



## Terms and Conditions

**All Terms and Conditions in this document apply to The Worcester Vet Group Ambleside Clinic Ltd and St. Peters Clinic Ltd.**

**Terms and Conditions are subject to change.**



## **Terms and Conditions**

Please take your time to read ALL Terms and Conditions set out in this document. If you have any questions, please do not hesitate to contact a member of our administration team who will be more than happy to answer your queries.

The Worcester Vet Group take great pride in providing a professional, innovative, and high standard level of veterinary care and by accepting our services you are contractually agreeing to The Worcester Vet Group's Terms of Business set out below.

### **Fees**

Our fees are reviewed frequently and always kept to the lowest costs to our clients as possible.

All fees are subject to current VAT rate.

Fees are determined by time required and resources needed for each individual case, and we will always endeavour to give a costing before treatment begins. In the cases where the costing is not certain, an estimate will be given for prior approval.

If there are any concerns or for any reason an estimate has not been discussed, we encourage clients to obtain this information before treatments or procedures commence.

Details of fees can be given on request.

Any fees that are charged externally, specialist laboratory costs for example, will be added to your account and final balance is to be paid by yourself.

### **Accounts**

All accounts are to be settled on completion of appointment, the discharge of your pet or upon dispensing of medication when required.

Accounts are reviewed monthly and outstanding payments will be notified with a reminder letter in the first instance.



Non-payment after 60 days without interaction can result in being transferred to our external debt collection company- [www.pjcds.co.uk](http://www.pjcds.co.uk). All costs occurred will be passed onto you.

Any form of payment that is not honoured or is found to be counterfeit will result in your account being restored to the original amount.

## **Methods of Payment**

We offer a range of methods of payment, these include cash, Debit Card, Cheque, Visa, Maestro, Switch and American Express. We can also arrange internet banking if required.

## **New Clients**

New clients are always welcome. We have several ways in which you can register:

- Call in to the Practice and speak with our friendly administration team.
- Over the phone
- Via our website using the form supplied

We will need your details and your pet's details. If you are transferring from another Veterinary Practice, then we will require your pet's medical history to be digitally sent to us.

All information taken is stored in line with GDPR regulations.

## **Inability to Pay**

In the event where an account cannot be paid at time of request please contact the Practice straight away to discuss the matter with the Practice Manager.

Under very exceptional circumstances we have the discretion to agree to a payment plan that will be signed by yourself and the Practice. This payment plan must be upheld until the account is paid off in full.

Payment plans are NOT part of our Practice policy and must be with the consent and discretion of the Director or Practice Manager as we are not regulated by the Financial Conduct Authority.

Payment plans are not an option for new clients. You need to have been registered with us for a minimum of two years and with no history of bad debt to the Practice.



## **Complaints**

Complaints will always be taken seriously by The Worcester Vet Group. We view any feedback as a positive as we strive to continuously improve and offer the highest standard of service to you.

If you have any need to complain please write to our Practice Manager outlining the complaint and she will endeavour to reach a suitable resolution for all parties involved.

We ask that all reviews written on a public domain be factual and true as false information can be damaging and is considered libellous.

We completely support your right to complain but we cannot allow the Practice to be pulled into dispute on a public platform. Legal action will be sought under The Defamation Act 2013.

## **Termination of Service**

You have the right to terminate treatment of your pet(s) at any time.

We have the right to terminate our service if we feel it is in the animal's best welfare, accounts are not paid on time without prior agreement or if we are prohibited by Law to carry out treatment.

Upon termination you will be invoiced for any outstanding balance on your account.

We reserve the right to hold all medical history including x-rays and recorded communication exchanged.

## **Medication and Prescriptions**

Prescriptions are written by our Veterinary Surgeons and checked and dispensed by our clinical team.

Written prescriptions that are requested to be filled elsewhere will be charged and you will be notified of this charge upon request.

We will only prescribe for our own registered patients, and they must have had a recent assessment.

If the patient requires repeat prescriptions, we will need to assess the condition periodically.



Medication and prescriptions are arranged at time of consult, or you can contact the Practice and request repeat medication. This request is usually fulfilled and ready for collection within 24 hours unless otherwise advised.

### **Treatment**

All treatment advised at our Practice is done so by Veterinary Professionals that follow the Royal College Veterinary Surgeons Code of Profession Conduct. We reserve the right to make final decisions on treatments and will always have the animal's welfare as our priority when making those decisions.

All medical history of treatment will be stored on our Practice Management System following GDPR regulations.

Ultrasounds and Radiographs can be forwarded to another Veterinary surgeon if needed or at your request.

*Please note that ultrasound scans will always be offered before spaying procedures and if you, the client, decline and a pregnancy is presented during the procedure you will still be liable for the whole cost of the spay due to allocated time, medication and the Veterinary Surgeons expertise required.*

### **Vaccination Reminders**

We have a system in place so that you receive regular vaccination reminders for your pet via text message or post. Please inform the Practice of any change in your contact details as this could prevent you from receiving the reminder.

Please note that vaccinating your pet regularly is solely your responsibility. Please keep a personal record and bring this along to your appointment to be updated.

Kennel cough can be administered under your request, we do not send reminders for this.

### **Home Visits**

There are times when a home visit is needed and if the Veterinary surgeon agrees that it is in the animal's best interests this can be arranged.

We will always endeavour to visit at a convenient time; however, Practice appointments and procedures will dictate this. Home visits carry an additional charge, and you will be informed of these at the time of booking.



## **Insurance**

We are more than happy to submit an insurance claim on your behalf. For this service we charge an administration fee. This fee will cover any amount of claims for 12 months, after this time a new fee will be charged to you.

Direct claims would need to be pre authorised by the Director or Practice manager.

Insurance payments can be paid directly to yourselves or to the Practice. If, for any reason an insurance claim is classed as void then the amount must be settled to the Practice by you.

We are unable to liaise with the insurance company regarding settlements or your policy, but we can answer all Veterinary related queries.

Please ensure that the form is signed before handing over to the administration team as it simply cannot be processed without the policy holders' signature and missing information will delay the process.

## **Data Protection**

All information taken by The Worcester Vet Group is stored under the Data Protection 1998 Act and GDPR regulations.

We will not pass your information onto a third party without your prior consent.

You must provide us with up-to-date details of yourself and your pets, this allows us to provide you with best possible service we can offer.

## **Ownership of Records**

All medical history including x-rays, scanning images, laboratory results and all communication recorded are property of The Worcester Vet Group.

A summary of your pets' medical history can be supplied to another Veterinary surgeon if they are taking over their care.



### **Previous Medical History**

By registering with The Worcester Vet Group and using our services we obtain permission to request medical history for your registered pet from previous veterinary Practices

### **Variation in Terms and Conditions of Business**

All Terms and Conditions are binding, and any variations will not be upheld unless consented in writing by either the Director or the Practice Manager.

No persons employed by The Worcester Vet Group other than the Director or the Practice Manager have the authority to alter these Terms and Conditions.

Terms and Conditions are revised and kept in line with current laws.