



TERMS AND CONDITIONS OF ALL PETS LTD.

Thank you for entrusting the care and attention of your pet to All Pets. This document details our practice terms and conditions. Please ask a member of the team for further explanation/clarification if required.

OPENING HOURS

The Veterinary Centre is open from 8.30am – 6:00pm Monday - Friday and from 9.00am – 1pm Saturday. Outside of these times an out-of-hours surcharge will apply.

WEEKEND SERVICE

The surgery provides a Saturday morning service as detailed above for the benefit of its clients.

OUT-OF-HOURS SERVICES

All Pets Ltd provides its own out-of-hours emergency service. If emergency veterinary care is required any time day or night, the on-call veterinary surgeon can be reached 365 days a year by phoning the normal practice phone number and following the directions. Only under exceptional circumstances may you be directed to another veterinary practice during out-of-hours. . A schedule of out-of-hours fees is available upon request.

Please note that these prices are meant as a guide and are correct only at the time of publication. Drug prices may vary without notice.

MISSED APPOINTMENTS

Unless 24 hours' notice has been given, we reserve the right to make a charge for missed appointments, at the discretion of the Practice Directors. This charge will usually be the equivalent of a consultation fee.

DRUG ORDERING

a) Please **allow 48 hours'** notice when ordering food or repeat prescriptions.

b) Please be aware that for the purposes of dispensing prescription only medication (POM's), an animal must be deemed to be 'under our care'. Our professional body, The Royal College of Veterinary Surgeons (RCVS), demands that to fulfill this requirement the animal must receive regular re-assessment by a veterinary surgeon. An interval of six months is regarded as being the longest that is acceptable, and the RCVS considers more frequent visits as often being necessary, but then at the discretion of the consulting veterinary surgeon.

c) Upon request, All Pets Ltd will provide written prescriptions for treatments prescribed by the veterinary surgeons during a visit, which clients may then take elsewhere to obtain the goods, if desired. A fee will be charged for written prescriptions.

d) A re-stocking fee will be applied for special orders which are not collected. The practice cannot accept the return of medicines unless for disposal, and **no refunds** can be given. The return of non-medical products may be accepted in the original, undamaged package.

PAYMENT AND SETTLEMENT TERMS

a) Payment is due immediately after each transaction (a transaction is defined as the transfer or sale of goods, services, treatments and fees from the practice to the client). The practice accepts:

- Debit and credit cards
- Cash
- Bank transfer (BACS)
- Cheques
- Payment in advance

In cases where a patient is removed from the owner's property for disease investigation, surgery and/or treatment, payment is due on return of the patient, at the end of treatment or at the end of a period of treatment or investigation. Repeat prescriptions, and other goods, are to be paid for at the time of delivery, or in advance.

b) The practice welcomes forewarning of genuine inability to pay. Terms of payment to pay in installments, or in full at an agreed date, must be arranged at the time of the transaction. **Fees for vaccinations and other routine procedures do not attract payment terms in any circumstances whatsoever.**

c) If payment terms are not met, the outstanding amount will attract an interest rate of 2% per month from the payment due date and will be subject to an accountancy fee each time a statement or invoice is issued for the outstanding amount. If no payment terms have been agreed, or if no forewarning of inability to pay is received, interest and accountancy fees may be applied from the day the debt is incurred. Goods and services, which have not been paid for, will remain the property of the practice until payment is received in full. If payment terms are not met, the practice will withhold routine treatments, goods and services until full payment is completed, at its discretion. If patient records are requested to be released to another practice while the client still owes money to All Pets Ltd, then the request will be met when payment is made in full, but due consideration will be made regarding the well-being of the patient.

d) When a client of All Pets Ltd has defaulted on any payment, either by means of issuing a cheque that has been returned unpaid, or by payment avoidance, the veterinary surgeons and staff employed by the practice will not attend to any animal owned by that client, or attend to any animal registered at that client's home address, until full payment is received. If the practice agrees to retain a client after such a default, then all future transactions will be on a cash only, payment at the time, basis.

ESTIMATES OF TREATMENT COSTS

The practice will provide written estimates on request, and at other times, of probable costs for procedures and treatments. It is important to consider that treatments and procedures may not follow a conventional course and **therefore an estimate may only be approximate**. However, we will do our best to keep clients fully informed of costs during the course of treatment. In the case of routine procedures we are happy to give quotations.

PET HEALTH INSURANCE

Clients with insured pets which have had fees applied are required to pay All Pets Ltd. However, where the full amount is £500 or more, the client may, in agreement with All Pets Ltd., submit a Direct Claim, where the claim settlement is returned to All Pets Ltd.. Where the full amount is less than £500 the client will be required to settle the amount with All Pets Ltd. and submit an Indirect Claim, where the claim settlement is returned to the client. In all cases the client must provide evidence of a valid and appropriate policy.

Payment of the policy excess(es) and payment for all goods not covered by the policy are due on request, and these amounts are subject to the "Payment and Settlement Terms" section above. The policy is a contract between the client and the insurer – the practice cannot complete claim forms with client details, advise clients or liaise between clients and the insurers. All Pets Ltd. may however, with the client's authorisation, contact the insurer to determine the progress of a claim.

In the case of Direct Claims a charge will be made for processing the claim - fees for this service are not covered by insurance policies.

VACCINATION REMINDERS

The provision of reminders for vaccinations and other services and products by All Pets Ltd is by means of a courtesy - there is no obligation on the practice regarding the consequences of failure to provide such reminders.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to pets may require making specific investigations, for example taking radiographs. The practice makes a charge for carrying out these investigations and interpreting their results. Ownership of the resulting record, for example a radiograph, remains with the practice. If a client requests that a second practice has access to this record, then All Pets Ltd may charge the client a fee for the transfer of records.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from All Pets Ltd. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to one of the Practice Directors or any member of staff in their absence. Please allow time for relevant information and the facts of the case to be accumulated.

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by the director. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

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