

## **HOLLYOAK VETERINARY SURGERY TERMS AND CONDITIONS OF BUSINESS**



### **OUR COMMITMENT TO YOU**

We will provide a first class service to the best of our ability. We will provide you and your pets with the highest standard of care. Where appropriate we may advise and, with your agreement, refer you and your pets to an appropriate centre for more in-depth investigation and treatment which is not available at our practice. Much like your GP referring you to a hospital consultant.

### **FEES**

As there is no NHS for pets, all private veterinary practices are funded by the fees that you pay. We try to make our fees as affordable as possible and in order to do this, fees are payable at the time of consultation or at the time of collection following surgery.

All fees, diet 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. Details of our fees are available upon request and a detailed invoice is provided on request for every consultation, procedure and transaction. Estimates can be provided for all procedures.

### **METHODS OF PAYMENT**

We accept cash, credit or debit cards. We do not accept cheques or Amex.

### **ESTIMATES OF TREATMENT COSTS**

We will happily provide a printed estimate as to the probably 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, but we will keep you informed and updated.

### **SETTLEMENT TERMS**

Should an account not be settled at the time of treatment, an invoice will be raised and will incur an additional accounting fee in respect of administrative costs. Should it be necessary for further reminders to be sent, further charges will be incurred. 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 in collecting the debt: such as productions of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. 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 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 our team. Any financial decisions may only be made by the Practice Manager.

### **PET HEALTH INSURANCE**

We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of our team. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance

company. We are happy to assist you in making a claim and endeavour to send off all completed insurance forms within 10 days of receipt. Please speak to us before cancelling a policy or changing our insurance company. We are a Pet Plan approved veterinary practice and can issue free cover notes giving immediate insurance cover to pets within the required age brackets. Please ask us for more details.

### **COMPLAINTS AND STANDARDS**

Whilst we hope that you never have cause to complain about the standards of service received from our practice, should you feel that there is something you wish to bring to our attention, please contact the Practice Manager in the first instance and we will do our very best to rectify the situation; we welcome all comments.

### **FEEDBACK**

We are always pleased to receive feedback on our service and how we've made you feel, so please do let us know your thoughts so we can continue to improve the level of care we deliver to you and others.

### **OWNERSHIP OF RECORDS, RADIOGRAPHS AND OTHER DOCUMENTS**

The care given to your animal may involve making some specific investigations, for example, taking radiographs (X-Rays) or performing ultrasound scans. 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 and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over or assisting with the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.

### **VARIATIONS IN TERMS AND CONDITIONS OF BUSINESS**

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