

BLAKEMERE VETERINARY CENTRE Ltd.
Terms and Conditions for Pet Owners

Thank you for choosing Blakemere Veterinary Centre to look after your pet. Our aim is to provide you with a caring service at affordable prices.

This document sets out our terms and conditions and when you use our services it implies that you have understood and accepted them.

If you have any questions or concerns please do not hesitate to ask a member of staff.

OPENING HOURS.

Our office in Ellesmere is open between 8.30am and 6.00pm Mon-Fri and 8.30am-12.30pm on Saturdays. Opening times at our part time clinic Maelor Veterinary Centre in Overton on Dee vary during the week. All of our opening and appointment times can be found on our website at www.blakemerevets.co.uk

OUT OF HOURS SERVICE.

We provide a full 24-hour emergency service at our Ellesmere Surgery using our own regular staff. If you require emergency care when the surgery is closed please call our usual number 01691 622201 and your call will be forwarded to our out of hours answering service who will take your details and contact the duty vet.

FEES, PAYMENTS AND SETTLEMENT TERMS.

All of our fees are subject to VAT at the prevailing rate.

Our charges are set by the time taken to deal with each case and according to the materials, medicines and consumables used.

We have fixed charges for vaccinations and neutering and these are available at reception.

All clients receive an invoice giving a full breakdown of all treatments and medicines prescribed and dispensed.

Payment is due immediately after each consultation or treatment.

We accept cash and all major UK credit and debit cards (except American Express) and BACS payments. We do not routinely accept cheques.

Unless specifically agreed by a director we are unable to offer credit or to allow payment by instalments.

If full payment is not received at the time of treatment, we reserve the right to charge interest on the unpaid amount from the date of the transaction at 4% over the prevailing Bank of England Base Rate and an administration fee to process unpaid invoices and statements.

All goods and services remain the property of the practice until paid for in full.

If payment is not received and the debt is passed on to a debt collection agency further administration fees will be applied.

If payment terms are not met the practice reserves the right to withhold all routine treatments, goods and services until full payment is received.

If patient records are requested to be released to another practice while the client owes money to Blakemere Veterinary Centre, the request will be met once full payment has been received but due consideration will be given to the wellbeing of the patient.

If a client defaults on any payment, veterinary surgeons or staff from the practice will not attend any animal owned by the client or registered at the owner's address until all outstanding fees (including any interest and administration charges) are paid in full.

If the practice agrees to retain a client after such a default, all future transactions will be on a cash only, payment at time basis.

ESTIMATE OF TREATMENT COSTS.

Written estimates of probable costs for procedures and treatments can be supplied on request. It is important to remember that an estimate can only ever give an approximate cost for the procedure as individual circumstances may differ and unforeseen complications and additional treatments may be required. However, we will do our best to keep clients fully informed of costs as treatment progresses.

HOME VISITS.

It is always best if your pet can be brought to the surgery for treatment where we have staff and all the equipment and medicines available. Home visits will only be offered if deemed necessary for the wellbeing of the pet and not for the convenience of the owner. We reserve the right to refuse to offer a house visit if we suspect that a client or member of the household is under the influence of drink or drugs.

Owners are responsible for transporting their pets to a veterinary practice for treatment and we recommend that you plan how you might be able to do this if the need arises. You should consider the use of your own, a friends or neighbour's transport, an animal ambulance or taxi service.

Should a home visit be necessary a call out fee will be charged.

PET HEALTH INSURANCE.

Unless specifically agreed by a director, all fees due for the treatment of an insured pet must be paid to the practice at the time of the treatment and then a claim submitted for reimbursement of fees by the owner to the insurance company. A fee for the time taken to complete insurance claims will be charged.

If it is agreed that payment can be made directly by the insurer to the practice, the policy excess and any goods or services not covered by the policy must be paid at the time. This includes our fee for the completion and certification of any claim and the time taken to deal with any subsequent queries. Where a claim is rejected by the insurer all outstanding payments must be made by the client in full. It should be remembered that an insurance policy is a contract between an owner and the insurer and that all queries concerning the policy must be raised directly by the client with the company.

VACCINATION REMINDERS.

Where we provide reminders by post, text, email or other means for vaccination boosters or worm and flea treatments, this is a courtesy service and we cannot accept any responsibility for any errors or omissions or failure of a reminder to be delivered to or received by the client.

OWNERSHIP OF RADIOGRAPHS AND OTHER DIAGNOSTIC RECORDS.

As part of an investigation or treatment plan specific investigations such as radiography and ultrasound scans may be performed and ownership of the resulting radiograph or scan images remain the property of the practice. If a client requests that these records are made available to another practice or veterinary surgeon, we reserve the right to charge a fee for arranging the transfer of information.

SPECIALIST REFERRALS.

When we are unable to offer a specific treatment or procedure for your pet, we may recommend referral to another practice or to a specialist practice for the treatment to be carried out. We may charge a fee to arrange such referrals. **When a pet is insured it is vital that you obtain permission**

from your insurer for the procedure to go ahead as many insurers have designated referral centres and may not authorise referral to a centre which does not appear on their approved list.

SECOND OPINIONS.

Should you decide that you would like a second opinion either from another veterinary surgeon within our practice or from another practice please ask. We will not charge a fee to supply history and information to another practice about your pet, but we can only release information if you have given us your consent.

DATA PROTECTION.

We will never allow any third party to have access to your personal data and we do not retain any of your financial information such as credit or debit card details.

Unless you inform us otherwise, we may use your email, mobile phone number or postal address to contact you with information concerning vaccinations, health checks and other offers which might be of interest to you in the practice.

All such contact is within the guidelines set out in our practice data protection policy, a copy of which is held at reception or can be found on our website.

PRESCRIPTION POLICY.

When we prescribe a veterinary medicine for your pet, we can either dispense the medicine directly from our pharmacy or you may request a prescription so that you can obtain the medicine from another practice or pharmacy.

We make a charge to provide a prescription.

We can only prescribe prescription only medicines to animals under our care.

When your pet is on long-term medication our general policy is to check the animal every 6 months in order to be able to continue to prescribe medication, but some conditions may require more regular checks. We make a charge for routine prescription checks.

UNLICENSED MEDICATIONS.

We will always use a veterinary licensed product to treat your pet if one is available. However, if a veterinary licensed product is out of stock or no veterinary licensed medicine exists for the treatment of a specific condition, we may recommend either a product licensed for use in another species or a product licensed for human use. When we do this we will ask you to sign a disclaimer to acknowledge that a product is being used off label or off license.

RETURN OF UN-USED MEDICATIONS.

Medicines Regulations do not allow us to accept any unused medicines for refund. However, we are happy to assist with the safe disposal of any unused products if they are returned to us.

COMPLAINTS AND STANDARDS.

We hope that you will always be happy with the service we provide at Blakemere. However, should you feel that there is an issue which you need to raise with us, please either speak to one of our reception staff or veterinary surgeons in the first instance. They will then pass on your comments or concerns to one of the directors who will then contact you to discuss the issue.