

BREDY VETS TERMS OF BUSINESS FOR PET OWNERS

Thank you for entrusting the care and attention of your pet to Bredy Veterinary Centre. This document details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you so please ask for further explanation and clarification if required. This document sets out the terms of the contract established between us (Bredy Veterinary Centre, registered office Windover House, St Ann St, Salisbury, SP1 2DR, registered no. 07800454) and you, (the registered animal owner or individual requesting veterinary services), which comes into being when you register your animal with our veterinary practice, or when you ask us to provide veterinary services. **Please note that by registering your animals with Bredy Veterinary Centre you are accepting our terms and conditions. Please ensure you have read and signed the client registration form.**

ABOUT US

Bredy Vet Centre has been in Bridport since 1985. The practice was set up in the present building by Andy White and Bob Smith. They are both retired now but continue to live locally and visit the practice. We are a general and farm practice, caring mainly for farm animals and domestic pets in and around Bridport. We are an awarded practice in practice standards both for our small and large animal departments. These awards are given by The Royal College of Veterinary Surgeons, the controlling body for vets. The practice standards scheme refer to levels of care, training, hygiene, and communication.

Our aim is to consistently provide the highest levels of care to our patients and of service to our clients. We will endeavour to look after your animals as though they are our own. If we think your animal requires treatment which would be better provided by a specialist, we will advise you accordingly and arrange referral.

The practice is currently owned by three directors, Claire Millard, Barry O'Mahony and Jon Diment.

APPOINTMENTS

We offer appointments with veterinary surgeons and with veterinary nurses. Appointments with vets should be made for sick animals, for official purposes (e.g. if you require a passport), if you require any form of surgery on your pet and for routine appointments such as vaccinations. Appointments with nurses are appropriate for nail clipping, teeth clipping for rabbits, routine or monitoring blood sampling, for some post-op checks, for administration of most treatments, (e.g. pill giving and flea treatment), expressing anal glands, and for weight monitoring. Please note that there may be occasions during a nurse appointment when the nurse will ask for a vet's opinion. For example, if the nurse thinks that the patient needs further assessment, or if it becomes clear that a procedure involving an anaesthetic or surgery may be required, then in almost all cases an appointment with a vet will be required. In this case the vet will charge a veterinary consultation fee.

We have consultation appointments available with vets from 9am, 2pm, and 5pm, for one to two hours at each time. Each consultation "slot" is for 15 minutes. The charge for an initial consultation with a vet is currently £37.80. Generally speaking we will allocate one 15 minute slot to each animal. Follow-up consultations for the same condition are charged at £29.40.

Appointments with veterinary nurses are also for periods of 15 minutes, they are charged at £18.00. The nurses often run free of charge clinics for Dental / Weight / Adolescent / Geriatric.

Please phone us if you unable to make your appointment time. Please note we reserve the right to charge for appointments.

(All prices correct January 2020).

PHONE CONSULTATIONS.

Only in exceptional circumstances we will be able to prescribe treatment without carrying out a physical examination of the animals concerned. We would always suggest you make an appointment with a vet or nurse so that a physical examination can be made.

We reserve the right to charge for phone consultations.

Vets are often asked to respond to quite a number of phone queries, but priority has to be given to clients who have appointments and other clinical demands. Please note therefore that it may take some time for a vet to have an opportunity to reply to your phone call.

SUPPLY OF PRESCRIPTION MEDICINES

As with prescription medicines for humans, **by law** these can only be provided for animals "**under the care of the practice**". This means we must have seen the animal within the recent past, in practice within the last three to six months. (For chronic stable conditions in otherwise healthy patients six months between legally required check-ups, otherwise three months). To comply with the law all interactions with clients/patients, and all instances of supply, have to be recorded, and these records have to be available for inspection by the legal and professional authorities at all times. So please don't be offended should you make a request for a prescription-only medicine and find that we insist on a check-up, for which you may be charged.

You are quite entitled not to obtain your prescription only treatments for your animals from us. Many prescription veterinary treatments are available from high street or on-line pharmacists. But you will require a prescription, which can only be legally provided following a veterinary consultation, for which there is a charge.

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. Please give us 24 hours notice for any request for a repeat or written prescription.

BODYSUITS/COLLARS

Bodysuits are non-refundable.

If collars are returned they must be unused and in an 'as new' condition complete with all labels. It is at our discretion whether a refund will be issued.

HOUSE VISITS

We will carry out house visits by appointment. We would generally advise that better medical care can usually be provided in the practice, and we encourage our clients to bring their animals to the clinic whenever possible. (It is usually easier to carry out a complete clinical examination in the consult room, and therefore make a better assessment of the problems). Further the client is spared the much greater expense of a house visit.

OUT OF HOURS

Bredy Veterinary Centre is not a veterinary hospital, i.e. we do not have staff on site 24hrs a day. However there is a Veterinary Surgeon available out of hours, If you have an emergency please ring Bredy Vets Telephone Number 01308 456771. Your call will be answered by our answering service and from there will be forwarded to the Vet on call. The Veterinary Surgeon will then attend your pets needs.

HOSPITALISATION

If your pet requires overnight hospitalisation the vet on call will check your pet during the evening as required for their care plan.

FEES

All fees, diets 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 and diets used. Our written fee list is available on request. We encourage our clients to ask our staff for some indication of likely costs before consultation, as you will be requested for full payment on completion of the consultation.

You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Please note that all accounts are due for settlement **at the end of the consultation, the discharge of your pet from the clinic, or upon collection of drugs/diets**. We accept Cash/Debit Card/Credit Card/Cheque.

ESTIMATES

We accept that on occasion you may find that your animals unexpectedly require veterinary attention, and so you may find yourself liable for an unforeseen vet bill. Please ask for an estimate. Often we can give you a quick "ball-park" figure immediately at the initial consultation. If the case is complex, or if you require a detailed estimate, then we may

have to come back to you later. If you know that you will not be able to pay in full for any work at the time of completion, please let us know in advance. We will consider each case individually and advise accordingly.

Our priority at all times is the well-being of your animals, but as a private business with no access to NHS type funding from other sources, we are unable to offer credit.

We require "elective" procedures or treatments (i.e. procedures that do not have to be carried out at short notice, but can be arranged for some future time, such as neutering, worming and flea treatments), to be paid in full at the time.

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate - often a pet's illness will not follow a predictable course. Estimates do require some time to draw up and so we may well have to contact you later with estimates.

TERMS OF BUSINESS FOR OUTSTANDING FEES

We send out accounts at the end of each calendar month. For any account not settled by the end of the calendar month, a reminder will be sent. If the account is still not paid by the end of the following calendar month, we reserve the right to start charging interest monthly on the outstanding balance.

Should it be necessary for further reminders to be sent, a monthly account fee will be charged, in addition to interest. This however, may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. 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 added in respect of bank charges and administrative costs together with interest on the principal sum.

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.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that installments or part-payments of any account may ONLY be sanctioned with the express permission of a senior member of staff. We can advise you about credit schemes that are available to pet owners.

PET HEALTH INSURANCE

Bredy Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. With the ever-increasing sophistication of medicine, there are ever-increasing costs. This applies especially to any referral work carried out by a specialist. Currently the average fee charged by specialist practices is of the order of £2,000. Please be aware that it is your responsibility to settle our account at the time of treatment, and then reclaim the fees from your Insurance Company. If your animal is insured please tell our staff, so this can be noted on your animal's record. Please give our receptionists your insurance claim forms, but to save time, please ensure you complete, sign and date, the owner's section on the form, otherwise we will have to return the form to you.

Bredy Veterinary Centre is **not** registered with the Financial Services Authority as a retailer of financial services. As a consequence we are not legally permitted to recommend specific insurance companies.

COMPLAINTS & STANDARDS

We hope that you never feel the recourse to complain about the standards of service received from the Bredy Veterinary Centre. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the partners. This can be done in person, by phone, or by post.

OWNERSHIP OF RECORDS

Case records are the property of, and shall be retained by, Bredy Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case. The care given to your animal may involve making some specific investigations, for example taking x-rays 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 x-ray film) remains with the practice.

DATA PROTECTION

When you register your animal with our practice or request that we provide veterinary services we will collect personal data about you. We will only collect data that we need to perform the 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. Occasionally we may also use your contact details to provide you with information about new services or special offers offered by Bredy Veterinary Centre.

We comply with the General Data Protection Regulation Act 2018 and will take reasonable precautions to ensure that your data is kept securely, used appropriately and is not shared with third parties except as required for the purposes outlined above. You are entitled to be provided with details of the data that we hold about you upon request.

CLINICAL GOVERNANCE

We are a member of The Vet Compass Project led by the Royal Veterinary College which requires us on a monthly basis to pass on our data to be analysed to ensure we abide by evidence based medicine. The project collects information from veterinary consultations in order to present a picture of national disease levels in companion animals. The data is also used to identify risk factors for disorders and observe the progress of animals diagnosed with certain conditions over time. The project does not collect clients names, addresses or financial details. Veterinary Practices receive no payment for participation and are taking part in order to contribute to a healthier future for animals in their care.

Unless you say otherwise, your practice team will assume you are happy for records from your consultations to be collected as part of this project. Please tell a member of practice staff if you do not wish to participate.

VARIATIONS IN 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 any of the above terms in anyway.

Yours sincerely

Bredy Veterinary Centre Ltd.