



## **Terms and Conditions of Business.**

Thank you for entrusting the care and attention of your pet to Coombefield Veterinary Hospital. 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 or clarification if needed.

### **Fees**

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used.

### **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of diets/drugs. You may settle your account using:

- Cash
- Cheque with current Banker card
- Credit/debit card – Switch, Solo, MasterCard, Visa, and Delta.

### **Estimates of treatment costs**

We would encourage you to discuss costs of procedures in advance with our vets and nurses. They are used to doing this, and are happy to provide estimates of costs at any time. Please bear in mind that estimates can only be approximate.

### **Settlement Terms**

Any account not settled at the time will be sent an invoice which should be paid within 28 days or an administrative cost will be added. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you the client, an overdue account will be referred to Vet Debts our debt management company and your details will be entered into a nationwide database accessible by vets participating in the scheme, further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our bank as unpaid, any Credit card payment 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 added in respect of bank charges and Administrative costs together with interest on the principle 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. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of a partner or the Practice Manager.

## **Pet Health Insurance**

Coombefield Veterinary Hospital strongly supports the principle of insuring your pet against unexpected illness or accidents.

Under FSA regulations, we are not able to recommend a particular policy. We are happy to complete Pet Insurance claim forms free of charge. Please be aware that it is your responsibility to settle our account and reclaim fees from your insurance company.

## **Use of your details**

Coombefield Veterinary Hospital is registered under the Data Protection Act. Your details will not be passed onto any third party. However, we may from time to time contact you by post with details of services we provide which may be of relevance to your pet's healthcare. If you do not want to receive any mailing, please let us know.

## **Ownership of Records**

Case records including radiographs and similar documents are the property of, and will be retained by, Coombefield Veterinary Hospital. Copies with a summary of the history will be passed on by request to another veterinary surgeon taking over the case. Ownership of radiographs, ultrasound scans and similar data will remain with the practice. Any fee which has been paid will be for the preparation of these images and their interpretation.

## **Complaints and Standards**

We hope that you never have recourse to complain about the standard of service received at any of our surgeries. However, if there is something which you are not happy about, we would encourage you to let us know, so that we can take appropriate action. Please contact the Practice Manager in the first instance. We will reply to all instances promptly.

## **Second opinions and Referrals**

If you would like a second opinion on your pet's care, please do not be embarrassed to ask our vets. They will be able to arrange for you to see a vet with the necessary experience and expertise.

## **Repeat prescriptions**

We have many patients who are on continual medication. Please give us 24-48 hours notice of your requirements, as all medications must be prescribed by a vet before they are dispensed. We have to see patients regularly to continue their prescriptions by law, but will make every attempt to make this examination as infrequent as possible. This will depend on your pet's condition.

## **Return of medicines**

Under current pharmaceutical legislation, we are unable to accept the return of any prescription medication unless there are exceptional circumstances.

**Out of hours Service**

We run an emergency service out of normal hours, which is available 24hours a day for 365 days of the year. You will be asked to attend the Axminster hospital to see a duty vet. Our fees out of hours will be higher than normal to reflect the extra cost incurred in providing this service.

**Variation in Terms of Trading**

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by one of the Partners.