



Henwick Vets

Terms and Conditions

Version 1

12th March 2019

Property of Henwick Vets Ltd.

**Terms and Conditions are subject to change at the managements
discretion.**

TERMS AND CONDITIONS:

This document details our Practice Terms and Conditions.

Thank you for choosing to use Henwick Vets Ltd, we aim to provide the highest standards of Veterinary Care.

Some aspects of the terms may not be relevant to you and we request that you ask for further clarification if required. By accepting our services and/or purchase of goods you are contractually agreeing to Henwick Vets Ltd Terms of Business as printed below.

FEEES

All fees, consumables and drug charges are subject to VAT at the current rate.

We aim to keep our Professional fees reasonable however, fees must reflect the Vets skill required to diagnose and treat your animals.

Fees are determined by the time spent on a case and depend on the drugs, resources, materials and consumables used. Details of our fees are available on request and a detailed invoice is generated for every consultation, procedure or transaction- this can be issued, if required.

Whenever possible we can give you an estimate of costs (not a quotation) of treatment but this will only be approximate as variations and complications may arise resulting in further costs incurred.

There are occasions when we incur costs on your behalf, such as tests performed at specialist laboratories and these will be charged to your account and you will be responsible for our charges. Normal opening hours are: Monday to Friday 8.00am – 6.30pm. Saturday 8.00am – 12 noon. We operate an Open Surgery system where our Vets will see you in turn with no prior appointment required, these hours are: 8am- 10am, 2pm- 3pm and 5.30pm- 6.30pm.

ACCOUNTS

All accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets etc.

We reserve the right to charge an administration fee of **2%** per month or **£2** whichever is higher on balances remaining unpaid 30 days after the date of treatment.

Non-payment after 60 days may result in court action, incurring additional administration charges which will be added to the total debt.

Overdue accounts, after due notice to you, will be referred to the County Courts if satisfactory repayment arrangements have not been made with ourselves and all costs incurred will be passed to you.

Any cheque which you issue which is returned unpaid, any credit/debit card payment not honoured and any cash tendered that is found to be counterfeit will result in your account being restored to the original amount together with any fees incurred in the process.

METHODS OF PAYMENT

Our preferred method of payment is by Debit Card or Cash, Visa, Maestro or Switch. We also accept payment by Credit Card, cheque or bank transfer. We can provide you with banking details for you to make electronic payment through internet banking.

NEW CLIENTS

We accept new clients, who will be required to register with our computer database- this can either be done in person, when within the surgery or over the phone. We will need to take the client details and the pet details including relevant medical history which will be obtained from the previous attending Veterinary surgery.

INABILITY TO PAY

If, for any reason, you are in the unfortunate position of being unable to settle an outstanding account, or further treatment required by your animal please call the Practice straight away to

discuss this matter with either a Director or the Practice Manager. Please be advised that instalments or part-payments of any accounts can only be sanctioned in exceptional circumstances, with the express permission of the Partners. Late payment surcharges will still be levied onto your account each month until the account is paid off in full.

DISPUTES

Any dispute with fees/services presented must be put in writing to the Practice Manager. Where any dispute is not proven and as a result the payment is late, then overdue accounts procedure will become effective. Therefore clients are always advised to settle their account at the time and if there is a dispute this payment is made without prejudice.

COMPLAINTS AND STANDARDS

We hope that you never feel the need to complain about the standard of service received from Henwick Vets Ltd. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance in writing to the Directors or the Practice Manager.

TERMINATION OF SERVICE

You can ask us to stop treatment of your animal(s) at any time. We can stop treatment if you do not accept our advice, fail to pay your account within the 21 day period or if we are prohibited by law from doing any further work. On termination of work we will invoice you for any work already done and we reserve the right to hold your animal(s) records, x-rays, etc.

MEDICATION AND PRESCRIPTIONS

Written prescriptions are available from this practice. You will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a written prescription from us but go elsewhere to have the prescription filled. We can only prescribe medications of animals that are registered with our Practice and have already been treated and/or inspected by one of the Practices Veterinary surgeons. Animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases. Please give us 48 hours' notice for any requests for a repeat or written prescription. There is a charge for a re-examination, details of which will be provided on enquiry.

Please note that we cannot accept the return of any prescription drugs as such, items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

TREATMENT

Subject to our professional duties as Veterinary surgeons, we reserve the right to make final decisions on treatments. We retain the responsibility for radiographs and ultrasound scans but at your request these can be forwarded to another Veterinary surgeon.

VACCINATION REMINDERS

Whilst we make every effort to send out reminders for annual vaccinations via text message, the responsibility to keep them up to date remains with you. In particular, please be aware that Pet Passports require Rabies vaccination boosters, so please keep a personal record of when this is due. Kennel Cough Vaccinations are deemed optional, therefore; we do not send a routine reminder for this.

HOME VISITS

In most cases your pet will receive better treatment if it is brought into the surgery where we have the equipment, facilities and staff necessary to treat them. However, there are some cases when it may be preferable to provide treatment at your home. We endeavour to come out to your home at your convenience but we ask that you call the surgery in the morning, so we can arrange this around

other duties. There is an additional charge for a home visit. You will be provided with an estimate of fees when calling to book a visit.

INSURANCE

It is your responsibility to submit claims to your insurer and to be reimbursed by them after settling our account. In the exception, if the insurance form is signed so payment is made direct to this Practice and that your insurance company has agreed to the claim in principle, you will be required to pay the excess and any costs not covered by insurance for example; any part of the claim that has been rejected by your insurance company for whatever reason.

We are unable to liaise or negotiate with the insurance company on your behalf but we are happy to answer any Veterinary queries where necessary. Please be aware that your insurance company will request the clinical history from us so do make sure you have answered all questions on the claim or renewal forms correctly with regard to any previous claims, treatments concerning the animal you are making the claim for. Any discrepancies may cause a delay or rejection of your claim. Henwick Vets Ltd accepts no liability if your claim should be rejected, either in part or full and will ask that any outstanding invoices be settled in full for any Veterinary treatment we have given to your animal(s). It is the responsibility of you, the policy holder, to ensure that your insurance company settle your account promptly and please be aware that you will be liable for any large payment surcharges on your account. Should the account remain unpaid for more than 90 days, we will ask you for full settlement to prevent any debt recovery action being taken.

DATA PROTECTION

We promise to use client details only for the purpose of our business. We will not intentionally pass any details to third parties, without your permission. We aim to maintain your details correct on our database. You, the client, will provide us with correct and updated personal information to allow us to provide our services to you. These include name, contact details, animal details, details of owners or those looking after the animals and details of any other vet the animal has been registered with.

OWNERSHIP OR RECORDS

Case records, x-rays, scans, laboratory testing and similar documents are the property of, and will be retained by Henwick Vets Ltd. Even though a charge may be made for carrying out and interpreting the results, ownership of the resulting record (eg; an x-ray or ultrasound scan) remains the property of the Practice. Upon request, copies of records with a summary of history of your animal(s) will be passed on to another Veterinary surgeon taking over the treatment and care of your animal(s).

PREVIOUS MEDICAL HISTORY

By registering as a client Henwick Vets Ltd has permission to contact your previous Vet(s) for any relevant medical history.

BREEDERS

We request all breeders to present to us a proof of address, either a driving licence or a utility bill in the name of the person presenting the animals.

Henwick Vets Ltd will also take the owners photo which matches the ID and this photo will be attached to the client record for reference.

VARIATION IN TERMS AND CONDITIONS OF BUSINESS

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Directors or Practice Manager at Henwick Vets Ltd. Additionally no agent or person employed by or under contract with the Practice have the authority to alter or vary these terms and conditions in any way.

Terms and Conditions may be revised from time to time and will be posted on the website.