

PLEASE RETAIN THIS COPY OF OUR TERMS AND CONDITIONS FOR YOUR RECORDS

TERMS & CONDITIONS.

Instructions:

We cannot accept instructions from anybody under the age of 18 years, unless they are the owner of the horse. In certain situations we understand persons acting as your agent, such as stable manager or stable owner will make the request. We will assume unless advised in writing by yourself that they have your authority and are acting in your interest on your behalf.

Request for any account details to be changed must be made in writing by the account holder.

Pre-purchase examinations:

Information pertaining to pre-purchase examinations remains the property of the purchaser instructing the practice.

Medications:

In order to comply with The RCVS Regulations we cannot supply medication on prescription without first seeing the animal. Repeat prescriptions can only be given if the animal is under the actual care and attention of the attending Veterinary Surgeon and we reserve the right in certain circumstances to re-examine the animal before prescribing medication.

Insurance:

An administration fee is charged for insurance claims this is currently £13.80 but we reserve the right to increase this fee. We will endeavour to complete insurance forms as and when requested. It is your responsibility to send in your continuation forms and to liaise with your insurance company to ensure prompt payment of outstanding claims. Should the insurance company for any reason refuse or delay payment of your claim by the due date you remain liable for any late payment charges and for the outstanding account.

Second opinions:

If you are unhappy with the treatment or progress of your horse we can arrange for a second opinion from a recognised specialist.

Treatment:

Subject to our professional duties as Veterinary Surgeons, we reserve the right to make final decisions on treatment. We retain the responsibility for Radiographs and Ultra-sonographic scans, but at your request these can be forwarded to another Veterinary Surgeon. "Out of Hours" visits are when the Veterinary Surgeon visits out of normal office hours, which are 8.30 am – 6.00 pm Monday to Friday. Some exceptions may be made. "Emergency Visits" are charged separately.

Payment and Credit Terms:

New and Unregistered clients

Upon registration we ask you to complete our registration form. This enables you to provide us with your payment details including a credit or debit card. As a new client to the practice, we reserve the right to take payment from your credit or debit card in advance or at the time of your visit during the first three months. Your signature on the registration form indicates your agreement and authorisation to do so.

As an unregistered client, in the event you require emergency or immediate treatment we reserve the right to take payment at the time of attendance, a registration form can be completed at a later date.

Existing Clients

Invoices for veterinary treatment and medicines are issued on a monthly basis and accounts should be settled within 10 days of presentation.

All Clients

By giving instruction, either in person or by your agent, for an animal to be treated, you will be responsible for our charges. There are occasions on which we incur costs on your behalf such as tests performed at outside laboratories; these may be invoiced to you on a later date. The practice reserves the right to take payment at the time of ordering for repeat prescriptions and non POM drugs.

Payment Methods

Payment may be made by BACS, cheque supported by a valid guarantee card, Credit/Debit Card or cash presented to the office. Cash will only be accepted by attending Vets following authorisation by a partner and member of the office team, a receipt will be issued. Payment by credit/debit card may be made by telephone, by contacting the accounts department: **01306 627706**

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Non – Payment/ Over due accounts

The practice reserves the right to charge interest on overdue accounts at a rate of 3% per month compound.

The practice reserves the right that in the event your account remains unpaid beyond 30 days your Credit/Debit card will be debited the full amount owing. Your signature on the front of this form is authorisation for to us to process a payment on your Credit/Debit within these terms.

Non-payment after 60 days may result in an additional 10% Non-refundable Administration fee.

In the event of continued non-payment of your account, the practice reserves the right to suspend veterinary attendance and treatment until arrears are met.

The practice reserves the right that failure to comply with payment terms may result in our insisting that further treatment be paid for at the time of treatment

We reserve the right to change the terms and conditions at any time.