

ARCHWAY VETERINARY CENTRE - TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to Archway Veterinary Centre.

This statement details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/ clarification if required.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on the case and according to the drugs, materials, consumables and diets used. Prices are available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. You may settle your accounts using; cash, cheque, credit/debit card or online bank transfer.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of the course of treatment. Please bear in mind that any estimate given can only be approximate – a pet's illness may not follow a conventional course. We will endeavour to inform you of any additional costs at our earliest opportunity, depending on your pet's safety. Estimates are valid for 30 days

TERMS OF BUSINESS

Accounts should be settled at the time of treatment. Any account not settled within 14 days will be sent a reminder. Should it be necessary for further reminders to be sent, administration charges may be incurred. After due notice overdue accounts may be referred to a Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt; production of the reports, correspondence, court fees, attendance at court, phone calls etc. Any cheque returned to the bank as unpaid, any credit card not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges possibly being added in respect of bank charges, administrative costs and interest on the principal sum.

INABILITY TO PAY

If, for any reason you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Instalments or part-payments may ONLY be sanctioned with the express permission of the Clinical Director or Practice Manager.

PET HEALTH INSURANCE

Archway Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. It may be possible for us to accept direct claims from some insurance companies; this will be subject to a pre authorisation check. In such cases, the client must pay the excess and any excluded amounts at the end of the consultation or upon demand and, in the event that a claim is refused by the insurers, will remain liable for our fees.

OUT OF HOURS SERVICE

Outside of our normal working hours all emergencies are transferred to the care of VetsNow, Langstone. If you require emergency treatment for your pet (s) call our usual number (01291 625205) and your call will be forwarded to VetsNow. Animals, which are hospitalised outside our normal working hours, will be checked and treated according to their clinical needs.

COMPLAINTS AND STANDARDS

We hope that you never feel the need to complain about the standards of service received from us. However, if you feel that there is something that you wish to complain about, please direct your comments in the first instance to the Clinician providing your pet's care. If your problem cannot be sorted out in this way and you wish to make a formal complaint, please put your complaint in writing to either the Practice Manager or Clinical Director. Your complaint will be dealt with in line our Complaints Procedure, please ask a member of staff if you would like more information.

CLIENT RECORDS

Case records and similar documents are the property of, and shall be retained by Archway Veterinary Centre. We will never discuss or sell confidential records to any third party other than if you move surgeries or are referred to another veterinary surgeon and without your permission.

DATA PROTECTION

When you register your animal with us or request that we provide veterinary services we will collect personal data about you. We will only collect data that we need to perform the services, take payment or contact you, such as names, contact details. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees if you do not pay invoices when they fall due. From time to time (and only with your permission) we may also use your contact details to provide you with information about our new services or special offers. We comply with the Data Protection Act 1998 and take all reasonable precautions to ensure that your data is kept securely, used appropriately and is not shared with third parties except as required for the purposes outlined above. You are entitled to be provided with details of the data that we hold about you upon request and payment of a £10 fee. Please see our website for details on our Privacy Policy <https://www.archwayvet.co.uk/privacy>

OWNERSHIP OF XRAYS AND SIMILAR DOCUMENTS

The care given to your animal may involve making some specific investigations, for example taking x-rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting records for example an x-ray film remains with the practice.

DISPENSING OF DRUGS

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V, (POM Vs.) from this practice OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy; these will be issued subject to a fee. However, you are responsible for sourcing these medications from a suitable supplier and should bear in mind that delay in the start of treatment may not be in the best interest of the welfare of your pet. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. Archway Veterinary Centre can prescribe POM Vs. only for animals under our care. However, we can provide POM V drugs if presented with a prescription from another veterinary surgeon. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The general policy of this practice is to re-assess an animal requiring repeat prescription at least every 6 months; however, in more complicated/unstable cases re-examinations will be more frequent depending on the professional judgement of the veterinary surgeon managing that case.

RETURN OF UNUSED DRUGS

We are happy to accept unused medication back into the practice for disposal only. However, as drugs which have left the premises are no longer fit for resale, no refund can be given. Drugs purchase from any other supplier will not be accepted for disposal.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the Clinical Director. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way. Although every attempt has been made to ensure that the advice contained in this publication is accurate at the time of going to press, no responsibility can be accepted for any inadvertent mis-statement or misrepresentation of the legal provisions quoted, the requirements of the statutory bodies referred to or any other associated matters. Members are advised that definitive legal advice can be provided only by their professional advisers or the statutory bodies concerned.