Cabinet Vétérinaire BESTIAIRE du RHÔNE

GENERAL CONDITIONS

INTRODUCTION

The Veterinary Preventive Care Plans – for dogs and cats – are health packages created by GenèVét SA.

They include visits, procedures, diagnostics, and care products based on a preventive medicine approach. The veterinary preventive care plan spreads out the veterinary costs for pets over the year.
By subscribing to a veterinary preventive care plan – dog/cat, you acknowledge that you have read and accepted these general conditions. These general conditions govern the contractual relationship between GenèVét SA and the client who has subscribed to the preventive care plan.

General Conditions

Types of Plans
The veterinary preventive care plans – dog/cat – come in 3 types of subscriptions for dogs and cats:

Dog	Cat
Junior **50 CHF** per month, per animal	Junior **40 CHF** per month, per animal
Adult **55 CHF** per month, per animal	Adult **45 CHF** per month, per animal
Senior **65 CHF** per month, per animal	Senior **55 CHF** per month, per animal

A plan is recommended by your veterinarian based on:

- Your animal's species,
- Your animal's age,
- Its lifestyle,
- Its health status.

1. Subscription

The contract (preventive care plan) is personal and non-transferable. The contract is considered subscribed as soon as GenèVét SA receives the first payment. Presentation of an official photo ID (identity card, driver's license, or passport) is mandatory for subscribing to a preventive care plan.

2. Duration of Plans

The veterinary preventive care plans – dog/cat – are valid for one year (365 days), automatically renewed for the same duration unless the subscriber notifies otherwise.

The contract starts only after payment of the first monthly fee by the client.

All prices are indicated in Swiss Francs (CHF) and include all taxes.

GenèVét SA reserves the right to change the monthly plan price with three months' notice before the end of the current calendar year.

Non-use of the services of the preventive care plan does not entitle the subscriber to any reduction or refund.

3. Explanation of Procedures
The services included are detailed on the page of each preventive care plan and are an integral part of these general conditions.

4. Plan Progress
The pet owner can obtain a statement of procedures performed on their animal and those remaining to be performed within the plan year at most once every six months.

5. Termination
Any termination must be made in writing to:

GenèVét SA
4 chemin du 23-Août
1205 Geneva

Proof of receipt of the termination letter is the client's responsibility.
To terminate the plan effective on the contract anniversary date without additional fees, the cancellation request must be notified at least two months before the contract anniversary date.
If the two-month notice period is not respected, a flat administrative fee of CHF 50 will be charged to the owner.

If immediate termination is requested by the owner, a CHF 50 administrative fee will apply.
Such termination may result, depending on the case and GenèVét SA's choice, in:
(i) The owner paying the difference between the monthly fees paid since the start or last anniversary of the contract and the cost of veterinary procedures performed that year at current prices (without discounts), if the cost exceeds the total monthly fees paid;
or (ii) A refund to the owner if the cost of procedures is less than the monthly fees paid.
In case of the pet's death, the owner must inform the veterinary clinic to terminate the plan. No CHF 50 administrative fee will be charged for termination due to death.

GenèVét SA may terminate the subscription at any time without cause with two months' notice; no termination fees will apply.

In case of late or non-payment of monthly fees, GenèVét SA may immediately terminate the subscription with a CHF 50 administrative fee charged to the owner.

6. Medical and Surgical Follow-up
If the owner consults an external veterinarian, they must inform the veterinarian signing this contract of any procedures or diagnosed medical conditions to ensure optimal medical follow-up.

7. Contract Extension
This contract is personal (intuitu personae) between the veterinary clinic and the owner for care of the specified animal only; it cannot be extended to other animals.

8. Payment Terms
The subscription price is paid monthly by QR invoice (12 invoices per year) starting from the subscription date. GenèVét SA and the chosen veterinary clinic reserve the right to suspend or refuse any procedure in case of unpaid monthly fees until the amount due is settled. They may also terminate the contract immediately for non-payment.

9.Execution of Procedures

Included procedures will be performed by appointment only. The owner must contact the veterinary clinic to schedule an appointment; the clinic will propose three possible time slots within 10 days.

Neither GenèVét SA nor the Bestiaire du Rhône veterinary clinic can be held responsible for lack of care if the owner does not make or honor appointments.

10. Cancellation Policy

Any appointment cancellation or change must be communicated at least 24 hours in advance by phone, email, or online platform.

This allows reallocating the slot to another patient and optimizes emergency and follow-up care.

For late cancellations or no-shows:

- Appointments not canceled 24 hours in advance will be charged and deducted from the subscription.
- After two unjustified absences, deposits or prepayments for future appointments may be required.

11. Electronic Communications

All communications related to your account (payment authorizations, invoices, confirmations, notifications) will be sent electronically to the email address provided at registration.

12. Applicable Law – Jurisdiction

These General Conditions are governed by Swiss law.
The competent jurisdiction for any disputes related to these Conditions is Geneva.
These General Conditions may be modified at any time without prior notice.