

# Marlin Coast Veterinary Hospital Terms & Conditions of Business

Thank you for entrusting the care and attention of your pet(s) with Marlin Coast Veterinary Hospital.

This document outlines the terms of the contract established between us (Marlin Coast Veterinary Hospital) and yourself (the registered animal owner or individual requesting veterinary services) which comes into actuality when you register your animal with our veterinary practice or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these terms of business please do not hesitate to ask us for further clarification.

## Veterinary Care

Marlin Coast Veterinary Hospital will endeavour to provide veterinary services in accordance with reasonable standards denoted in the relevant legislation which can be found on the following website <https://www.business.qld.gov.au/>. These Acts and Regulations outline the practice standards and the professional conduct of veterinary surgeons.

## Registration

It is essential for us to maintain accurate records of our clients and patients. In order to do so, we will periodically ask you to confirm the details we hold. If your details change, please inform us promptly so we can ensure our database is up to date. This will also ensure that you receive all correspondence regarding your pet's health.

## Costs

All fees for services and prices for goods (including food, parasiticides, drugs and over the counter products) are subject to GST. Prices for goods are as marked or notified at the point of purchase. A full fee breakdown will appear on your invoice.

Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any drugs, diagnostics, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case, and the level of expertise required from the staff looking after your animal.

## Estimates of Treatment Costs

We will happily provide an estimate as to the probable costs of a course of treatment.

Estimates are provided by the Veterinarian during consultation. All estimates given are only an approximation, and the final fee could vary from this estimate depending on several factors which include but are not limited to: complications that arise during treatment and patient response to the treatment. Often a pet's illness/ailment will not follow a typical course of treatment and sometimes unforeseen expenses may occur –

we will endeavour to inform you of any additional costs at our earliest opportunity dependant on your pet's health and safety.

Estimates are valid for 30 days.

## **Deposits**

A minimum deposit of 50% of total cost of service is required for surgery appointments and after-hours services. The deposit is payable via cash and/or credit/debit card and/or Vetpay and Zippay. All deposits will be deducted from the final cost of your service.

## **Methods of Payment**

Payment is due for settlement at the end of the consultation, the discharge of your pet and upon collection of drugs, prescriptions, food & over the counter sales. You may settle the payment using cash and/or credit/debit card.

We do offer payment plans through Vetpay and Zippay however we do not offer in-house payment plans/accounts. We do not accept cheque payments.

## **Terms of Business**

The following general payment terms apply in all cases.

Accounts are due for settlement at the end of the consultation, the discharge of your pet & upon collection of drugs, prescriptions, food & over the counter sales.

As a vet, we have professional ethical considerations; however, under the Animal Care and Protection Act 2001, the owner or representative is responsible for the animal. Your inability to pay does not pass that responsibility to us and thus falls under the law of shoplifting and fraud.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full and reserve the right to file a report with the QLD police which could result in a criminal charge. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided.

Please note that if a pet is registered with our practice, we will assume that any person other than the registered pet owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and we will assume that the individual requesting treatment accepts liability for all costs incurred.

Where a pet is not registered with our practice, we will also assume that the individual requesting treatment accepts liability for all costs incurred.

In the event that your pet is hospitalised, we may require a deposit to be paid in advance of any period of hospitalisation and/or stage payments for longer periods of hospitalisation. If your pet is hospitalised, we will try to phone you to discuss the progress of your animal and the fees incurred once the veterinary surgeon has completed their rounds.

## **Appointments, Surgery Booking and Cancellations**

Appointments and Surgery Bookings are made accordingly to ensure that our Veterinarians and Veterinary Nurses have enough time with our clients and their pet(s) to address their health concerns.

Whilst walk-in appointments are sometimes necessary, they can have a massive impact on not only the Veterinary Team but also the wait times of every client waiting for Veterinary Care. We strongly emphasise the importance of bookings and advise that walk-in appointments will have to wait until time allows for us to see them unless it is identified as an emergency.

It is also best that the number of conditions presented in a standard 15-minute appointment be limited to a maximum of two. This is to ensure that the consulting Veterinarian won't run out of time to discuss your pet's health concerns. If you feel like your appointment will require longer or you wish to discuss more than two conditions, please advise reception when booking your appointment. This way we can make sure your booking will have the appropriate time to discuss everything you wish (extra costs will apply). Appointments outside of business hours will also incur extra charges.

Marlin Coast Veterinary Hospital reserves the right to refuse your appointment if you turn up more than 5 minutes late. Upon forfeit of your appointment, you will be given alternate times for which you may reschedule at a less busy time. If you are running late, we do request that you please give us a courtesy call beforehand.

Late cancellation of appointments is a major inconvenience to our Veterinarians and to other clients who are needing Veterinary Care. We understand that in some cases events can occur meaning your appointments may need to be cancelled or rescheduled. If you need to cancel or postpone your appointment, we would appreciate it if you would provide at least 24 hours' notice.

## **FLEA AND TICK INJECTION SEPTEMBER 2025**

Participate in this offer is deemed acceptance of these terms and conditions:

1. This offer is valid exclusively for puppies or dogs. Clients must book and attend the appointment for their puppy or dog's vet administered flea and paralysis tick preventable treatment by 30 September 2025.
2. Offer ends 30 September 2025.
3. To redeem, book an appointment online or call our clinic.
4. Only one discount is permitted per pet.
5. The discount is not redeemable for cash or be used at a later time.

## **Out of Hours Service**

Marlin Coast Veterinary Hospital is open Monday to Friday 8:00am to 7:00pm and Saturday 8:00am to 3:00pm. Outside of these hours, there is a Vet On-Call for emergencies. If you require emergency treatment for your pet(s) call the clinic on (07) 4057 6033.

## **Zero Tolerance Policy**

All our staff are trained professionals and are dedicated to giving you the necessary assistance you require and will always treat you with courtesy and respect. In return, we ask that you and anyone that you bring with you to Marlin Coast Veterinary Hospital treat our staff with the same courtesy and respect.

We have a ZERO TOLERANCE approach to any of the following behaviour displayed towards our staff or other clients.

- Verbal abuse
- Emotional abuse
- Sexual Abuse
- Racial Abuse
- Aggressive and violent behaviour
- Threats
- Blackmailing
- Use of profanity

If a client or anyone a client brings with them, is abusive, aggressive or violent towards our staff and/or other clients the police will be called and may result in you being removed from our practice.

Please note veterinary care will be withheld from clients who appear aggressive and abusive to staff members.

## **Consent**

Electronic signed consent for procedures is required in all cases of admission to Marlin Coast Veterinary Hospital and any alterations will be agreed upon either verbally or in writing prior to action being taken.

## **Client records**

Client and clinical records, and other similar documents (including, but not limited to, digital imaging results), are and shall remain the property of Marlin Coast Veterinary Hospital. Copies of clinical records may be passed to another veterinary surgeon on request should you move clinics.

Patient records are the property of the attending veterinarian. Legal precedent indicates that a client does not have a legal right of access to patient records. A veterinarian has the right to decide whether to provide a copy of patient records to clients.

## **Marketing communications**

We communicate details about our products and services to past, existing and potential clinic clients and other customers. These communications are sent in various forms, including mail, SMS, email and social media. Individuals can optout of receiving direct marketing communications at any time by lodging a request with reception or by using opt-out facilities provided in direct marketing communications.

## **Ownership of Records, X-rays & Similar Documents**

The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, the resulting records, clinical or otherwise, remain the property of the practice.

## **Data protection**

When you register your animal with our practice or request that we provide veterinary services we will collect personal data about you and, where relevant, your employees and/or agents. We will only collect data that we need to perform the services, take payment, send our newsletter or contact you such as names, DOB, contact details and possibly some financial details. Please note that we may pass your details on to the police, debt collection agencies and/or our legal advisers for the purpose of recovering unpaid fees if you do not pay invoices when they fall due.

We will take 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 or the healthcare of your pet(s).

## **Pet Health Insurance**

Marlin Coast Veterinary Hospital supports the principle of insuring your pet against unexpected illness or accidents. Unfortunately, we are unable to recommend a specific insurer and this choice falls to the client to select a product/level of cover you deem suitable. We are also unable to make comment on whether your insurance will cover your pet appropriately and you will have to make contact with your provider to validate the coverage.

Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

It may be possible for us to submit electronic claims on your behalf to some insurance companies. Please contact reception if you would like to know if your insurance has this capability.

## **Dispensing of Drugs**

Prescriptions are available from this practice. Prescriptions are subject to a fee and you will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a prescription from us but go elsewhere to have the prescription filled. 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.

The policy of this practice is to re-assess an animal requiring repeat medications/prescriptions at a maximum 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. Please give us at

least 24 hours notice for any requests for a repeat or written prescription. There is a charge for a re-examination, details of which will be provided on enquiry.

The above policy is in line with the law set by the Veterinary Surgeons Board of Queensland.

### **Return of unused drugs**

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

### **Return of used sharps**

We are also happy to accept used sharps back into the practice for disposal. However, to do so all sharps must be returned to us in a sharps disposal container. A disposal fee will be applicable for the purpose of disposing of the sharps as these containers are taken away by a third-party company.

Sharps disposal containers can be purchased from reception.

### **Complaints & Feedback**

We hope that you never feel the need to complain about the standards of service received from Marlin Coast Veterinary Hospital. However, if you feel there is something you wish to provide feedback about, please contact the Practice Manager either by phone or email.

Phone: 07 4057 6033

Email: [management@mcvet.com.au](mailto:management@mcvet.com.au)

### **Variation in Terms and Conditions of Business**

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the practice owner. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

**Disclaimer:** Any published information provided by us is used as an educational service to our clients and should not be treated as a substitute for veterinary care and advice.