

## TERMS AND CONDITIONS

***This document details our Practice Terms and Conditions. Being a mixed Practice, some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required. By accepting our services and/or purchase of goods you are contractually agreeing to White Lodge Veterinary Clinic Limited's Terms of Business as outlined below***

### FEES

All fees, consumables and drug charges are subject to VAT at the current rate.

Professional fee levels are determined by the time spent on a case and according to the drugs, resources, materials and consumables used. Details of our fees are available on request and a detailed invoice is generated and issued for every consultation, procedure or transaction.

Whenever possible we can give you an estimate of costs (not a quotation) of treatment but this will only be approximate as variations and complications may arise resulting in further costs incurred.

Out-of-hours fees are charged when a Veterinary surgeon is called to attend to your animal(s) outside of the normal surgery hours - Normal Surgery hours are Monday to Friday 8.00am – 7.00pm. Saturday 9.00am – 12 noon.

There are occasions when we incur costs on your behalf, such as tests performed at specialist laboratories and these will be invoiced to you at a later date.

In giving instructions, either in person or by your agent, for an animal to be treated, you will be responsible for our charges.

Companion Animal  
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## PAYMENT TERMS

FARM ACCOUNTS – payment of invoices is due within 21 days of the date of invoice.

EQUINE ACCOUNTS – payment of invoices is due within 21 days of the date of invoice.

Credit will only be extended once a good financial relationship has been established. The definition of this being at least 3 consecutive months or 3 separate timely complete settlements.

Credit is limited to £500.

SMALL ANIMAL ACCOUNTS – accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets etc.

We reserve the right to charge an administration fee of 1.5% per month on balances remaining unpaid 30 days after the date of the invoice. Non-payment after 60 days may result in court action, incurring additional administration charges which will be added to the total debt.

Overdue accounts, after due notice to you, will be referred to the County Courts if satisfactory repayment arrangements have not been made with ourselves and all costs incurred will be passed to you.

Any cheque which you issue which is returned unpaid, any credit/debit card payment not honoured and any cash tendered that is found to be counterfeit will result in your account being restored to the original amount together with any fees incurred in the process.

Failure to comply with payment terms may result in you no longer being able to have credit facilities with the Practice. All treatments will then have to be paid for at supply of goods and services or veterinary care will be withdrawn at our discretion.

## METHODS OF PAYMENT

Our preferred method of payment is by Debit or Credit Card. We also accept payment by cash (although cannot give change) cheque or bank transfer. We can provide you with banking details for you to make electronic payment through internet banking.

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## NEW CLIENTS

We accept new clients, who have completed our registration form and consented to us obtaining relevant medical history from the previous attending Veterinary surgeon.

## INABILITY TO PAY

If, for any reason, you are in the unfortunate position of being unable to settle an outstanding account, or further treatment required by your animal please call the Practice straight away to discuss this matter with either a director or the Practice Manager. Please be advised that instalments or part-payments of any accounts can only be sanctioned with the express permission of the Directors. Late payment surcharges will still be levied onto your account each month until the account is paid off in full.

## DISPUTES

Any dispute with fees/services presented must be put in writing to the Practice Manager within 3 days of receiving the invoice. Where any dispute is not proven and as a result the payment is late, then overdue accounts procedure will become effective. Therefore, clients are always advised to settle their account on time, and if there is a dispute this payment is made without prejudice.

## COMPLAINTS AND STANDARDS

We hope that you never feel the need to complain about the standard of service received from White Lodge Veterinary Clinic. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance in writing to the Practice Manager.

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## INSTRUCTIONS

In certain situations, we understand that requests will be made by persons acting as your agent, such as farm manager, stable manager or stable owner. We will assume, unless advised in writing by yourself, 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.

It is the client's responsibility to keep their account updated with current contact details.

## TERMINATION OF SERVICE

You can ask us to stop treatment of your animal(s) at any time. We can stop treatment if you do not accept our advice, fail to pay your account within the 21-day period or if we are prohibited by law from doing any further work. On termination of work, we will invoice you for any work already done and we reserve the right to hold your animal(s) records, x-rays, etc.

## MEDICATION AND PRESCRIPTIONS

Prescriptions are available from this Practice. The fee for a written prescription is £25.50 (including VAT).

You may obtain Prescription Only Medicines, category V (POM-V) from your Veterinary surgeon or ask for a prescription and obtain these from another Veterinary surgeon or pharmacy. Your Veterinary surgeon may only prescribe POM-Vs for animals under his/her care. A prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary.

You will be informed, on request, of the price of any medication that may be prescribed for your animal(s).

We can only prescribe medications for animals that are registered with our Practice and have already been treated and/or inspected by one of the Practices Veterinary surgeons. To comply with current Royal College of Veterinary Surgeons regulations we cannot supply medication or prescription without first seeing the animal.

The policy of this Practice is to re-assess any animal requiring repeat prescriptions at least every six months. This will be charged the normal call-out charge (for farm and equine) together with a re-examination fee. This is to comply with Government legislation and thus cannot be avoided.

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We ask that you give us 24 hours' notice when ordering repeat prescription drugs either for collection from the surgery or to be posted. All drugs must be approved by one of the Veterinary surgeons before our reception staff are authorised to issue them to you and in some cases, we may have to order the drugs into stock so please do allow enough time.

Equine and Small Animal Clients – All drugs must be paid for at time of collection.

## TREATMENT

Subject to our professional duties as Veterinary surgeons, we reserve the right to make final decisions on treatments.

We retain the responsibility for radiographs and ultrasound scans but at your request these can be forwarded to another Veterinary surgeon.

## EQUINE PRE-PURCHASE EXAMINATIONS

Information pertaining to equine pre-purchase examinations remains the property of the individual instructing the Practice. If the horse being vetted is known to the Practice, should the prospective purchaser ask, we have to disclose the clinical history to them. Should this request be refused by you, the Vendor, then we will decline to carry out the vetting for the prospective purchaser.

Equine pre-purchase services shall be paid for prior to receipt of the pre-purchase report.

## EQUINE VACCINATIONS

Once horses have had their third injection, we will send out reminder cards for annual vaccinations as a courtesy but it is the Owner's responsibility to ensure that their horses are kept up to date with vaccinations before the expiry date, as marked in the horse's passport. Please have the passport with you when the Vet attends to do the annual booster so that the identity of the horse can be confirmed.

We do not provide routine horse work on a Saturday morning.

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## INSURANCE

It is your responsibility to submit claims to your insurer and to be reimbursed by them after settling our account. If the insurance form is signed so payment is made direct to this Practice and that your insurance company has agreed to the claim in principle, you will be required to pay the excess and any costs not covered by insurance ie; livery fees and any part of the claim that has been rejected by your insurance company for whatever reason.

We are unable to liaise or negotiate with the insurance company on your behalf but we are happy to answer any veterinary queries where necessary free of charge. Please be aware that your insurance company will request the clinical history from us so do make sure you have answered all questions on the claim or renewal forms correctly with regard to any previous claims, treatments etc concerning the animal you are making the claim for. Any discrepancies may cause a delay or rejection of your claim.

White Lodge Veterinary Clinic Limited 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 to your animal(s).

It is the responsibility of you, the policy holder, to ensure that your insurance company settle your account promptly and please be aware that you will be liable for any large payment surcharges on your account. Should the account remain unpaid for more than 90 days, we will ask you for full settlement to prevent any debt recovery action being taken.

We charge a fee for the handling and processing of insurance claims. £10 for a new claim, £7 for a repeat submission and £25 for a direct claim. Direct claims are discretionary and require signed agreement to the term and conditions. Insurance processing fees are not usually claimable and must be paid upon request.

## DATA PROTECTION

### White Lodge Veterinary Clinic Limited Privacy Statement

Personal information which you supply to us may be used in a number of ways, for example:

- Contacting you about an animal care matter. For example, an in-patient progress report or to arrange an appointment.
- Regarding financial matters. For example, an insurance query or payment follow up.

We may share your information with trusted 3<sup>rd</sup> parties, for example

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- With insurance companies as part of a claim you are pursuing
- With microchip database providers
- With horse passport organisations
- With Veterinary specialists, if we are referring a patient or providing certification.
- With organisations that provide marketing and support services. For example, vaccination reminder and information about client meetings and special offers

We will not disclose any information to any company outside of White Lodge Veterinary Clinic except to help prevent fraud, or if required to do so by law.

For further information on how your information is used, how we maintain the security of your information and your rights to access your information we hold on you, please contact: by phone 01643 703649, option 1 and ask to speak to the practice manager, or email [info@whitelodgevetclinic.co.uk](mailto:info@whitelodgevetclinic.co.uk)

## OWNERSHIP OR RECORDS

Case records, x-rays, scans and similar documents are the property of, and will be retained by White Lodge Veterinary Clinic. Even though a charge may be made for carrying out and interpreting the results, ownership of the resulting record (eg; an x-ray or ultrasound scan) remains the property of the Practice. Upon request, copies of records with a summary of history of your animal(s) will be passed on to another Veterinary surgeon taking over the treatment and care of your animal(s).

## PREVIOUS MEDICAL HISTORY

By registering as a client White Lodge Veterinary Clinic Limited has permission to contact your previous Vet(s) for any relevant medical history.

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## VARIATION IN TERMS AND CONDITIONS OF BUSINESS

No addition or variation of these conditions will bind the Practice unless specifically agreed in writing by the Directors of White Lodge Veterinary Clinic Limited. Additionally, no agent or person employed by or under contract with the Practice have the authority to alter or vary these terms and conditions in any way.

***Terms and Conditions may be revised from time to time and will be posted on the website.***

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