

Coxheath Veterinary Surgery - “Terms and Conditions”

Thank you for choosing **Coxheath Veterinary Surgery** for the Veterinary Care of your loved pet.

Here are our current **“Terms and Conditions”**. If you have any questions about them please speak to a member of staff who will be able to help you. We reserve the right to alter these terms and conditions of business.

Fees

Our fees are determined by the time spent on a case and the cost of the drugs, materials, consumables and diets used. A list of current fees for routine procedures is always displayed in the reception area and these prices include VAT at the current rate. You will be asked if you wish to receive a detailed invoice for your consultation, procedure or transaction every time you visit our surgery.

Payment

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of medication or diets. You may settle your account using • CASH • CHEQUE with valid Bankers card • CREDIT or DEBIT CARD

Estimates

We strongly recommend that you ask for an estimate before any work is carried out. We use sophisticated estimating software and encourage our clients to utilise this free service in order to get a clear idea of the potential costs of a procedure. VAT will be shown in any estimate that you request

Settlement terms

Payment is due after a consultation, the discharge of a pet or upon the collection of medication or diets. If you do not settle your account at this time an itemised statement will be issued.

In the event of non-payment within the following month, a reminder will be sent and if payment is not paid further reminders will incur a set administration costs of per reminder sent. After due notice has been given overdue accounts will be referred to our Debt Collection Agency or to the County Courts if satisfactory repayment arrangements have not been made with us. Further fixed administration charges will apply for this referral depending on the amount outstanding. Any form of payment that is not honoured e.g. cheques will be debited to the relevant account, together with the bank charges incurred by us plus an additional administration fee.

Inability to pay

If you find yourself in the unfortunate position of being unable to pay your account please discuss this matter as soon as possible with a member of our staff.

Pet health insurance

Coxheath Veterinary Surgery strongly supports the principle of veterinary insurance to safeguard you against costs incurred following illness or accident. After settling your account with us, you can then submit a claim to your insurance company, and we are always happy to assist you with this. In certain cases we may be able to obtain settlement of your fees directly from your insurance company, once you have paid the excess on your policy. Please ask for further details from any member of staff.

Prescriptions

For your convenience, the Coxheath Veterinary Surgery can provide the medication your Veterinary Surgeon recommends for your pet. However, please let us know if you would prefer a written prescription to get the medication dispensed from another veterinary surgery or a pharmacy. There are different set fees for this service depending on the duration and number of medications on the prescription. Please note that Veterinary Surgeons can only prescribe POM Vs for animals under their care.

Repeat Prescriptions

Most medications are dispensed after your pet has been examined by the Veterinary Surgeon during a consultation, and current legislation requires us to carry out regular re-examinations if ongoing medication is required. This is to check on the pet's health, to confirm the usefulness of the medication, the accuracy of the dose and the absence of any side effects. This is achieved through repeated physical examination and may include further blood, or other diagnostic tests. Our general policy is to reassess animals requiring long term medication every 3 months but this may vary at the Vet's discretion. A repeat medication fee is charged for this reassessment. The interval between re-examinations can be no longer than six months. Please give us at least 24 hours notice when you request ongoing medication, as each request has to be checked and authorised by a Veterinary Surgeon before it can be dispensed. We will let you know as soon as possible if the Veterinary Surgeon confirms that a repeat examination, or other test, is needed.

Complaints

Whilst we hope that our level of service does not give you cause for complaint, if there is something you wish to bring to our attention please contact Patrick Tibbitts.

Ownership of records

Case records and similar documents are the property of, and will be retained by, Coxheath Veterinary Surgery. If you move away, copies of records and a summary of the veterinary history of your animal will, at your request, be passed on to your new Veterinary Surgeon.

Ownership of X-rays and similar documents

The care given your animal may involve making some specific investigations, for example the taking of x-rays. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record remains with the Coxheath Veterinary Surgery.

Variations in Terms and Conditions of Business

No addition or variation of these conditions will bind the Coxheath Veterinary Surgery unless specifically agreed in writing by a partner. Additionally, no agent or person employed by or under contract with the Coxheath Veterinary Surgery, has the authority to alter or vary these terms and conditions in any way.