

TERMS & CONDITIONS OF BUSINESS

We are extremely pleased that you have chosen us to look after your cat. Below are some points to help clarify our provision of services to you. They form the basis of the contract between us. On receipt of this document, you accept our terms as outlined below.

Clinic Opening Times

Monday to Friday 08:30 - 18:00. Consultations are by appointment only, except in emergency cases. On Wednesdays we will only be able to see emergency cases and these consultations will be priced at our 30 minute rate.

Out of Hours Protocol

In the event of veterinary care being required outside of our normal hours, the clinic reserves the right to contract out our out of hours emergency service and night care. This may mean using a third party provider to provide our statutory out of hours provision.

Communication

We may contact you either by letter, telephone, text or email in order to advise you of outstanding accounts, reminders of your cat's preventative health care treatments and any marketing offers that might be of benefit to you or your pet. Please inform a member of staff if you wish no contact to be made. However, please be aware that this will remove the ability of the clinic to send reminders. Kindly inform us if your contact details have changed.

Annual Health Checks

We believe in a pro-active approach to healthcare. We therefore recommend that your cat has a health check a minimum of once a year. We will contact you to arrange this. If we have not examined your cat within 15 months, and we have made reasonable efforts to contact you using the contact details provided to us, we will assume that you are not contactable and/or no longer wish to be registered with us, and your records will be archived and set as "in-active". Priority will be given to "active" clients.

Appointments & Procedures

We send text reminders to remind you about pre-booked appointments and procedures for your cat. If you fail to arrive for your appointment or cancel your appointment without giving a minimum of 1 business day notice, we reserve the right to charge an appointment cover charge per cat of £20 including VAT at the current rate. If you fail to arrive for your procedure or cancel your procedure without giving a minimum of 3 business days notice, we reserve the right to charge a procedure cover charge of £100 including VAT at the current rate or up to 100% of the estimated treatment cost (whichever is less).

Fees and Estimates of Treatment Costs

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time and skill level required on a case and according to the drugs, materials and consumables used. Our written fee list is available on request. You will receive a detailed cost breakdown for every transaction with us. We will endeavor to provide you with an estimate of fees prior to treatment. There may be situations in which it is difficult for us to be accurate and final treatment may be more complex than first anticipated. We will always try to give you an idea of a likely bill, but please enquire if this has not been discussed.

Methods of Payment

Accounts are due for settlement at the end of your consultation, the discharge of your cat or upon collection of goods. We accept all major credit and debit cards and cash. We can accept payment from a third party with their authorization. We usually do not claim direct from insurers, however, if a direct claim is made, we will charge £30 including VAT at the current rate to cover our own administration costs (not claimable from insurance). We are happy to speedily complete your claim form on a same day service charged at £5 including VAT at the current rate (not claimable from insurance), and in all other circumstances will be done free of charge. Kindly provide us with a postal envelope and appropriate stamps (otherwise we reserve the right to charge a postage and packaging fee).

Settlement Terms

Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee of £10 including VAT at the current rate in respect of administration costs incurred. We reserve the right to apply this charge on a weekly basis to overdue accounts, until the account is settled. After 30 days of non-payment, we reserve the right to refer your account to a Debt Collection Agency with associated costs and damage to future credit rating that incurs. 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 administration costs together as interest on the principal sum.

Pet Health Plan Payments

Pet Health Plan payments for preventative health care are normally taken by direct debit at the start of each month. If your monthly payment has defaulted, we reserve the right to add an administration fee of £10 per default month to your account at the clinic. All other settlement terms apply as stated above.

Radiographs and Clinical Records

These remain the property of the practice, however, we are happy to send these to another veterinary surgeon if you move practices. You are welcome to arrange an appointment to go through your records with our clinic veterinary surgeon. We never discuss or sell confidential records to any third party, except when another veterinary surgeon requests them.

Second Opinions and Referrals

In the event you would like another veterinary practice to examine your pet, they will contact us to request a copy of the clinical records. We may occasionally suggest referral to a colleague with experience of a particular type of condition. We will arrange this appointment for you and explain the experience and qualifications that person holds.

Drug Supply: Medicines Regulations

Written prescriptions are available from this clinic at a reasonable rate. You may obtain Prescription Only Medicines, Category V, (POM-V's) from your veterinary surgeon or ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon may prescribe POM-V's only for animals under his or her care. A prescription may not be appropriate if your cat is an in-patient or immediate treatment if necessary. You will be informed, on request, of the price of any medicine that may be prescribed to your cat. The general policy of this clinic is to re-assess an animal requiring repeat prescriptions every three months, but this may vary with individual circumstances. Further information on the prices of medicines, written prescriptions and re-examination charges is available on request.

Disputes

The clinic is committed to providing an exceptional standard of service and care. We realise, however, that things can go wrong and there may be occasions when you feel your expectations were not met. In the event you are unhappy with any aspect of our service, please telephone or make an appointment to speak to Dr Amanda Nicholls, company director.