



The Brook Veterinary Surgery

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TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to "The Brook Veterinary Surgery".

This letter 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/clarification if required. By accepting our services or purchase of goods, you the client contractually agree to the terms of business as laid out below.

DATA PROTECTION

We will only use client details for the purpose of our business; we will not pass any details to 3rd parties, unless specifically detailed in our terms and conditions, without your permission. We may, from time to time, send you veterinary information that would be relevant to you. We will always aim to maintain your correct details in our database. You, the client, will provide us with correct and up-to-date personal information to allow us to provide our services to you. These include name, contact details, animal details, details of owners or those looking after the animals and details of any other veterinary surgeon that has treated the animal.

CLIENT FINANCIAL REFERENCING & FINANCIAL GUARANTORS

The practice reserves the right to reference current or prospective clients' credit worthiness. This will include credit referencing agencies, CCJ's and payment history with previous veterinary practices. Clients' that are required to be invoiced via a limited company address may need to provide a guarantor.

FEES

All fees, diets and drugs 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. Our written fee list is available on request. You will receive a detailed invoice for every consultation, surgical procedure or transaction that you have with us.

METHODS OF PAYMENT

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

- CASH
- CHEQUE - with current and limit supporting bankers card
- CREDIT/DEBIT CARD - Switch, Solo, Maestro, Visa, Delta and MasterCard we do not accept American express.
- BACS - This method of payment can only be used with the prior approval of either Joanne or Matthew Harrison.
- Direct insurance claim - This method of payment can only be used with the prior approval of either Joanne or Matthew Harrison.

ESTIMATES OF TREATMENT AND 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 as often a pet's illness will not follow a conventional course. We will always endeavour to keep you informed of costs as they arise. **It is therefore important that clients leave an appropriate contact number where they will be available.** If we cannot contact you, we will always put the welfare of the animal first.

SETTLEMENT TERMS

Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. These however, may be deducted if payment is made promptly. 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; such as 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 account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal. The practice reserves the right to charge interest on any unsettled account over 30 days at a rate of base +8% (for other B2B this will be served under the *(late payment of commercial debts (interest) act 1998*). Bad debtors will be removed from our client list and will be notified in writing that we will no longer provide veterinary services. A summary payment history may be passed to other veterinary practices who request it.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask that you discuss the matter as soon as possible with a member of staff. Please note that

instalments or part payment of any account may ONLY be sanctioned with the express permission of Matthew or Joanne Harrison.

DISPUTES

Any dispute in relation to fees must be put in writing to the practice within 7 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then the overdue accounts will become effective. Therefore clients are always advised to settle accounts on time, and if there is a dispute this payment being made *without prejudice*.

PET HEALTH INSURANCE

"The Brook Veterinary Surgery" strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance company.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from "The Brook Veterinary Surgery". However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Joanne Harrison.

OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of, and will be retained by "The Brook Veterinary Surgery". Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound examinations. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph remains with the practice.

OUT OF HOURS SERVICE

"The Brook Veterinary Surgery" operates its' own out of hours service. The duty veterinary surgeon can be contacted via mobile phone; the number is given on our answer machine after hours. In most circumstances, when a pet needs treatment out of hours they are more easily and effectively assessed at the practice, where nursing assistance and in-patient facilities are readily available. However a home visit may be required and will be performed at the clinical judgement and discretion of the duty veterinary surgeon. Animals which are hospitalised outside of normal working hours will be checked and treated according to their clinical requirements.

PRESCRIPTIONS

Prescriptions are available for any Prescription Only Medicine (POM-V, POM-VPS or NFA-VPS) required to treat any animal under our care (POM-V only). These medicines may be obtained from us or you may ask for a written prescription to obtain these medicines from another veterinary surgeon or pharmacist (or merchant (POM-VPS, NFA-VPS)). A fee is chargeable for the prescription itself. Consultation fees will apply in either case. Please refer to the notice in reception.

REPEAT PRESCRIPTIONS

Prescriptions for POM-V medicines may be repeated at our discretion, to animals under our care, after a clinical assessment of the case. Regular chargeable check-ups are required, at intervals no more than every 3 months. POM-V medicines may be dispensed in amounts sufficient for up to 3 months treatment, at our discretion. Variations may apply according to our clinical assessment of the case

VARIATIONS IN TERMS OF TRADING

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