

## **Terms and Conditions**

### **Services**

We will provide veterinary services and goods for your animals. In doing so you agree to be legally bound by our terms and conditions.

### **Keeping you informed**

We like to send information to you that we think might be of interest to you including preventative health information about your pet and services we may offer to ensure the continued wellbeing of your pet. We may contact you by phone, email or post to provide advice, updates on your pet's care, vaccination reminders and preventative health information for your pet. We will also contact you with any changes and relevant updates to our service.

### **Client records**

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information. Our privacy policy is available as attached.

### **Hospitalised patients and out of hours care**

In certain circumstances, your pet(s) may need to be kept at our surgery overnight or at weekends for treatment, where they will be checked and treated as required. Where intensive or continuous overnight care is advised, clients may be offered the option to transfer their pet to another veterinary practice (currently Willows Veterinary Centre, Highlands Road, Shirley, Solihull, B904NH).

If you require veterinary assistance out of our normal operating hours, please phone our practice number. An answering machine will provide details of the vet on duty. Out of hours emergencies are then either dealt with by ourselves or at Willows Veterinary Centre. If animals are taken to Willows Veterinary Centre, payments are to be made at the time to Willows Veterinary Centre.

### **Repeat Prescriptions**

For longer term medications, repeat prescriptions (for medications or written prescriptions) can be requested giving 48 hours notice. Regular check-ups (as advised by the veterinary surgeon) are necessary in order to continue prescribing medications. It is the owner's responsibility to ensure animals are seen within these timeframes in order to continue with ongoing medications, otherwise medication may be refused. Written prescriptions may be obtained for you on request, to buy medications from pharmacies which will incur a charge (currently £12.30).

### **Payment**

Prices for services, drugs, accessories and food are subject to VAT at the applicable rate. Payment will be required at the time of consultation or on discharge back to the owner, if your pet is admitted to the surgery. We may ask for part payment to be paid at the time of admission.

If accounts are sent, these need to be paid within 28 days.

We are happy to provide a verbal or written estimate regarding the expected costs of

investigations, a surgical procedure or a course of treatment. Please bear in mind that any estimate given is approximate as a result of the unpredictable nature of clinical work. The final invoice may vary from the original estimate depending on the clinical circumstances. Where possible, we will keep clients updated if costs are likely to exceed the original estimate, however in a clinical emergency, this may not always be possible.

We accept cash, credit or debit cards and BACS payments. Cheques are accepted only by prior agreement.

We may pursue outstanding payments by passing your details to a debt collection agency or Solicitor. In such cases, the costs levied by the debt collection agency or Solicitor will be added to your bill. We may instigate proceedings in the County Court to recover outstanding debts and will add any charges for legal expenses.

Services and treatments may be stopped until any outstanding debts have been paid. Please inform us immediately if you will have problems paying.

We recommend insurance to help cover costs for treatment. Please be aware that it is your responsibility to settle your account, and then reclaim costs from your insurance company. Direct claims may be possible, by prior agreement. In these circumstances, and excesses and non-claimable amounts will be payable at the time of treatment. We will also require proof of insurance cover and a completed claim form. There will be an administration fee for the completion of all insurance forms.

Invoices will show a full breakdown of costs for consultations, medical, diagnostic and surgical treatments, diets etc.

### **Liability**

Our liability for any or all claims for damage or losses associated with goods and services provided by Southcrest Veterinary Centre shall be limited in accordance with our insurance cover. Any uninsured claims, damages or losses shall be limited to the value of the goods or services to which the claim or losses relate to.

### **Rights and Responsibilities of the Patient**

We aim to provide the best standard of care within the resources available to us and to deal quickly and efficiently with any problems that may arise. Clients and their pets will be treated with respect at all times, in a confidential manner. In order to assist us, we request that you take full responsibility to ensure that you keep medical appointments. If you are unable to keep your appointment, please notify the surgery as soon as you can, so that we can offer the appointment to another client.

### **Feedback or Complaints**

We always try to provide the best service possible, but there may be times when you feel that this has not happened. Wherever possible, we ask that you voice your concerns at the time, so that a resolution can be sought immediately. However, if you feel you need to raise a complaint, in the first instance, please contact the surgery for an appointment or in writing, for the attention of the partners. If the issue cannot subsequently be resolved, professional complaints need to be sent to the Royal College of Veterinary Surgeons (RCVS), Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF, [info@rcvs.org.uk](mailto:info@rcvs.org.uk) Tel. 020 7222 2001.

**Violent and Abusive behaviour**

The practice operates a zero tolerance policy with regard to violence and abusive behaviour. Aggressive behaviour of any type will result in immediate removal from the practice in order to safeguard practice staff and others. Where necessary, the police may be informed.