



## Terms & Conditions

### By accepting these conditions you are confirming that:

- You are over 18 years of age;
- Each time you bring to your pet to us, you consent to the care, treatment, procedures and / or medication we decide is necessary for the health, wellbeing and best interest of your pet; and
- You have the means to, and shall, pay your full account before leaving the surgery.

### **Treatment and Advice**

Where reasonably possible we will discuss the health and condition of your pet and any symptoms, injuries, findings, probable diagnosis and proposed treatment, procedure and / or medication with you in advance of implementing the same. The appropriateness of the degree of information we are able to share in relation to your pet will vary in each circumstance, depending usually on the severity (how important or critical the health impact is for your pet), urgency (how fast the action should and can be carried out for your pet) and the information readily available.

We will endeavour to provide veterinary services in accordance with reasonable standards denoted by the RCVS guidelines for practice standards and the professional conduct of veterinary surgeons and veterinary nurses. All Veterinary Services shall be supplied in accordance with normal professional standards.

Veterinary Services shall be supplied during our normal business hours (these may change from time to time), the current opening hours of Orthopaedic Vet can be found on our website at [www.orthopaedicvet.co.uk](http://www.orthopaedicvet.co.uk).

We reserve the right to decline to supply Veterinary Services at our discretion. You are free at all times at your cost and subject to the payment obligations in these terms and conditions, to seek a second opinion on or concerning any Veterinary Services provided.

### **Supply of Products**

In the event of any defect or failure in any Product our liability to you shall be restricted to refunding the price paid by you for the Product or replacing the Product.

You acknowledge and agree that all Products must only be used in accordance with the instructions supplied with them or issued orally by the Veterinary Surgeon or other staff providing the Veterinary Services. If you have any questions or concerns regarding the use of any Product, you should consult the Veterinary Surgeon providing the Veterinary Services or other of our staff for clarification.

Any Products supplied by us shall be of satisfactory quality, fit for the purpose(s) expressly agreed by the Veterinary Surgeon providing the Veterinary Services or other of our staff and shall comply with any description given. All other warranties, expressed or implied, are hereby excluded.

## **Fees**

Fees charged are determined by the time spent and drugs, consumables and equipment used in each procedure. All fees are subject to VAT at the current rate. Prices are subject to change without notice. There may be a charge for administration services, including processing claim forms.

Products that have not been paid for may only be released at the discretion of the Senior Vet for medical reasons.

Our normal practice is for payment to be made in full by you at the time the Veterinary Services or the Products are supplied, either at the end of the consultation, the discharge of your pet or upon collection of the Products. All invoices must be settled in full on receipt of the invoice.

Accounts may be settled by:

- BACS, Credit or Debit card.

Cash and cheques are not accepted.

An estimate may be given for all procedures on request. Please note that any estimate given is based on the planned treatment involved however costs may vary where unexpected or additional treatment is required and may exceed the estimate given.

Where possible, we try to advise clients when an invoice is becoming significantly greater than the estimate. In a clinical emergency this may not always be immediately possible. In these circumstances, the presenting person agrees they shall be fully liable for total costs incurred and payment of the same prior to leaving the surgery.

If your animal is hospitalised for treatment please feel free to telephone for daily updates of your account.

## **Settlement Terms**

In the unusual event of an account not being paid for at the time of treatment, we will send an electronic invoice as soon as reasonably practicable to the registered email address on your account. This may incur an administrative fee. The total sum of the invoice shall be due and owing upon receipt and shall be paid within [10] working days of the date on the face of the invoice. After the [10] working day period has expired, then another administrative fee will be added on a monthly basis.

If the account remains unpaid for [28] days from the date on the face of the invoice, the account will be referred to a Debt Collection Agency or County Court. All and any further charges, fees, costs (including legal costs) and expenses incurred in the collection of the debt shall also be paid by you (as well as the total sum of the invoice plus all interest accrued). No further Veterinary Services and/or Products will be supplied to you until the debt is settled.

Any credit card payment not honoured and any cash found to be counterfeit will result in the original account being restored and further charges being made in respect of both bank charges and administrative costs and expenses. In such an event, the process outlined above shall then apply with an invoice being issued by us by email to your registered email address.

If you are unable to pay for the Veterinary Services we are only obliged to fulfil our minimum legal responsibilities and professional obligations in respect of your pet.

### **Ownership of records**

The care given to your pet may involve making some specific investigations, for example taking. Case records including these investigation results are the property of, and shall be retained by, us. Copies with a summary of the history of any patient can be passed to another veterinary surgeon taking over a case, on written request to us and upon settlement in full of all sums due to us in respect of such patient's treatment by us.

### **Off-license medication**

There are certain situations where the best treatment for your pet may require the use of medicines which do not hold an appropriate licence for the species concerned. We might therefore, recommend using such a medicine "off-license" but these will be prescribed in accordance with the Royal College of Veterinary Surgeons "cascade" rules. The cascade is a sequence that all veterinary surgeons must follow when treating animals.

Each vet must firstly look for:

1. Alternative medicines that are used in other animal species for the same condition
2. then medicines for different conditions in the same species
3. and finally medication authorised for human use.

There are a lot of human medicines that are extremely useful in the treatment of pets. Most of these medicines have been in general veterinary use for years (for example: antihistamines, adrenaline, aspirin, digoxin, diazepam and pain killers etc.) and there are documented dose rates and they are known to be safe.

Our use of off-license medication will be based upon our knowledge of the use in animals and an assessment of the risks and benefits involved. These medicines will only be used when they are indicated and deemed necessary and no licensed alternative exists. Due to the cost of obtaining a licence for full use in a particular species, there are only a few drugs actually licensed for use in the smaller and exotic pets (e.g. birds, rabbits and reptiles etc.).

The consent form we will ask you to sign for treatments for your pets gives a life-long agreement for the use of off license and unlicensed products (to save you having to sign a form every time your pet is treated). If you require further reassurance about this form or a particular recommendation we make for your pet please ask to speak to one of the Vets.

### **Out of Hours Treatment**

Our telephone number is available to referring veterinarians and clients 24 hours a day, 7 days / week.

### **Telephone calls and emails**

All inbound and outbound telephone calls and emails are recorded for quality and training and purposes and where relevant form part of the clinical record.

### **Hospitalisation of animals over night**

We believe clients have a right to know the level of care their animals have access to whilst hospitalised overnight or at the weekend at our veterinary surgery. Orthopaedic Vet has no dedicated night time veterinary staff. If an animal requires hospitalisation and we believe full time care is necessary we may recommend facilitating transport, if appropriate, to an out of hours provider, for relevant monitoring and treatment. However if only intermittent night time or weekend care is necessary we will advise you

of how frequently your animal will be visited. If we believe an animal's condition will not deteriorate without direct attention then we will advise you of this on hospitalising your animal overnight or at the weekend.

### **Insurance**

Orthopaedic Vet strongly supports the principle of insuring your pet against unexpected illness or injury. If you have insurance cover for veterinary fees in relation to this pet, please contact your insurance company and let them know your animal has required treatment. Please note, it is your responsibility to both:

- be aware and /or check in advance the validity, applicability and extent of insurance cover you have in place; and
- settle your full account at the time of treatment and then you may reclaim the fees, or such portion of them, from your Insurance Company.

### **Direct Insurance Claims**

We may at our absolute discretion agree that you may delay payment of an invoice pending recovery of the sum from your insurer for such reasonable period as we may agree in writing. You remain liable in full for all invoices and all sums shall become due and payable in full by you at the end of this extended payment period irrespective of whether your insurer has made payment to you.

We accept direct insurance claims at the discretion of our Directors. A direct insurance claim is one where you pay us your excess, administration fee +/- co-payment and we claim the money directly from the insurance company. In the event that all or any part of the insurance claim is not paid by your insurance company for any reason you will be liable for the outstanding balance. We will endeavour to assist with this by completing any necessary insurance documents. Please bring all the relevant paperwork with you when you collect your animal.

### **Referrals or Second Opinions**

Occasionally, it may be necessary to refer your animal to another veterinary surgeon. This is normally only necessary if your animal's condition requires specialist knowledge or facilities that are not available in our practice. By way of example, this sometimes happens for orthopaedic and neurological cases which require MRI facilities. We do not charge a referral fee in such instances but the receiving vet will charge directly for the services provided by them.

Second opinion appointments can be requested either to see another veterinary surgeon within our practice or to another veterinary practice. These are sometimes requested if a client wishes to confirm a diagnosis or obtain a different veterinary opinion. In all cases we will on request provide a full clinical history to the requesting veterinary surgeon or the client, but not both.

### **Liability**

We carry professional indemnity insurance covering criminal or disciplinary action, human injury and domestic pet. We supply Veterinary Services and Products to you on the condition that our liability for any loss, claim, cost or expense arising out said supply shall not exceed and shall be limited to a maximum of the Insured Sum.

Nothing in these terms and conditions shall:

- exclude or limit our liability for death or personal injury caused to a human being;
- render us liable for any indirect or consequential loss (including, but not restricted to, loss of profit or loss of savings) which liability shall be excluded to the maximum extent permitted by law.

### **Data Protection**

We will use the personal information you provide to us to:

- provide the Veterinary Services and Products;
- process your payments for the Veterinary Services and Products

### **Non-discrimination policy**

Discrimination is the differential treatment of an individual based upon their membership of a particular group (real or perceived) rather than based on their personal merit. One form that discrimination may take is harassment. Discrimination also includes the failure to reasonably accommodate the special needs of an individual or group unless that accommodation would create an undue hardship for Orthopaedic Vet.

It is our policy to provide equal services and consideration to all staff, clients or any other persons that may enter the premises, without regard to: race, colour, disability, religion, sex, age, sexuality. No person shall be excluded from participation in, or be denied the benefits of any service.

We will take any allegation of discrimination seriously. We will listen to our complaint sympathetically and record it thoroughly. If you believe you have been discriminated against, bring it to the attention of a Veterinary Surgeon. The complaint will be kept as confidential as is possible and will be dealt with promptly.

### **Customer Feedback/Complaints**

Please visit our [Complaints Policy](#) to find out.

### **Variation of Terms and Conditions**

No addition or variation of the terms and conditions may be made without prior agreement with the management at Orthopaedic Vet.