

## GARDEN VETERINARY GROUP TERMS AND CONDITIONS OF BUSINESS

This document details our Practice Terms and Conditions of Business. We reserve the right to alter these terms and conditions at any time.

Please be aware that by requesting our veterinary services you are agreeing to abide by these terms.

**FEES** All professional fees, food, merchandise 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, diets and equipment used. Prices for consultations and routine procedures are available on request. You will receive, on request, a detailed invoice and receipt for every transaction with us.

**Methods of Payment** You may settle your bill using: - Cash, Cheque with current Bankers Card up to the card limit. Credit/Debit card, most major cards accepted with the exception of American Express or Diners Club.

It is possible to make regular payments in advance of treatment or a procedure if you wish to build up a credit balance.

**Estimates of Treatment Costs** If requested we will provide a written estimate as to probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate as each case is individual and will receive the appropriate treatment. Please let the veterinary surgeon in charge of the case know if costs are a major concern or if you have a budget prior to starting treatment.

**Pet Health Insurance** We strongly recommend the principle of insuring your pet against unexpected illness or accident. Please be aware that it is your responsibility to settle your bill and then reclaim the fees from your insurance provider. Occasionally we may agree to claim fees directly from your insurance company subject to prior agreement from your Veterinary Surgeon, payment of any insurance excess due and the production of supporting documentation as per our Practice Insurance Protocol. We also reserve the right to charge interest on any outstanding account at a rate of 2% per month until full payment is received. Please be aware that you remain liable for the bill and any dispute regarding insurance payments, exclusions or late payments, is between you and your insurance provider. By law we are unable to intervene beyond providing details of treatment, costs and our professional opinion.

**Settlement Terms** Clients are required to settle their accounts at the time of consultation or upon collection of drugs or diets. All operations and hospitalization fees must be paid in full at the time the animal is collected. Where treatment is ongoing, we request payment is made after each consultation stage. We cannot offer credit facilities. In the event of payment not being received, an administration fee of £25 (plus VAT) will be added to the amount owing. The fee is to cover our initial administration expenses.

In the event of late payment interest will be charged at a rate of 2% per month (from 1 November 2011) as long as the account remains unpaid. We will also require you to pay our expenses and legal costs incurred in taking steps to obtain payment on an indemnity basis. We reserve the right to charge you the following: £10 for letters, £20 for legal notices, £25 for returned payments, and any third party costs incurred in the collection of this account for tracing you, returned cheques, debt collection and legal action. Garden Veterinary Group reserve the right to update these charges from time to time and our up-to-date Trading Terms and Conditions will be displayed in the waiting area.

Garden Veterinary Group reserve the right to pass unpaid accounts to a debt collector/solicitor for recovery/legal action to whom we may assign the debt and all rights without restriction.

By signing the registration form that you have received and understand these Terms & Conditions, you agree that we may collect information from the Electoral Roll and search the files of a Credit Reference Agency, which will keep a record of the search. In the event of the account being unpaid relevant details may be recorded with an agency. Any information supplied may be used for debt collection, tracing and fraud prevention.

We may temporarily relax the above terms at any time, but reserve the right to strictly enforce them again at any time. In the event of any breach of the above terms by yourselves we may, in writing, terminate our treatment agreement giving you seven days notice. You will then need to find another Veterinary Surgeon to treat your animals for routine problems.

**Prescriptions** are available from this practice, for which a fee will apply. You may obtain Prescription Only Medicines, Category V (POM Vs) from us or you may ask for a prescription and obtain these medicines from another Veterinary Surgeon or a Pharmacy. Your Veterinary Surgeon may prescribe POM Vs only for animals under his/her care. The Veterinary Surgeon may only prescribe the minimum amount of product needed for the treatment course. A prescription may not be appropriate if immediate treatment is necessary. You will be informed, on request, the price of any medicine that may be prescribed for your animal. Practice Policy is that animals requiring repeat prescriptions must be examined by a Veterinary Surgeon every 3 months; this may vary with individual circumstances at the vet's discretion. A consultation fee will be charged (see price list in waiting room or ask a member of staff). The current prices for the top 10 POM Vs most commonly prescribed or supplied during a standard three 1 month period are displayed as per RCVS requirements. Further information on the prices of medicines is available on request.

**Complaints & Standards** We hope that you never have recourse to complain about the standards of service received from Garden Veterinary Group. However, if you feel that there is something you wish to complain about, please direct your comments in writing to the Practice Partners.

**Ownership of Records** Case records are the property of and will be retained by Garden Veterinary Group. Copies with a summary of the history will be passed on request to another Veterinary Surgeon taking over the case. As per Royal College of Veterinary Surgeons guidelines, we reserve the right to charge an administration fee for providing such copies.

**Ownership of Radiographs and Similar Records** The care given to your animal may involve making some specific investigations, 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.

**Data Protection** Under the Data Protection Act of 1998 we will keep your personal information for accounting and record purposes. We will not divulge your details to other agencies except for debt collection purposes. We will use the data that we have on file to contact you with the information beneficial to your animal's health, for example, vaccination reminders, drug recall information, other product offers which may be relevant and newsletters. If you DO NOT want us to send you such information please advise the Practice in writing.

**Missed Appointments** We reserve the right to charge a fee for appointments that are made and not attended.

**Variation of Terms 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 practice partners. No agent or person employed by, or under contract with the practice has the authority to alter or vary these conditions in any way.

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