



Terms and Conditions, 2017

This document details the Terms and Conditions of Skeldale Veterinary Centre. If any of the Terms outlined below are unclear, we request that you ask for further explanation/clarification as required. By accepting our services and/or purchase of goods you are contractually agreeing to Skeldale Veterinary Centre's Terms of Business as printed below.

Fees

All fees for services and prices for goods (including food, accessories and drugs) are subject to VAT at the applicable rate (currently 20% for standard-rated items). Prices for goods are as marked or notified at the point of purchase. There are occasions when we incur costs on your behalf, such as external laboratory testing, and these costs will be invoiced to you at a later date. Professional fee levels are determined by the time, resources, materials, and consumables used. A full fee breakdown will appear on your invoice.

In giving instructions, either in person or by your agent, for an animal to be treated you will be responsible for any charges incurred and prompt settlement of fees is expected.

Out-of-Hours

Out-of-hours fees are charged when a Veterinary Surgeon is called to attend to your animal(s) outside of normal surgery hours. Normal surgery hours are Monday – Friday 8:30am – 6:30pm and Saturday 8:30am – 12:00pm. Public and Bank Holiday hours are noted in reception and online when applicable.

Estimates

Estimates are provided verbally either at the time of booking, the appointment or during the consultation itself. Written estimates are available on request. All estimates given are only approximate, and the final fee may be higher or lower than this estimate depending on complications during treatment and patient response to treatment.

Instructions

In certain situations we understand that requests for treatments will be made by persons acting as your agent. We will assume, unless advised in writing, that they have your authority and are acting in your interest and on your behalf. We cannot accept instructions from anybody under the age of 18 years.

By registering as a client, Skeldale Veterinary Centre has permission to contact your previous vet(s) for any relevant medical history.

Prescriptions

Prescriptions are available from this practice. You will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a prescription from us but go elsewhere to have the prescription filled. Animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases. There is a charge for a re-examination, details of which will be provided on enquiry.

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

Goods Ordered

A re-stocking fee may be charged if goods ordered by a client, for example repeat prescriptions, medication, or food, are not collected within a reasonable time. A higher re-stocking fee may be applied for special orders which are not collected. The full retail price will be charged for uncollected special order goods, in addition to a re-stocking fee. The practice does not accept the return of medicines for credit, refund, or swap. The return of non-medical products may be accepted in the original, undamaged package but this is on discretion of Skeldale Veterinary Centre.

Reminders

The provision of reminders for vaccinations and other services and products by Skeldale Veterinary Centre is a courtesy. There is no obligation on the practice or the staff regarding the consequences of failure to provide such reminders. Vaccination reminders will be posted to the last registered address and will be sent once. Skeldale Veterinary Centre accepts no liability for any loss, damages, or costs which may result from the failure of a client to receive a vaccination reminder or if the vaccination goes overdue.

Termination of Service

You can ask us to stop treatment of your animal(s) at any time. We can stop treatment of your animal(s) if you do not accept our advice, fail to pay your account in a timely manner, or if we are prohibited by law from doing further work. On termination of services we will invoice you for any work already done and payment is expected as

outlined below.

Payments

Payment is expected at the time of services rendered. If payment can not be made at the time of consultation, please inform reception of this before seeing a vet. Payment plans may be arranged on an individual case by case basis by prior consent by the practice manager or a director.

In the event that your pet is hospitalised we may require part payment in advance of any period of hospitalisation and/or stage payments for longer periods of hospitalisation. If your pet is hospitalised we will try to phone you at appropriate intervals to discuss the progress of your animal and the fees incurred so far.

Payment is accepted by cash, cheque, debit/credit card, or BACS transfer. Please note that if a pet is registered with our practice we will assume that any person other than the registered pet owner who may bring 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. Prior to any individual seeking veterinary treatment, we will assume that the individual requesting treatment accepts liability for all costs incurred.

Payment of outstanding bills is expected in a promptly. Statements are sent out on a monthly basis, and if there is not a timely response to payment our accounts manager may contact you regarding any outstanding fees. If bills are not paid in a timely manner, Skeldale Veterinary Centre reserve the right to pass the debt on to an external debt collector. If the invoice is not paid within three months shall take such action as we consider appropriate to recover our fees, which may include engaging third party debt collection agencies to recover the outstanding fees and/or instigating proceedings against you in the county court. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you and/or we will seek to recover any legal expenses from you. Please note that the use of debt collection agencies and the county court could affect your future credit rating.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided.

Notwithstanding any credit terms that may have been agreed, we reserve the right to require payment in advance for certain services such as surgical procedures at our discretion. We reserve the right to withdraw credit facilities in the event of late payment in which case all sums due and owing to us shall become immediately payable.

Client records

Client and clinical records, and other such similar documents (including, but not limited to, digital imaging results), are and shall remain the property of Skeldale Veterinary Centre. Copies of clinical records may be passed to another veterinary surgeon on request should you move surgeries.

We never discuss or sell confidential records to any third party other than if your animal(s) care is moved to another registered veterinary practice or are referred to another veterinary surgeon.

Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services to which the claim, damages or loss relates.

Data Protection

When you register your animal with our practice or request that we provide veterinary services we will collect personal data about you and, where relevant, your employees and/or agents. We will only collect the data that we need to perform our services, take payment or contact you such as names, contact details and possibly some financial details. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees if you do not pay invoices when they fall due.

Complaints

We pride ourselves on offering a quality service, and take customer complaints seriously. Should we not meet your expectations on any aspect of our service please discuss this in the first instance with the consulting veterinarian as soon as possible. If a satisfactory resolution cannot be reached please forward your complaint in writing to a Clinical Director.

Insurance

We strongly support the principle of insuring your pet against unexpected illness or accidents. If your animal(s) is insured, please submit insurance paperwork in a timely manner to reception staff. You are expected to pay the excess and any excluded amounts in accordance with the practice payment policy. Unless previously arranged, please settle any outstanding fees in accordance with our payment policies and request reimbursement from the insurance company directly to yourself. In the event that a claim is refused by the insurers, you will remain liable for our fees.

Please be aware that your insurance company will request the clinical history of your animal(s) from us so please make sure you have answered all questions on the insurance application, claim form, or renewal forms correctly with regard to any previous claims,

illnesses, treatments, etc concerning the animal(s) for which you are making a claim. Any discrepancies may cause a delay or rejection of your claim. Skeldale Veterinary Centre accepts no liability if your claim should be rejected, either in part or full, and will ask that any outstanding invoices be settled in full for any veterinary treatment we have given your animal(s).

Transportation

If your animal requires transportation it shall be your responsibility to arrange this. You shall be liable for all costs and risks of transporting your animal. Skeldale Veterinary Centre has facilities to transport small animals but in doing so accepts no liability for risks associated with transporting your animal.