VACC4LIFE PROGRAM TERMS AND CONDITIONS

Effective Date: 14 October 2026

IMPORTANT INFORMATION

The Vacc4Life Program:

- is closed to new enrolments;
- applies only to pets enrolled before the Program was discontinued;
- is not pet insurance;
- remains subject to the professional judgement of the treating veterinarian;
- is subject to the Small Animal Terms and Conditions, Privacy Policy and Zero Tolerance Policy; and
- may be amended or discontinued for existing members by VPP in accordance with these Terms.

Nothing in these Terms excludes or limits any rights you may have under the Australian Consumer Law.

1. DEFINITIONS

Clinic means the VPP clinic providing Program services.

Eligible Vaccinations means vaccinations included under the Program as determined by VPP from time to time, having regard to current veterinary recommendations and professional standards, which as at the Effective Date above, includes:

For dogs:

(a) C5 Vaccine for Dogs including;
(b) Canine Distemper Virus;
(c) Infectious Canine Hepatitis;
(d) Canine Parvovirus;
(e) Canine Parainfluenza;
(f) Bordetella Bronchiseptica (Canine Cough or otherwise known as Kennel Cough).

For cats:

(g) F4 or F3 Vaccine;
(h) Feline Rhinotracheitis Virus;
(i) Calicivirus,
(j) Panleucopenia Virus;
(k) Chlamydia Psittaci (not included in the F3 combination).

Member means the person recorded in VPP's records as participating in the Program in respect of the enrolled Pet.

Pet means the animal enrolled in the Program.

Program means the Vacc4Life Program.

Program Benefits means the benefits described in clause 0.

2. APPLICATION OF THESE TERMS

2.1 These Terms apply to the Vacc4Life Program operated by VPP Group Pty Ltd ACN 679 803 680 (**VPP**).

2.2 The Program is closed to new enrolments and applies only to pets enrolled before the Program was discontinued.

2.3 These Terms supplement, and should be read together with, the Small Animal Terms and Conditions.

2.4 The Small Animal Terms and Conditions, Privacy Policy and Zero Tolerance Policy apply to all services provided under the Program.

2.5 If there is any inconsistency between these Terms and the Small Animal Terms and Conditions, these Terms prevail only to the extent necessary to resolve the inconsistency.

3. COMMENCEMENT & ACCEPTANCE

3.1 These Terms commence on the Effective Date.

3.2 Acceptance of these Terms may occur by express acceptance or by conduct.

3.3 A Member will be deemed to have accepted these Terms and any amendments to these Terms if, after receiving notice of the Terms or amendments, the Member continues to participate in the Program, including by booking or attending appointments for their Pet or receiving Program Benefits.

3.4 VPP may request written or electronic acceptance of these Terms at any time.

3.5 Participation in the Program is personal to the Member and the Pet and may not be transferred to another animal, person, or clinic without VPP’s prior written consent. VPP may withhold its consent in its absolute discretion and will generally only consider a transfer in exceptional circumstances.

4. PROGRAM BENEFITS

4.1 Subject to these Terms, the Program entitles the enrolled Pet to receive:

(a) annual health examinations associated with vaccination appointments; and
(b) Eligible Vaccinations,

for the life of the Pet.

4.2 For the avoidance of doubt, the treating veterinarian may recommend additional vaccines that are not included in the Program as an Eligible Vaccines where they are considered clinically appropriate. For example, this may include Leptospirosis vaccinations for dogs or FIV vaccinations for cats. If a Member elects to have any such additional vaccines administered, the Member will be responsible for the cost of those vaccines.

4.3 Program Benefits are limited to the preventative healthcare services specifically included within the Program.

4.4 The Program does not include:

(c) illness consultations;
(d) emergency consultations;
(e) after-hours consultations;
(f) surgery;
(g) dental procedures;
(h) pathology or laboratory testing;
(i) imaging and diagnostic services;
(j) medications;
(k) prescription products;
(l) specialist referrals;
(m) non-core vaccinations;
(n) parasite prevention products; or
(o) any products or services not expressly included in the Program.

5. VETERINARY DISCRETION

5.1 All Program Benefits are subject to the professional judgement of the treating veterinarian.

5.2 A veterinarian may determine that a vaccination should not be administered, should be delayed or should be modified where clinically appropriate.

5.3 VPP is not required to provide a vaccination where doing so would be inconsistent with:

(a) veterinary professional standards;
(b) current vaccination protocols;
(c) animal welfare requirements; or
(d) applicable laws.

6. CHANGES TO PROGRAM DELIVERY

6.1 VPP may modify vaccination schedules, protocols, booking systems, administration processes and operational arrangements where reasonably necessary to:

(a) reflect changes in veterinary standards;
(b) reflect advances in veterinary medicine;
(c) comply with applicable laws or regulatory requirements;
(d) improve Program administration; or
(e) protect animal welfare.

6.2 If VPP makes changes to the Program as set out in clause 6.1, VPP will use reasonable efforts to ensure participating pets continue to receive substantially equivalent preventative care benefits.

7. APPOINTMENTS

7.1 Program Benefits are available by appointment only.

7.2 Appointments are subject to clinic capacity, veterinarian availability and operational requirements.

7.3 Members should provide reasonable notice if unable to attend an appointment.

8. DEATH OF PET

8.1 Participation in the Program automatically ends upon the death of the enrolled Pet.

8.2 No refund is payable where participation ends due to the death of the Pet.

9. RELOCATION OR BUSINESS CHANGES

9.1 Notwithstanding clause 3.5, VPP may, for genuine business purposes, change the clinic responsible for providing Program Benefits or transfer responsibility for administering the Program to a related entity or the purchaser of any veterinary business owned by VPP or a related entity of VPP.

10. SUSPENSION OR TERMINATION FOR CAUSE

10.1 VPP may suspend or terminate a Member’s and its Pet’s participation in the Program where:

(a) information provided by the Member is materially false or misleading;
(b) the Member breaches these Terms or the Small Animal Terms and Conditions;

(c) the Member engages in conduct that would entitle VPP to terminate veterinary services under the Small Animal Terms and Conditions;
(d) continued participation would be unlawful; or
(e) the veterinarian-client relationship has irretrievably broken down.

10.2 Where reasonably practicable, VPP will provide notice to the Member and an opportunity to remedy the issue prior to termination.

10.3 No refund will be payable where participation is terminated under this clause, except where required by law.

11. VPP RIGHT TO DISCONTINUE THE PROGRAM FOR EXISTING MEMBERS

11.1 VPP may discontinue the Program for existing Members where it reasonably determines that:

(a) the Program is no longer commercially viable;
(b) continuing the Program would be inconsistent with current veterinary standards, regulatory requirements or applicable laws;
(c) operational, business or technological changes make continued administration of the Program impracticable; or
(d) it is otherwise no longer reasonable or practical for VPP to continue operating the Program.

11.2 VPP will provide Members with at least 90 days' prior written notice of any discontinuation.

11.3 During the notice period, participants may continue to access Program Benefits in accordance with these Terms.

11.4 Following discontinuation of the Program, VPP may, in its discretion:
(a) offer a replacement wellness or preventative care program;
(b) offer an alternative benefit package of substantially equivalent value; or
(c) provide a refund in accordance with clause 12.

11.5 Discontinuation of the Program in accordance with this clause does not constitute a breach of these Terms.

12. REFUNDS FOLLOWING PROGRAM DISCONTINUATION

12.1 If VPP discontinues the Program and does not offer a reasonable replacement program or alternative benefit package that the Member elects to accept, VPP will provide a refund to the Member calculated as follows:
(a) the original enrolment fee paid; less
(b) the standard retail value of Program Benefits received by the Pet prior to the discontinuation date.

12.2 If the retail value of benefits received equals or exceeds the enrolment fee paid, no refund is payable.

12.3 VPP may adopt an alternative refund methodology where reasonably necessary to comply with applicable law.

12.4 Any refund payable under this clause will be processed within a reasonable time after discontinuation.

13. CHANGES TO THESE TERMS

13.1 VPP may amend these Terms from time to time, including where reasonably necessary to:

(a) comply with the law and any changes to the law;
(b) comply with veterinary standards;
(c) improve administration of the Program;
(d) correct errors; or
(e) protect the legitimate interests of VPP or participating clinics.

13.2 VPP will provide Members with reasonable notice of any changes to these Terms.

14. MEMBER CANCELLATION

14.1 A Member may cancel their participation in the Program at any time by providing written notice to VPP. A member will not be entitled to any refund if they elect to cancel their participation in the Program for any reason.

15. GENERAL

15.1 The Program is not insurance and is not intended to replace pet insurance.

15.2 If any provision of these Terms is held to be invalid, illegal or unenforceable, that provision will be severed and the remaining provisions will continue in full force and effect.

15.3 If a Member has any questions, concerns or complaints regarding the Program, the Member should contact the Clinic from which the Program was purchased.

15.4 Any delay or failure by VPP to exercise or enforce any right under these Terms does not constitute a waiver of that right.

15.5 VPP collects, holds, uses and discloses personal information in accordance with its Privacy Policy and Privacy Collection Statement, which also explain how a Member may access or correct their personal information or make a privacy-related complaint.