unavailable or discontinued, the Veterinary Practice will be contacted to arrange a suitable alternative.

15. Petplan reserves the right to vary the credit values and redemption rates and to vary these terms and conditions at any time without prior notice or liability.

16. Employees of any Veterinary Practice who receive reward items under the Scheme may be liable for tax on the gifts as “taxable benefits” of their employment. It is the responsibility of members to make the appropriate declarations to HMRC.

17. The promoter of the Scheme is Pet Plan Limited whose registered office is at 57 Ladymead, Guildford, Surrey GU1 1DB and whose principal place of business is at Great West House (GW2), Great West Road, Brentford, Middlesex TW8 9DX.

18. All correspondence regarding this Reward Scheme should be sent to Portfolio Rewards, PO Box 504, Leicester LE94 OAE or via the Helpline number 03333 010331.