

## **TERMS and CONDITIONS**

**The following are our Terms and Conditions of Business. By registering your pet with Two Rivers Veterinary Practice Ltd, and requesting that we examine and provide veterinary treatment for your pet, you are deemed to have read and accepted our Terms and Conditions.**

### **Consultations**

All consultations are by appointment only, during our advertised surgery hours. There will be a charge for all veterinary consultations. If you do not give us reasonable notice that you will be unable to attend an appointment, we reserve the right to charge for each missed appointment.

### **Emergencies and Out-of-hours**

We provide a 24 hour emergency service for all registered clients. Please telephone the normal surgery number – this is diverted to the mobile phone of the on-call vet when the surgery is closed. We will endeavour to see you at the surgery you usually attend. There is no vet or nurse ordinarily resident in either premise out-of-hours – if your pet is hospitalised out-of-hours they will have regular checks by a vet and/or nurse, the frequency of which will be dependent on their condition. The charge for an out-of-hours consultation is considerably higher than during normal surgery hours, and emergency treatment and out-of-hours hospitalisation can be considerably more.

### **Home Visits**

We are happy to examine your pet at home by arrangement. We can also visit out-of-hours for emergencies, if appropriate. The charge for an out-of-hours visit is considerably higher than a visit arranged during normal surgery hours.

### **Standards of Care**

Two Rivers Vets Ltd aims to provide high quality veterinary services in accordance with the Royal College of Veterinary Surgeons Code of Professional Conduct and the Practice Standards Scheme. We reserve the right to refuse treatment for pets belonging to clients who behave in a threatening or aggressive way to our staff, or who have an unauthorised outstanding debt with the practice.

### **Fees**

Fees are made up of services (including consultations, visits, investigative tests, procedures, surgery and hospitalisation) and medication, drugs, food, consumables and other materials used to treat your pet. All are subject to VAT at the current rate. You may request a detailed invoice for every transaction, and will always receive a detailed invoice if your pet has been hospitalised for tests, surgery or other treatment.

### **Estimates of Treatment Costs**

We are always happy to provide an estimate for routine procedures. We will also provide an approximate estimate for a course of treatment, investigative tests, more complex procedures,

surgery or hospitalisation tailored for an individual pet, and we would encourage you to ask for this prior to signing our consent form. Please be aware that an estimate is only that, and that the actual cost may be more. The costs of unforeseen complications or unexpected conditions are not included in the estimate. If during a procedure or period of hospitalisation the costs appear likely to exceed the estimate, we will endeavour to contact you as soon as possible to explain the reason and obtain your permission to proceed.

## **Payment**

All fees are due at the time of treatment. Payment is expected immediately following a consultation or when your pet is discharged from the practice. All medication, drugs, food and other items must be paid for at the time of collection. This applies equally to out-of-hours treatment and home visits (if we can provide you with a detailed invoice at the time).

## **Methods of Payment**

You may pay for your pet's treatment using cash, a cheque with a current banker's card, or a credit card/debit card (MasterCard, Visa, Delta, Electron, Solo, Switch, American Express). Alternatively you may provide a completed valid claim form for insured pets, along with payment of any policy excess, and we will claim directly from the insurance company on your behalf. Should the insurance company decline to pay out, you will then be liable for the outstanding amount.

## **Inability to pay**

If you anticipate having a problem with payment, please inform us before your consultation. If you are likely to be unable to cover the costs of the estimate for a procedure as specified, please ask to discuss this as other options may be available. We will help where we can, but do not offer credit, are not a charity, and cannot provide reduced fees to those on benefits. Part payment, or proof of a method of payment, may be requested before any treatment is given to pets belonging to clients with previous payment problems.

## **Unpaid accounts**

Any account not settled within 14 days will be referred to Trevor Black and a reminder issued. We reserve the right to charge interest on any account unpaid after 30 days. Any account remaining unpaid will be referred to our Debt Collection Agency or proceedings started to recover the debt through the Small Claims Court. This will incur further costs in respect of collecting the debt, phone calls, home visits, production of reports, correspondence, court fees, attendance at court etc. Any cheque returned by our bank as unpaid will incur a £10 charge. We will not provide any further treatment for pets belonging to clients who have an unauthorised outstanding debt with the practice.

## **Pet Insurance**

Two Rivers Veterinary Practice Ltd strongly supports the principle of insuring your pet against unexpected illness or accident. We recommend that you choose a policy carefully, and can help to explain the difference between the various types of policy. We are authorised to advise on Pet Plan insurance policies, but by law we cannot recommend or compare other insurance companies. The

contract for pet insurance is between you and your pet insurance company. However we can claim fees directly from the company in most cases, and will, if appropriate, support you in communicating with your insurance company, for instance to discuss their failure to pay out a claim.

### **Prescriptions and Dispensing of Medication**

You may obtain Prescription Only Medicines (POM-V) prescribed for your pet from Two Rivers Veterinary Practice Ltd, or ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. A prescription may not be appropriate if your animal is an in-patient or if immediate treatment is necessary. You will be informed, on request, of the price of any medication that may be prescribed for your animal. Two Rivers Veterinary Practice Ltd can only prescribe POM-V medication for animals that are under our care, according to Royal College of Veterinary Surgeons guidelines. However we can provide POM-V medications if presented with a prescription from another veterinary surgeon.

### **Clinical records**

We will, as a requirement of the Royal College of Veterinary Surgeons, contact any vet who has previously treated your pet to ask for a copy of your pet's clinical records. Similarly, we will release a copy of your pet's clinical records, or a summary of their treatment, to any veterinary practice making a request for this information because you have registered your pet elsewhere, for example moving to a new practice or seeking a second opinion. We reserve the right not to release such information where you have an outstanding debt with the practice.

### **Ownership of Radiographs and Other Documents**

The care given to your pet may involve, for example, taking radiographs (xrays), performing ultrasound examinations or running blood tests. The fee charged for these services is for carrying out the investigations and interpreting the results. The resulting documents remain the property of, and will be retained by, Two Rivers Veterinary Practice Ltd. Copies of these documents, along with clinical records held for your pet, may be available for inspection on request, but we are not obliged to release them to you.

### **Complaints**

We hope that you never feel the need to complain about the standards of service received from Two Rivers Veterinary Practice Ltd. However, if you feel there is something that you are not happy with, please discuss it with the member of staff involved in the first instance. Alternatively, or if the problem is still not resolved to your satisfaction, put your complaint in writing addressed to Trevor Black.

**No addition to, or variation of, these terms and conditions will bind the practice unless it is specifically agreed in writing and signed by Trevor Black. No agent or person employed by, or under contract with, Two Rivers Veterinary Practice Ltd has the authority to alter or vary these conditions in any way.**