

Terms and Conditions of Business - Witham View Vets

Thank you for entrusting the care and attention of your animal to Witham View Vets. We aim to provide the highest standards of care for all animals under our care. We will endeavor to communicate effectively with you regarding the treatment of your animal. For more information visit our website at www.withamviewvets.co.uk. The information below details our Business 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 required.

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. You will receive a detailed fee note for consultations, surgical procedures or any transaction with us. No drugs or food will be dispensed without payment.

Methods of Payment Accounts are due for settlement at the end of the consultation even if your animal is insured (see below under Animal Health Insurance), unless otherwise agreed with the directors, or at the discharge of your animal or upon collection of drugs or diets. You may settle the account using:

CASH

CREDIT/DEBIT CARD - Switch, Solo, MasterCard, Visa, Delta

Estimates of Treatment Costs

We will happily provide a written estimate as to the probable costs of a course of treatment. It will not include costs of medications or any complications arising from treatment. Please bear in mind that any estimate given can only be approximate - often an animal's illness will not follow a conventional course.

Settlement Terms

Your account should be settled at time of discharge, whether your animal is insured or not. Should the account not be settled, then an invoice will be sent with an additional accounting fee in respect of administrative costs. Any direct insurance claims must be agreed before treatment starts, see below under Animal Health Insurance.

After due notice to you overdue amounts will be referred to the debt collector and/or County Court and further charges will be levied in respect of costs incurred in collecting the debt.

Animal Health Insurance

Although your animal may be insured, please be aware that it is your responsibility to settle your account within 90 days, even if we are doing a direct claim for you. Generally you should reclaim the fees from your insurance company. You will need to bring the following to your first appointment:

- Your valid policy document

- A claim form (unless the company supports online claims)

We are usually able to process direct claims but there is an admin fee associated with this and we would ask you to pay this along with your policy excess fee at the time of treatment. Please contact reception to discuss details before treatment. For further details, please look at our website or contact reception.

Vaccine Reminders

We will endeavour to send you vaccine reminders, however, we recommend that you keep a note of when your animal is due their annual vaccination. However, we do not accept responsibility for missed vaccinations.

Complaints and Standards

We hope that you never have recourse to complain about the standards of service received from Witham View Vets. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to the directors (Avril Mahfouz/Nicola Williams) in writing to enquiries@withamviewvets.co.uk.

As a veterinary business, our veterinary surgeons and veterinary nurses must comply with the Royal College of Veterinary Surgeons Code of Professional Conduct. If you have concerns relating to the professional conduct of a staff member and have not been able to resolve it with Witham View Vets, you can contact the RCVS on their website www.rcvs.org.uk for further details about making a complaint.

Ownership of Clinical Records, Radiographs and Similar Records Case records including radiographs and similar documents are the property of and will be retained by Witham View Vets as part of the clinical record of your animal. A summary of the history will be passed to another veterinary surgeon taking over the case on request.

General Data Protection Regulations

The General Data Protection Regulations (GDPR) as it applies to professional and client records. Your personal data records will be kept confidential to Witham View Vets. We may, however, use your contact details for marketing purposes if you have given your consent.

Termination of Service Delivery

We maintain the right to terminate delivery of our services to you as a client should the trust between parties have sufficiently broken down that further delivery would be unfeasible. In this unlikely circumstance, we will send a letter to you confirming the termination and its date. We will cover emergency treatment only for your animal for a further two weeks after the date of the letter in order to allow you to find another practice to care for your animal. We will transfer the relevant clinical records to the new practice.

Prescriptions

All clients have a right to ask for a prescription. You may obtain Prescription Only Medicines, Category V. (POM V's) from your veterinary surgeon OR ask for a prescription to

obtain these medicines from another veterinary surgeon or a pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary.

You can be informed, on request, of the price of any medicine that may be prescribed to your animal.

We kindly request that you, the client, give us 48 hours notice for a repeat drug and food collection. Any drugs, once made up, will be charged for whether collected or not.

Repeat Prescriptions

The general policy of this practice is to re-assess an animal requiring repeat prescriptions usually every three months, but this may vary with individual circumstances. A re-examination fee will be charged.

Disclaimer

No addition or variation of these conditions will bind Witham View Vets unless it is specifically agreed in writing and signed by a member of the Witham View Vets senior management team. No agent or person employed by, or under contract with Witham View Vets has the authority to alter or vary these conditions in any way.