

LAKELAND VETERINARY SERVICES

INNES REDMOND, M.V.B., M.R.C.V.S.

39 MAIN STREET, DERRYGONNELLY, CO. FERMANAGH
TELEPHONE (028) 6864 1700

Lakeland Veterinary Services Client Terms and Conditions

Lakeland Veterinary Services is a mixed large and small animal practice offering not only routine services but also 24/7 emergency care. We are a six vet practice spanning five districts.

Small Animal Services

We provide routine and specialized small animal services including annual health checks, vaccinations, neutering, reproductive services, dental care, pet passport issuing, weight checks and, through our Belleek site, ultrasonography, radiography, advanced blood sampling, grooming and boarding.

Large Animal Services

We provide routine and specialized farm animal services including TB testing, reproductive health, herd health visits, emergency care, routine husbandry services such as dehorning and castrating as well as first opinion equine care.

Opening hours

Monday to Friday: 9am - 6pm*

Saturday: 9am - 2pm

Sunday: Closed

**Belleek branch closes for lunch 1pm to 2pm; Derrygonnelly branch closes 2pm to 3pm.*

We provide 24/7 out of hours care for registered clients.

All non-emergency consultations are by appointment only.

We are proud to say that we are an RCVS Accredited Practice working with the Practice Standards Scheme. Bringing your pet to an RCVS accredited practice means that they will be receiving a high level of care in a safe and regulated environment with veterinary staff members

that continuously strive to remain at the top of their fields with the most up to date education and training.

1. Terms of Service

1.1 What these terms cover. These are the terms and conditions on which we supply veterinary services to you when you are a consumer.

1.2 Other terms that apply. The following terms also apply (available on our website) in the following circumstances:

Our Privacy Policy	This applies when you provide us with any personal data. It explains what personal data we collect and how we use it.
Our Complaints Policy	This explains how you can make complaints about our veterinary services and how we will deal with them.

1.3 Why you should read them. Please read these terms carefully before you submit your register to receive services from us. These terms tell you who we are, how we will provide products and services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

2. Information about us and how to contact us

2.1 Who we are. We are Lakeland Veterinary Services.

2.2 Our company details. Our company details are as follows:

Company Name	Lakeland Veterinary Services
Practice Owner	Innes Redmond

Registered Address	39 Main Street, Derrygonnelly, CO. Fermanagh, BT93 6HW
Sister Branch	214 Brollagh Road, Belleek, Co. Fermanagh, BT93 3FU
Place of Registration	Northern Ireland
VAT Number	893706877

2.3 How to contact us. You can contact us directly via the contact details published on our website.

2.4 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us when you register with us.

2.5 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. Our contract with you

3.1 You can register with us in our practice. If you register with us in our practice, our acceptance of your registration will take place when the practice confirms to you that we have accepted your registration, at which point a contract will come into existence between you and us. We will provide you with a copy of these terms when you register and can also send you a copy or a link to them by post or email, if requested.

3.2 You can register with us via telephone. If you register with us via telephone, our acceptance of your registration will take place when we send you an email or letter confirming that we have accepted your registration, at which point a contract will come into existence between you and us. An email or letter simply acknowledging or confirming that we have received your registration form shall not be treated as confirmation that we have accepted your registration.

4. Our veterinary services

4.1 We will provide our veterinary services in accordance with the Royal College of Veterinary Surgeons ("RCVS") Code of Professional Conduct. The RCVS regulates veterinary surgeons in accordance with the Veterinary Surgeons Act 1966, to protect the public interest and to safeguard animal health and welfare.

4.2 Veterinary services will be provided by suitably trained and/or qualified staff. This will depend on the nature of the veterinary service to be provided in each instance. Veterinary services may also be provided by or with the involvement of other staff as part of their training and development (such as student vets, nurse and animal care assistants) under the supervision of a suitably trained and/or qualified member of staff involved in the care of your animal. You have the right at any time for them not to provide or be involved in the care of your animal.

4.3 We will provide veterinary services to you during our normal business hours. We will also provide emergency veterinary services to you outside our normal business hours. We may change our normal business hours from time to time - please see our website for our current opening hours.

4.4 We will provide veterinary services to you at our practice set out above, or attending your premises as required. If we are attending your premises, you are responsible for making sure that they are safe and accessible by our staff.

4.5 You are responsible for making appointments to receive veterinary services. You can do so in person, or by contacting us at the email address, phone number or (where available) by using the online booking system on our website set out above. We do not guarantee that appointments will be available at your preferred time. We reserve the right to refuse to provide veterinary services if you attend our practice without an appointment or if you are not present at our practice or your premises in time for your appointment.

4.6 We will normally agree a treatment plan with you following an initial consultation and in advance of any further treatment. However, we reserve the right to provide such veterinary services as are reasonably necessary, in the professional judgment of our staff acting in the best interest of your animal, without first agreeing a treatment plan with you (such as in an emergency).

4.7 We can accept and rely on instructions and information from your representatives who bring your animal to our practice. This includes, for example, your family members, pet kennels and pet sitters. You can contact us at the address, email address or phone number above to let us know who is authorized or not authorized to represent you. We reserve the right at our discretion to refuse to accept instructions from them (such as if they are under 18 years old or we reasonably believe that they are not authorized to represent you) or to require proof that they are authorized to represent you.

4.8 We reserve the right at our discretion to decline to provide veterinary services. You are free at all times, at your own cost, to seek or request a second opinion on or concerning any veterinary services that we have provided.

4.9 We are not responsible for delays outside our control. If our supply of the veterinary services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimize the effect of the delay.

4.10 Your animal's medical records are our property. This includes test results, x-rays and ultrasounds. You may ask us to provide a copy of your animal's medical records to another veterinary service provider (for example if you are moving to another veterinary practice) by sending us a written request to the address or email address above, or by providing verbal instructions via telephone. We will process your request within a reasonable period of time.

4.11 You are responsible for arranging animal insurance. We do not provide animal insurance or arrange animal insurance for our clients. Although you do not need animal insurance to receive our veterinary services, we recommend that our clients take out appropriate animal insurance for their animal with a reputable insurer.

5. Prescriptions

5.1 Prescriptions may only be issued by our staff who are qualified and authorized to do so. Repeat prescriptions may only be issued if a member of staff who is qualified and authorised to do so has authorised that you may request repeat prescriptions. We may, at our discretion, refuse to issue prescriptions for animals that are not registered with us as being exclusively under our care.

5.2 Prescriptions may only be issued following a clinical assessment of your animal. We may, at our discretion, require an updated clinical assessment of your animal before issuing a repeat prescription – please make your request in sufficient time to be able to arrange an updated clinical assessment if required.

5.3 We charge a fee to issue written prescriptions which will be filled elsewhere. Those charges are necessary to cover, for example, the time, responsibility and professional insurance costs involved. We will advise you of the costs before issuing a written prescription.

5.4 You may choose to have prescriptions dispensed by our practice or by another veterinary practice, clinic or pharmacy. If you choose to have your prescription dispensed by our practice, we will advise you of availability and costs before dispensing any medicinal or pharmaceutical products. You are responsible for collecting it from our practice.

6. Looking after our staff, clients and animals

6.1 We take the health, wellbeing and safety of our staff, our clients and animals in our care very seriously. We therefore take a zero-tolerance approach against intrusive, offensive, violent or aggressive behaviour. Examples of behaviour that we deem unacceptable are:

- (a) Making malicious allegations about our staff or other clients;
- (b) Derogatory racial or sexual remarks;
- (c) Offensive sexual gestures or behaviour;
- (d) Using violent, threatening or abusive language (including swearing and offensive remarks);
- (e) Violent, threatening or abusive behaviour towards our staff, our clients or animals in our care;
- (f) Theft and other criminal activity; and
- (g) Non-compliance with the practice's health and safety requirements.

6.2 We have the right to refuse to provide services. We reserve the right at our discretion to decline to supply veterinary services, to ask you to leave our premises and/or to terminate our contract with you if you or any person accompanying or connected with you engage in any such behaviour, whether in our practice or when speaking to our staff via telephone, email or through our website. We understand that not all animals will respond to treatment as hoped and that this can be very distressing, and will take this into account when dealing with such behaviour.

7. Second Opinions / Referrals

7.1 It is your right to request another practice see your animal for a second opinion. If you feel your animal should be reviewed by another veterinary practice, please discuss this with the veterinary surgeon responsible for treating your animal. Where this is not possible, please discuss your request with reception staff, who can escalate the request to the Practice Owner.

7.2 On occasion, referral will be the most appropriate action for your animal. We recognise that, for some cases, your animal will benefit from more specialized care than can be provided within our practice. When this is the case, the veterinary surgeon will discuss your options with you and, if you consent to referral, will make initial contact with the practice best equipped to support your animal's care. We will endeavor to provide at least indicative pricing for any fees likely to be incurred, but it will be the responsibility of the practice to which you are referred to provide you with a full and accurate estimate.

7.3 It is your right to refuse our recommendation of referral to a particular practice. You have the right to request which practice we refer your animal to. However, if the first opinion veterinary surgeon does not have sufficient knowledge of that practice, or has reason to believe they are not suitably equipped to deal effectively with your animal's case, we reserve the right to refuse to make the referral.

8. Your rights to end the contract

You can always end your contract with us at any time. When your contract with us ends, you will be responsible for collecting your animal from us (if it is in our care) and for paying any outstanding payments to us. We recommend that you register your animal with another veterinary practice from the date that your contract with us ends (and we are not responsible for arranging this for you).

9. How to end the contract with us (including if you have changed your mind)

Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

(a) In person. Visit our practice during normal business hours and let us know that you want to end the contract. We may ask you to sign a document to confirm that you want to end the contract.

(b) By email. Send us an email (from the email address that you have registered with us) at the email address on our website and let us know that you want to end the contract. Please provide your name, home address, details of your animal and, where available, your phone number and email address.

(c) By post. Send us a letter at the address above and let us know that you want to end the contract. Please provide your name, home address, details of your animal and, where available, your phone number and email address.

10. Our rights to end the contract

10.1 We may end the contract immediately at any time for any of the following reasons:

- (a) if the information that you provided to us on registration is inaccurate, incomplete or misleading;
- (b) if you break any of the terms of the contract;
- (c) if you do not comply with clause 6;
- (d) if you do not make any payment to us when it is due and you still do not make payment within 30 days of us reminding you that payment is due; or
- (e) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services.

10.2 We may end the contract at any time for any other reason. We will write to you to let you know at least 30 days before the contract ends. We will refund any sums you have paid in advance for services which will not be provided.

10.3 We may withdraw services. We may write to you to let you know that we are going to stop providing particular services. We will let you know as soon as reasonably possible and will refund any sums you have paid in advance for services which will not be provided.

11. If there is a problem with the services

11.1 How to tell us about problems. If you have any questions or complaints about the veterinary services that we have provided to you or any of our staff, please refer to our Complaints Policy or contact us at our postal address, email address or telephone number.

11.2 Summary of your legal rights. We are under a legal duty to supply services that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 028 6632 4334 to access Citizen's Advice support from the local Fermanagh Community Advice hub.

If your product is services, for example veterinary services, the Consumer Rights Act 2015 says:

- a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.

- b) If you haven't agreed on a price beforehand, what you're asked to pay must be reasonable.
- c) If you haven't agreed on a time beforehand, it must be carried out within a reasonable time.

12. Price and payment

12.1 Wherever practicable, we will agree a price estimate with you before providing veterinary services. If we believe that the price estimate will be exceeded, wherever practicable we will discuss this with you and agree a revised price estimate with you before continuing to provide veterinary services. However, we reserve the right to provide such veterinary services as are reasonably necessary, in the professional judgment of our staff acting in the best interest of the animal under our care, without first agreeing the price estimate or revised price estimate with you (such as in an emergency).

12.2 The price payable for the veterinary services that we provide will be calculated in accordance with our standard price and rates at that time. That is the case even if that is higher or lower than any price estimate agreed with you. Price estimates are not intended to be a fixed or maximum price for veterinary services. Our prices and rates are inclusive of VAT unless specified otherwise, in which case it will be added as appropriate. We will provide you with an appropriate statement or invoice of the price payable by you.

12.3 When you must pay depends on what veterinary services that we provide:

- (a) For the provision of farm-animal or equine services and sale of associated products, clients are extended a 30 day window of credit from receipt of the monthly invoice;
- (b) For the provision of small animal out-patient veterinary services (where your animal is not left with us), you must pay for them at the end of your appointment;
- (c) For the provision of small animal in-patient veterinary services (where your animal is left with us), you must pay for them on discharge of your animal; and
- (d) For the sale of small animal products, you must pay for them at the time of collection.

12.4 There are some exceptions to when you must pay:

- (a) We may at our discretion require that you pay for the whole or part of the veterinary services in advance.
- (b) Where you have a valid animal insurance policy, we may at our discretion agree to make a claim for payment directly to your insurance company. You agree to provide us with any information that we request about that policy. We may charge a fee for completing, submitting and/or managing a claim for payment on your behalf, and you agree to pay us on request at any

time for that fee and for any amounts that the insurance company has not paid as at the date of our request for payment.

12.5 Payment options. You may pay the price payable to us by cheque, cash, bank transfer or debit / credit card at our practice. We can also accept card payments over the telephone.

12.6 We may take further action to recover overdue payments. If any amounts payable to us are not paid when due then, without prejudice to any other remedies available to us, we may at any time:

(a) refer any overdue accounts to a debt collection agency for recovery;

(b) add additional charges to your outstanding account in order to recover fees and costs in connection with the collection of the sum you owe, including but not limited to administration costs and debt collection agency fees; and

(c) refuse to supply further veterinary services to you until all outstanding sums are paid by you.

12.7 If you are unable to pay. If you are unable to pay for the veterinary services that we provide, we are only obliged to fulfill our minimum legal responsibilities and professional regulatory obligations in respect of the animals under our care.

13. Our responsibility for loss or damage suffered by you

13.1 We are responsible to you for foreseeable loss and damage caused by us. If we materially fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

13.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury to human beings caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services; and for defective products under the Consumer Protection Act 1987.

13.3 We are not liable for your use of any products otherwise than in accordance with its instructions or as directed by your veterinary surgeon. Veterinary medicinal diet feed should only be used where recommended and by way of regular monitoring by a veterinarian.

The veterinarian should be visited regularly during the feeding for check-up examinations and without delay in the event of deterioration in the animal's condition.

13.4 Our liability to you is limited. Subject to the above exceptions, our liability to you for any damages, losses, claims, costs or expenses arising out of our supply of any products or services shall not exceed: (a) if the supply of those goods or services are covered by our public liability or professional indemnity insurance, the limit of that insurance for each claim or series of connected claims; and (b) if the supply of those goods or services are not covered by our public liability or professional indemnity insurance, the value of the total fees paid or payable by you for the products or services in question.

14. How we may use your personal information

We will only use your personal information as set out in our Privacy Policy.

15. We may make changes to these terms

15.1 We may amend these terms from time to time. We recommend that you check them each time you use our website or engage our services to make sure that you are aware and understand the terms that apply at that time.

These terms were last updated on 02 September 2025