

# Springwell Veterinary Surgery

## Terms and Conditions of Business

Thank you for entrusting the care of your pet to Springwell Veterinary Surgery. Details of our Terms & Conditions are set out below. Some aspects of the terms may not be relevant to you. Please ask for further clarification if required.

### GENERAL

By accepting our services or purchase of goods, you the client contractually agree to the Terms of Business as laid out below.

### FEES

All fees, products, 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. Fees are subject to change without notice.

### ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course. We will always try to keep you informed on costs as they arise.

### METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of product, drugs or diets. You may settle the account using CASH or CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa, Electron, and American Express. Cheques will only be accepted with a current bankers card and only to the guaranteed limit.

### SETTLEMENT TERMS

Full payment is expected after each consultation or discharge of your pet, if for any reason you are unable to meet the full cost at the time of treatment, you must discuss the matter in advance with our Practice Manager. Should an account not be settled within 14 days, then a reminder will be sent. If the account remains unpaid further reminders will be sent. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt. 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 account being restored to the original sum. Additional charges may be added due to bank charges, administrative costs and interest on the principal sum.

### PET HEALTH INSURANCE

Springwell Vets strongly supports the principal of insuring your pet against unexpected illness or accidents. Being insured allows you to give your pet the best treatment possible without the worry of cost. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company. We are happy to do direct claims. However, before we agree, we need to carry out relevant checks with your Insurance Company.

### COMPLAINTS AND STANDARDS

We hope you never have a reason to complain about the standards of service received from Springwell Veterinary Surgery. However, if you have a complaint, please ask a member of staff for our complaints procedure.

### OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of, and will be retained by Springwell Veterinary Surgery. We are happy to provide you with a copy of your pet's records on request, and with your permission will forward the history to another Veterinary Surgery taking over the care of your pet.

### PRESCRIPTION ONLY MEDICINES (POMs)

Clients should be aware that prescription only medicines (POMs) prescribed by the veterinary surgeon, may be purchased from us, your veterinary practice, or with a prescription at any pharmacy that stocks the appropriate veterinary licensed medication. If your pet requires regular medication for a long-standing condition, current law and The Royal College of Veterinary Surgeons (RCVS) rules require us to examine him or her at regular intervals.

### GENERAL DATA PROTECTION REGULATIONS (GDPR)

Under the new General Data Protection Regulations we are required to gain your specific consent in order to send you treatment reminders, information and marketing information. We are also under duty to ensure that the information that we hold on our systems about you is correct. You will be required to check and verify the details.