



Dogs Trust Shared Adoption Scheme **Terms and Conditions for Adopters**

V.2 Effective from 1 Feb 2023

Dogs Trust Shared Adoption Scheme (“SAS”) is a programme of cost-sharing to facilitate adoption of dogs at rehoming centres that require ongoing veterinary treatment for one, or multiple, documented pre-existing condition(s). Dogs Trust SAS is funded by charitable donations and it is not an insurance scheme.

These Terms and Conditions supersede all previous terms and conditions for the SAS. Dogs Trust reserves the right to further amend these terms and conditions from time to time, upon giving you reasonable notice of any changes. The SAS is both managed by and funded through Dogs Trust, a charity registered in England and Wales (registered charity number 227523) and in Scotland (registered charity number SCO37843) with its registered office at 17 Wakley Street, London, EC1V 7RQ and its sole trustee, Dogs Trust Trustee Limited (Company Number 08996564), enters into contracts on behalf of Dogs Trust (“**Dogs Trust**”).

Where Dogs Trust has agreed to include your pet on the SAS, only that named pet will benefit from the scheme.

Your pet will only be covered for treatments and/or procedures that relate to those condition(s) (the “**SAS Covered Conditions**”) listed on the SAS Certificate issued to you by Dogs Trust. Where your SAS Certificate states your dog has Part SAS cover, additional restrictions (as stated on your SAS Certificate) will apply. Unrelated conditions are the responsibility of the adopter.

In most cases SAS cover will apply for the lifetime of your named pet. In some circumstances SAS cover may only be temporary (“**Temporary SAS Cover**”) and if this is the case this will be discussed with you in advance and the time period covered will be noted on your SAS Certificate. At the end of this term, if you would like to discuss your pet’s options please contact the SAS team with details of your pet’s medical history.

Please note that you are still responsible overall for payment of veterinary bills relating to your pet. This means that you are responsible for:

- Ensuring that you have obtained any advance approvals from Dogs Trust as required under these Terms and Conditions.
- Making any claims to Dogs Trust under the SAS, including liaising with your Veterinary Practice or Veterinary Referral Team to make any claims on your behalf.
- Paying for those aspects which are not covered by Dogs Trust under these Terms and Conditions.

All dogs adopted from Dogs Trust are eligible for 4 weeks of free insurance cover with Petplan. Dogs Trust recommends all adopters consider whether an insurance policy would be suitable for their pet in order to provide assistance for elements not covered by the SAS such as traumatic injuries and accidental ingestion. Please note that Dogs Trust is not able to offer you any advice on insurance products.

SAS cover only applies whilst your pet is residing in and being treated in the UK.

Dogs Trust

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Patron: Her Majesty The Queen
Registered Charity Numbers: 227523 & SC037843

Adopter Responsibilities:

The below table sets out the contribution that will be payable by you (the “**Adopter Contribution**”) in relation to different types of expenses under the SAS:

Expenses	Adopter Contribution	Who to pay
Standard (Veterinary Practice) Consultation Fee	£10	Directly to your Veterinary Practice
Veterinary Referral Team Consultation Fee	£25	Directly to the Veterinary Referral Team
Out of Hours Emergency Treatment	£25	Directly to your Veterinary Practice and/or Veterinary Referral Team
Prescription Food	2/3 of the total cost* *Except weight reduction diets, for which the full cost is payable by the adopter.	<ul style="list-style-type: none">• 2/3 directly to your Veterinary Practice and/or Veterinary Referral Team; OR• the full cost is paid by you in store or online and you must then contact Dogs Trust to receive a partial (1/3) reimbursement of the cost paid.

You must bring a copy of your SAS Certificate with you every time you visit your Veterinary Practice or Veterinary Referral Team.

Some costs (as set out below) will only be covered under the SAS where those consultations, treatments and/or procedures are authorised in advance by the Dogs Trust SAS Team. To obtain the relevant authorisation, please contact the Dogs Trust SAS Team using the details listed at the end of these Terms and Conditions.

Please note that:

- a) **Dogs Trust relies on charitable donations in order to fund this scheme. Whilst we try and keep any costs adopters are asked to pay towards veterinary fees on the SAS as low as possible, it is not always possible to do so and regrettably these costs may change from time to time.**
- b) **All treatment funding remains subject to Dogs Trust’s discretion.**

What Dogs Trust will pay for:

- In relation to the SAS Covered Conditions:
 - The remaining cost of a Standard (Veterinary Practice) Consultation Fee, after you have paid the Adopter Contribution;
 - The remaining cost of an approved Veterinary Referral Team Consultation Fee, after you have paid the Adopter Contribution;
 - The remaining cost of any certified Out of Hours Emergency Treatment, after you have paid the Adopter Contribution;
 - 1/3 of the cost of any prescription food recommended by your Veterinary Practice. This excludes weight reduction diets, for which the full cost is payable by the adopter;
 - The cost of any prescription fees in relation to medications provided by the Dogs Trust Pharmacy; and
 - The cost of Prescription Only Medicine (POM-V or POM) prescribed by your Veterinary Practice or Veterinary Referral Team.
 - Your Veterinary Practice or Veterinary Referral Team will be able to clarify whether or not any medication required is classified as Prescription Only Medicine (POM-V or POM).

- Prescriptions for long-term medication must be sent to the Dogs Trust Pharmacy for processing, unless it costs £25 or less per prescribed amount, requires refrigeration or is an injectable medication.
- Medications obtained directly from your Veterinary Practice or Veterinary Referral Team which could have been sourced from the Dogs Trust Pharmacy will not be funded by Dogs Trust.
- Please note that there is on average a 2 week turnaround time from your Veterinary Practice or Veterinary Referral Team posting your dog's prescription to the medication arriving at your postal address. Turnaround times may be longer around busy periods, such as the Christmas holidays. You should plan any requests for long-term medication accordingly.
- Advance approval by Dogs Trust is required for Dogs Trust to pay for any consultation, treatment and/or procedure in relation to the SAS Covered Conditions which:
 - requires referral to a Veterinary Referral Team (whether this is an internal referral team within your Veterinary Practice, or otherwise an external referral team); or
 - requires general anaesthetic and/or sedation; or
 - involves hydrotherapy and/or physiotherapy; or
 - involves CT and/or MRI scans; or
 - requires long-term medication costing over £25 per prescribed amount and which is supplied directly from your Veterinary Practice or Veterinary Referral Team (instead of the Dogs Trust Pharmacy), unless it requires refrigeration or is an injectable medication; or
 - costs over £250,
(these are the “**Additional Treatments**”).

Approval should be sought by the adopter in conjunction with the relevant Veterinary Practice and/or Veterinary Referral Team to ensure that the medical information required to provide payment approval for Additional Treatments is supplied to the Dogs Trust SAS team.
- Please ensure that you have obtained advance approval from Dogs Trust before commencing any of the above Additional Treatments, otherwise these costs will not be paid for by Dogs Trust.
- **Out of Hours Emergency Treatment** - We understand that you may not be able to obtain our advance approval for Out of Hours Emergency Treatment. In these circumstances, please do arrange for any emergency treatment required, but you must get in contact with us as soon as possible when our normal office hours resume. We may ask your Veterinary Practice and/or Veterinary Referral Team to certify that this was a true emergency.

What Dogs Trust will NOT pay for:

- Any treatments and/or procedures which do not relate to the SAS Covered Conditions.
- The Adopter Contributions, which are payable by you.
- The cost of any Additional Treatments (as defined above), which have not been approved by Dogs Trust prior to commencement of the consultation, treatment and/or procedure.
- The cost of any medication prescribed by your Veterinary Practice or Veterinary Referral Team which is **NOT** classified as Prescription Only Medicine (POM-V or POM). Your Veterinary Practice or Veterinary Referral Team will be able to clarify whether or not any medication required is classified as Prescription Only Medicine (POM-V or POM).
- Any long-term Prescription Only Medicine (POM-V or POM) costing over £25 per prescribed amount which has been supplied directly from your Veterinary Practice or Veterinary Referral Team (instead of the Dogs Trust Pharmacy), unless it is a fridge item.
- Medications obtained directly from the Veterinary Practice or Veterinary Referral Team which could have been sourced from the Dogs Trust Pharmacy, will not be funded by Dogs Trust unless prior authorisation was given by Dogs Trust to do so.
- The cost of any topical treatments including, but not limited to, shampoos, eye drops and ear solutions which are not classified as Prescription Only Medicine (POM-V or POM). Your Veterinary Practice or Veterinary Referral Team will be able to clarify whether or not any topical treatments required are classified as Prescription Only Medicine (POM-V or POM).
- The cost of any supplements.
- Traumatic injuries (including but not limited to car accidents) or accidental ingestion.
- House visits.

- Routine preventative health care (including but not limited to vaccinations, flea treatments and worming treatments)
- Chemotherapy and/or radiation therapy.
- Costs associated with euthanasia are not covered for dogs on the Part SAS. Please contact the Dogs Trust SAS Team if you require more information.
- Any alternative therapy including (but not limited to) acupuncture, homeopathic medicine, and laser therapy.
- The cost of a weight reduction diet.
- Treatment for SAS Covered Conditions which have been exacerbated by the dog becoming overweight. Dogs Trust will use its discretion to decide whether to fund treatment in these circumstances.
- Any insurance excess.
- All decisions on funding take account of your dog's welfare and long-term prognosis. There may be restrictions on what is funded based on this.
- Where your dog has Part SAS cover, please note that Dogs Trust will not cover any costs which go beyond the further restrictions set out in your SAS certificate.
- Where your dog has Temporary SAS Cover, please note that Dogs Trust will not cover any costs which are incurred outside of the time period specified on your SAS certificate unless further authorisation from Dogs Trust has been sought to do so.

Procedure for Veterinary Practices and Veterinary Referral Teams:

In order to assist Dogs Trust in administering the SAS (including efficient payment of invoices under the scheme) we ask Veterinary Practices and Veterinary Referral Teams to:

- Confirm to you whether or not any medication required is classified as Prescription Only Medicine (POM-V or POM).
- Complete a veterinary claim form (photocopies are acceptable) and send to Dogs Trust along with the itemised invoice for each SAS dog. Please note that payment of invoices may be delayed or returned unpaid if no claim form has been submitted.
- In the event of a payment approval form being provided by Dogs Trust for Additional Treatments, please submit this alongside an itemised invoice in replacement of the veterinary claim form.
- Provide Dogs Trust with a medical history alongside an itemised invoice for the cost of treatment being claimed.
- Collect the relevant Adopter Contribution payment (in accordance with the above table), from the adopter each time an SAS dog is charged a consultation fee or food costs in line with the table on page 1 of these Terms and Conditions. This should be shown as a deduction on an itemised invoice submitted to Dogs Trust for the remaining amount. In the event of the relevant Adopter Contribution not being clearly marked as deducted on the invoice, Dogs Trust SAS team will automatically deduct this from the invoice.
- Where a claim is submitted for an Out of Hours Emergency Treatment, certify that this was a true emergency. The adopter will be liable for costs of non-emergency out of hours treatment and any costs due to traumatic injuries and/or accidental ingestion, as these are not covered under the SAS.
- Collect payment from the adopter or their insurance company for any condition(s) unrelated to the SAS Covered Conditions, or otherwise excluded from cover under our Terms and Conditions.
- On request of the adopter, send a prescription for long-term Prescription Only Medicines (POM-V or POM) costing over £25 per prescribed amount to the Dogs Trust Pharmacy, save for fridge items which may be dispensed by the Veterinary Practice and/or Veterinary Referral Team and invoiced to Dogs Trust.
- Request a Prescription Pad from Dogs Trust, for use with the Dogs Trust Pharmacy. This can be requested at any time, free of charge.
- Notify Dogs Trust at the earliest opportunity if a prescription has not been received, in order to allow us to look into this and advise further.
- Submit all invoices for treatment under the SAS to Dogs Trust within 6 months of the treatment occurring.
- Allow 30 days for an invoice to be processed once it has been received by Dogs Trust's Finance department.
- Contact Dogs Trust's Finance department directly at ap@dogstrust.org.uk to discuss any invoice or payment queries.

Contact Details

The **Dogs Trust SAS Team** can be contacted as follows:

Telephone: 0300 303 2552 - Monday to Friday, between 9am and 5pm

Email: sas@dogstrust.org.uk

Online query form: <https://www.dogstrust.org.uk/sas/contact/>

In order to better manage the queries that we receive, we ask that when you have a query, in the first instance a query form is submitted. This will issue you with a receipt number and place your query in our queue. Queries can be submitted online by you or your Veterinary Practice and/or Veterinary Referral Team.

Privacy

For over 50 years, we've promised never to put down a healthy dog. We keep our promises, and that includes treating your personal details with care.

We will keep the information you have shared with us safe. We promise we will only use your information to enable the administration of the Shared Adoption Scheme for your dog.

We won't contact you for any other purpose, unless you already receive other types of communications from Dogs Trust. You can opt out of these or change your preferences at any time by phoning 0207 837 0006 or visiting us at: www.dogstrust.org.uk/keepintouch.

For more information on how we handle your personal information, please see our privacy policy available online here: www.dogstrust.org.uk/privacy