

# TERMS OF BUSINESS

## Fees

All Fees, diets and drug charges are subject to VAT at the current rate (20%). Fee levels are determined by the time and skill level required on a case and according to the medicines, materials, consumables and diets used. You can request a detailed fee note for every consultation, surgical procedure or transaction with us. You are liable for any fees incurred in the diagnosis and treatment of your pet even if your pet is brought in on your behalf by a relative, friend or agent. However if your pet is brought by a relative, friend or agent without your express consent then the third party would be expected to pay our fees if you are not happy to pay the fees yourself.

## Methods of payment

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

1. Cash,
2. Cheque (with bankers card),
3. Credit/Debit Card - Maestro, Mastercard, Visa, Visa Electron, Delta but we are unable to except American Express, and
4. Direct/Online bank transfer (BACS).

## Estimates of treatment costs

We will happily provide a written estimate (not a quotation) 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 try to contact you on the contact numbers you have given us if we believe the treatment costs are going to exceed the estimate costs however if you are not contactable we will treat your pet as is necessary for the prevention of pain or suffering.

## Settlement terms

Should an account not be settled within 28 days of the issue of an invoice or statement, then a reminder will be sent with additional accounting fee in respect administrative costs 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 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 original 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 either the Directors or our Practice Manager. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of a Director or our Practice Manager.

If you are unable to pay for veterinary services, we are only obliged to fulfil our minimum legal responsibilities and professional obligation in respect of your pet.

## **Ownership of records**

Case records, including radiographs and similar documents are the property of, and will be retained by Monument Vets Ltd. 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 pet may involve making some specific investigation for example taking radiographs 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.

## **Second opinions and specialist referrals**

Should you feel you would like another opinion on your pet's illness please ask. We are always happy to arrange a second opinion with another vet within our practice, or another vet at a different practice or referral to a specialist.

## **Home visit**

In most cases your pet will receive better treatment if it is brought into the surgery where we have the equipment, facilities and staff necessary to treat them. However, there are some cases when it may be preferable to provide treatment at your home.

We endeavour to come out to your home at your convenience but we ask that you call the surgery in the morning so we can arrange this around other duties. There is an additional charge for a home visit. You will be provided with an estimate of fees when calling to book a visit.

## **Out of hours care and hospitalisation**

We have provision in place to provide emergency care for pets outside normal surgery hours by CVets. This is provided by an independent organisation operating from their premises and any fees incurred during the out of hours times will be payable directly to CVets. Further details concerning the precise arrangements for emergency service are available in the practice.

## Complaints and standards

Monument Vets 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 are not met. We hope that if this is the case you will give the surgery a chance to put it right. Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way, and you wish to make a formal complaint, we would like you to let us know in writing within 6 months. An acknowledgement letter will be sent once your formal complaint has been received. This will detail the name of the person handling your complaint about the standards of service received from Monument Vets. However if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager or a Director.

## Prescription policy

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, category V, (POM Vs) from your veterinary surgeon or ask permission and obtain these from another veterinary surgeon or pharmacy. Your veterinary surgeon may only prescribe POM Vs 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 will be informed, on request, the price of any medicine prescribed for your animal. The general policy of this practice is to re-assess every 6 months any animal that requires repeat prescriptions, but this frequency may increase depending on the individual circumstances. The cost of preparing a written prescription is, as of February 2019, £13 inclusive of VAT per item per pet. We ask that you give us a minimum of 24 hours', though 48 hours' notice is preferable, when ordering repeat prescription drugs either for collection from the surgery or to be posted. All drugs must be approved by one of the Veterinary surgeons before our Reception staff are authorised to issue them to you and in some cases, we may have to order the drugs into stock so please do allow enough time.

## Previous Medical History

By registering as a client Monument Vets has permission to contact your previous Vet(s) for any relevant medical history.

## Responsible pet ownership and pet health insurance

Monument Vets believes in responsible pet ownership. This includes regular appropriate vaccinations and worming for cats and dogs, regular flea control and a permanent means of identification for your pet. Please ask us for advice on the best methods to achieve this. We recommend our Pet Health Club to help spread the cost of preventative health care. Monument Vets 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 your account and then reclaim the fees from your insurance company.

## **Data Protection**

We promise to use client details only for the purpose of our business. We will not intentionally pass any details to third parties, unless specifically detailed below, without your permission. We may, from time to time send you veterinary information that would be relevant to you. We aim to maintain your details correctly on our database. You, the client, will provide us with correct and updated 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 vet the animal has been registered with.

## **General**

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.

**Terms and Conditions may be revised from time to time and will be posted on the website.**