

Abbey Veterinary Centres Limited (“the Business”): Terms of Business

General

By accepting our services or purchasing goods, you, the client, agree to the Terms of Business as laid out below.

Data Protection

Clients’ details will only be collected and stored for the purpose of the Business. We will not intentionally pass any details onto any third parties without your permission. We may, from time to time, contact you with veterinary information or special offers which may be relevant to you. We will aim to maintain your details correctly and you may request a copy of these details in writing upon payment of a reasonable fee to cover administrative charges. You are required to inform us of your correct current details to allow us to provide services to you and collect any fees due. This includes, name, address, contact details, animals’ details, details of anyone involved in the animals care, including other veterinary practices.

Fees

All fees, diets and drug charges are subject to VAT at the prevailing rate at the time of providing the services / goods. All prices are quoted exclusive of VAT unless clearly stated otherwise. Fee levels are determined by the time spent on a case, consumables, resources, diets and materials used. We reserve the right to charge for verbal advice, including by telephone. You are entitled to a detailed fee note for every consultation, surgical procedure or transaction with us.

The prices of many of our treatments are contained in our current price list, a copy of which is obtainable on request at each of our reception offices. If the price is not included on this list then the cost will be derived from the time spent with that animal and the complexity of the procedures involved.

We will happily give a written estimate on request of the price of any treatment before we carry it out. Please be aware that this is only an ESTIMATE and may be exceeded, as an animal’s illness may not always follow a predictable course. We will endeavour to contact you in the event that the treatment costs are likely to be 20% in excess of the estimated amount. If this is not possible and to delay treatment would jeopardise the animal’s care we will continue treatment notwithstanding the fact that to do so will result in costs that are more than 20% over the written estimate.

Animal insurance

It is practice policy to strongly encourage all our clients to consider adequate insurance for their animals. We do not sell insurance and cannot advise you on the merits of specific policies. Clients are reminded that animal insurance is a contract between you and the insurance company. Please be aware that it is your responsibility to settle our account and then reclaim fees from your insurance company. All excesses to policies must be paid directly to the practice. While we will provide all accurate information required in expediting any claim we are unable to negotiate with any insurance company on your behalf.

Payment Terms : Small Animal Clients

Invoices are to be settled at the end of the consultation, the discharge of the animal or collection of the drugs/goods unless in exceptional circumstances, alternative arrangements have been previously agreed with a director of the practice. In which case payment must be made within 14 days of receipt of the invoice.

We accept, cash, Switch, Postal Order, Visa or Mastercard as payment. Cheques must be guaranteed and must have the client's name and address written on the back.

Payment Terms : Equine Clients

Invoices are to be settled within 30 days of the end of the month the invoice is dated. New clients will be required to prepay (or guarantee with a credit card) for all goods and services until an account has been set up.

We accept, cash, Switch, Postal Order Visa or Mastercard as payment. Cheques must be guaranteed and must have the client's name and address written on the back. Online banking can be set up on an individual basis. Regular standing order payments will also be considered for permanent equine clients on an individual basis.

Livery yards or Third parties

It is our preference to invoice the owner of the horse directly. When invoicing and payment is agreed to be through a third party, the third party becomes responsible for ensuring that the account is paid on time and are liable for any late payment costs/action.

It is assumed that while the horse is in the care of the livery/third party that the third party has the owner's permission to authorise examination and treatment and to purchase goods on their behalf. If any dispute arises over this permission the practice will assume the owner has liability for payment.

Disputes

Any dispute of fees presented must be put in writing to the practice within 7 days of receipt of the invoice. Where any dispute is not proven and as a result the payment is late then overdue accounts procedures will become active and interest payable.

Overdue Accounts

Should the account not be settled within the required time frame, then a reminder will be sent with an additional accounting fee in respect of the administrative costs incurred. Should it be necessary for additional reminders to be sent, further charges will be incurred. Overdue accounts will be referred to our Debt Collecting Agency and further charges will be levied in respect of costs incurred in collecting the debt: including but not limited to production of reports, calls, home visits. We reserve the right to charge overdue accounts an interest rate at the statutory level of base rate plus eight percent during the period from the date on which the payment is due to the date of payment, both before and after any judgment, at the interest rate then prevailing.
. Any part payment will be taken to reduce the interest payment first unless other arrangements have been agreed in writing with a director of this company.

We reserve the right that any client with an outstanding debt, in order to receive further goods or services must prepay or guarantee with a credit card. Bad debtors will be removed from our client list. A payment history may be passed to other veterinary practices that request it.

Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges being added in respect of bank charges and administrative costs together with interest on the principal sum due.

Client referencing

We reserve the right to reference any new or existing client's credit worthiness. This will include credit referencing agencies, CCJs and payment histories with other veterinary practices. Clients that are a director of a limited company will be required to provide a personal guarantee.

We reserve the right to request additional identification from any client to confirm the client's accurate details e.g. full postal address,

Practice liability

In accordance with our practice insurance liability for loss of animal to fire, theft while in our care is limited to £25000 (small animal) and £50 000 (equine). Clients should ensure that they have sufficient insurance should their animal's value exceed this amount.

Supply of drugs

If you wish, instead of supplying drugs ourselves, we can issue a prescription for drugs to be supplied by a third party as long as this will not, in our reasonable professional opinion, adversely affect the welfare of the animal involved. There will be a charge for this service

Radiographs and notes

The treatment of an animal may involve making specific investigations, for example, taking radiographs or ultrasonograms, even though we will charge for the performance of these procedures and the interpretation of these results, the ownership of the resulting record belongs to the practice.

We also retain ownership of all other notes and documents arising from the examination and treatment of your animal. You may inspect these records at the surgery at a mutually convenient time. Copies of a summary of the history will be passed on by request to another veterinary surgeon taking over the case.

Complaints

The practice has a clear complaints procedure, a copy of which is available on request. If you feel the service from this practice has not reached the required standard then please speak initially to the person treating the animal. If the issue is not

satisfactorily resolved then please raise the matter in writing with the Practice Manager.