



## Terms and Conditions

The following details our practice terms and conditions. Some aspects of the terms may not be relevant to you and we request that you seek further clarification and explanation if required. Please call us on 01983 533799 if you need further information. These conditions shall apply to all matters that we handle on your behalf and to the exclusion of other conditions. By allowing us to continue looking after your horse you are deemed to accept these conditions.

### 1. Fees

All our fees and medical charges are subject to VAT at the current rate. Our fee levels are determined by the length of time spent on a case and according to medicines, materials and consumables used. A written estimate is available on request. You will receive a detailed invoice receipt for every consultation, surgical procedure or transaction with us.

### 2. Emergency Services

We provide a 24 hour emergency service. Outside office hours you will automatically reach the veterinary surgeon on duty by calling 01983 533799. Horses, ponies and donkeys will only be seen out of hours after prior arrangement with the duty veterinary surgeon by phone.

### 3. Methods of Payment and settlement terms

All clients will be expected to pay in full at the time of treatment. If that is not possible, such as an emergency situation, invoices will be sent that day and are payable immediately. If not paid within 48 hours a late payment fee of £15 will be charged. A further fee will be added at 7 days along with a reminder. Accounts unpaid after 14 days will be referred to a debt collection agency, with additional recovery costs applied.

Accounts may be settled using BLINK online payments, CREDIT/DEBIT card (Switch, Solo, Mastercard, Visa or American Express) or BACS transfer. Any credit card transaction not honoured or any cash sum that is found to be counterfeit will result in the account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

### 4. Inability to pay

If for any reason you are unable to settle your account as specified we ask that you discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account can only be sanctioned with the express permission of the director of the company.

### 5. Estimates of treatment costs

We will happily provide a written estimate as to the probable cost of a course of treatment. Please bear in mind that any estimate given can only be approximate; often a horse's illness will not follow a predictable or standard course.

## 6. Termination of service

You may ask us to stop caring for your horse, pony or donkey at any time. We may stop looking after your animals if you do not accept our advice; fail to settle your account on time; or if we are prohibited by law from doing any further work on your matter; or if the relationship between you and us sadly breaks down; or if we no longer have the expertise. If any of the above occurs we will inform you in writing and will then invoice you for any work already done. We reserve the right to hold your horses' records until all invoices and expenses on your matter have been paid.

## 7. Insurance

We strongly support the principle of insuring your horse against unexpected illness or accidents, although under the financial services act we are unable to offer specific recommendations for individual insurance companies. Please be aware that it is your responsibility to settle your account in accordance with these terms and then reclaim the fees from your insurance company. **By specific arrangement only** we may defer this payment on the basis that the insurance form is signed so that payment is made directly to us and that the insurance company have agreed to the claim in principle. If the insurer has not settled the claim within 2 months the balance will become payable by you and you must then reclaim directly from the insurer. You will need to pay for any excess and costs not covered by insurance within the normal terms. Any costs rejected by the insurance company will also be payable by you. An administration fee of £25 is charged for completion of insurance claim forms. Any claims not settled by the insurance company are payable by you.

## 8. Complaints and Standards

We hope that you never have reason to complain about the standards of service received from Vectis Equine Vets Ltd. However, if you ever feel you have something you wish to complain about please call us and ask to speak to the director. If this fails to resolve the issue the please direct your comments in writing to the company director at [enquiries@vectisequinevets.co.uk](mailto:enquiries@vectisequinevets.co.uk) or to Unit 4a, Carisbrooke Business Park, 21 Whitcombe Road, Newport. PO30 1YS. We will aim to resolve any problems expediently and to your satisfaction. Any dispute over fees must be put in writing to the practice within 7 days of receiving the invoice.

## 9. Ownership of radiographs and similar records

Specific diagnostics such as taking radiographs or performing ultrasound scans maybe included in the care of your horse. We make a charge for carrying out these investigations and interpreting their results however the ownership of the resulting record remains with the practice. Copies of these with a summary of the history can be made on request and passed onto another veterinary surgeon if taking over the case. We make no charge for this service.

## 10. Non Variation

No addition or variance of these conditions will bind Vectis Equine Vets Ltd unless specifically agreed in writing and signed by the 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.

## 11. Data Protection

In holding and using data about you we will comply with the provisions of the data protection Act 1998. In instructing us to look after your horse, you authorise us to use that data in the course of the work that we do for you, and also to send you details of services that we provide. We will, where specifically required, pass onto insurers details of clinical histories, case record as and diagnostic images relating to your horse.

## 12. Case Records

In order to comply with guidelines set out by the Royal College of Veterinary Surgeons details of any animals

previous medical history will be obtained from the previous attending veterinary surgeon when taking on any new client or new animal for an existing client.

13. Equal opportunities

We are an equal opportunities employer and are committed to providing the same quality service to all our clients, regardless of age, disability, race, religion or belief, sex or sexual orientation.

14. Passports

All horse, ponies and donkeys must have passports which should be available for the vet to check. If not available or not signed to confirm the animal is not going for human consumption a detailed record of medicinal products used must be maintained.

15. Reminders

We will endeavour to send reminders when your horse is due for a vaccination, dental or worm egg count. This is a courtesy service and we make no guarantee that clients will receive reminders at all times. The responsibility of arranging appropriate health care appointments remains with the client.

