



## **Terms and Conditions of Business for Crouch Vale Veterinary Practice.**

Thank you for trusting us to treat your pet. Crouch Vale Veterinary Practice is owned by Ais Vets Ltd. registered in England and Wales with registration number 06844760. Registered address in Unit 5, Great Hayes Business Park, Lower Burnham Road, Stow Maries, Chelmsford, Essex, CM3 6SQ.

This document sets out the terms of the contract established between Crouch Vale Veterinary Practice and you the registered client. This contract starts when you register your animal with our practice or ask us to provide you with services.

If you have any questions about the terms and conditions in this document, please contact us at [info@crouchvalevets.co.uk](mailto:info@crouchvalevets.co.uk).

### **Estimates**

Estimates may be provided verbally or in written form on request. All estimates are estimates and NOT quotes. They are approximate and the final amount payable may be higher or lower than the estimate depending on any complications or the patient's response to treatment. All estimates are valid for 3 months from the date they are produced.

We will always try our best to contact you as soon as possible once we know that a change in the estimate is probable.

### **Fees**

All fees for goods and services are subject to VAT at the current rate. A full fee breakdown will appear on your invoice, if an invoice is requested.

## **Payments**

Accounts must be settled at the end of the consultation, the discharge of your pet or upon collection of diets/medicines.

Payment is accepted by cash, debit/credit card (except American Express) or BACS transfer. Sadly we no longer accept cheques.

If a pet is registered with our practice we will assume that the person bringing the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and to incur costs for which the registered pet owner will be liable.

If you become unable to pay your account according to our terms, this must be discussed with the veterinary practice as soon as possible.

If you do not pay your invoice when due, we will take the action we consider appropriate to recover the debt. This may include engaging third party debt collection agencies and/or instigating proceedings against you in a county court. In these cases any costs incurred by us will be added to the outstanding balance owed by you.

## **Prescriptions**

Private written prescriptions are available from the practice and the practice can inform you of the cost at the time of your enquiry.

Animals requiring repeat prescriptions will need to be re-assessed by the veterinary surgeon periodically to be classed as 'under our care'. The re-examination interval will vary and will depend on the clinical case. However it will NOT be greater than six months. The only exception to this is prescription parasite treatments, that will require 12 monthly re-checks. There is a charge for re-examination, details can be given on request.

Please give us 48 hours' notice for any requests for repeat or written prescriptions.

Please note: we cannot accept the return of any prescription drugs as these items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

## **Insurance**

We support the principle of insuring your pet for illness and accidents. Please be aware it is your responsibility to settle our account and then reclaim the fees from your insurance company. We do not do direct claims for ongoing treatment. We may do direct claims with selected insurance companies for a one off payment that is greater than £500. This is however at our discretion and must be agreed by Mrs Aisling Sumner BVetMed MRCVS.

We do not make a charge for dealing with/completing insurance claim forms but we DO request a stamped envelope to return the claim form. Please keep in mind especially with a first claim that this involves a lot of paperwork.

## **Home Visits**

If your animal is sick then in most cases they will get better treatment at the surgery where we have the equipment, facilities and staff available to treat them.

There are some cases where house visits are preferable. We try very hard to come to your home at a time that suits you. We would politely ask that you call the surgery in the morning so we can arrange this around our other commitments. There are additional fees for house visits, please ask when calling to book the visits.

## **Out of Hours Care**

We have provisions in place to provide emergency care out of hours. This is provided by a third party. Any fees incurred at those premises will be payable directly to the third party.

Further information on the out of hours providers can be found on our website and in the practice.

## **Complaints**

We hope that you never have a reason to complain about the services you receive from Crouch Vale Veterinary Practice. However if you feel that there is something you wish to make a complaint about, please direct your comments, in writing, in the first instance to Mr Paul Sumner.

## **Zero Tolerance**

The practice has a 'zero tolerance' policy regarding violence or threats and abuse. We do not tolerate discrimination on the basis of age, sex, race, mental or physical disability, religious or sexual preferences.

## **Consent**

Consent from an owner or agent will be required for any procedure undertaken. We cannot accept instructions from anybody under the age of 18 years of age.

**No additions 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.**