

TEMPLE END VETERINARY SURGERY

TERMS AND CONDITIONS OF BUSINESS

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. You can request a detailed invoice for every consultation, surgical procedure or transaction with us. Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using Cash or Credit/Debit Card. We do not accept cheques or American Express. If it is not possible to make payment at the time of treatment because the veterinary surgeon has made a house call, payment is due on presentation of invoice. If unfortunate circumstances dictate that your pet needs to be put to sleep we will require payment in full before any arrangements with the crematorium can be made.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment or surgery. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course.

SETTLEMENT TERMS

We expect invoices to be paid at the time of service. If payment has not been received after 30 days we reserve the right to add an additional administration fee in respect of costs incurred. This however, may be deducted if payment is made by return. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you, the client, overdue accounts will be referred to our Debt Collectors and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. 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. In the event that you fail to settle an overdue account we reserve the right to pass the details to other veterinary surgeries in this area. 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 the Practice Manager. Please note that part-payments of any account may **ONLY** be sanctioned with the express permission of the Practice Manager and will only be considered if you have an established financial history with this Practice. The terms of any agreement will be very limited because we do not hold a credit license. We are unable to offer any type of instalment plan.

PET HEALTH INSURANCE

Temple End Veterinary Surgery strongly supports the principle of insuring your pet against unexpected illness or accidents but we are unable to give advice that may directly influence your choice of insurance company. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurers. We charge an administration fee for processing insurance claims. In some cases it may be possible to make a direct claim on your behalf, having seen proof of insurance and on receipt of the policy excess, this decision may only be made by the Practice Manager. If for any reason the claim is not settled in full the debt remains your responsibility.

COMPLAINTS AND STANDARDS

We hope that you never have recourse to complain about the standards of service received from Temple End. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager.

OWNERSHIP OF RECORDS, RADIOGRAPHS AND SIMILAR RECORDS

Case records, radiographs and similar documents are the property of, and will be retained by Temple End. 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 pet may involve making some specific investigations, for example, taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their result, ownership of the resulting record, for example a radiograph, remains, by law, with the practice.

HOSPITALISATION

If for any reason your pet remains with us overnight he/she will be checked by the on-call vet and nurse at appropriate intervals but will not necessarily be continually monitored although a member of staff is onsite overnight. Owners of inpatients will receive an update on their pets' condition sometime the following morning, after hospital rounds have been completed.

MEDICATION

Prescriptions are available from this Practice for a fee. You may obtain Prescription Only Medicines, Category V, (POM Vs) from your veterinary surgeon or ask for a prescription and obtain these medicines from another veterinary surgeon or pharmacy. Your veterinary surgeon may prescribe POM Vs only for animals under his or 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 medicine that may be prescribed for your pet. The policy of this practice is to re-assess an animal requiring repeat prescriptions every 1-3 months but this may vary with individual circumstances. There is a standard charge for re-examination, which is displayed in the waiting room.

We are unable to refund the cost of any medication once it has left the building. This is due to strict regulations regarding temperature control of medication set by the V.M.D. and the RCVS. Any medication ordered in especially for your pet will be payable regardless of whether it's collected.

OUT OF HOURS

Temple End provides emergency care for our clients' pets up to 7pm from our Stokenchurch Branch. After 7pm emergency calls are redirected to VetsNow, an out-of-hours provider based in High Wycombe. Normal services are resumed at 8am the next morning. Hospitalised cases continue to be cared for by our own staff on-site at the Stokenchurch surgery unless alternative arrangements have been made. At the weekend calls will be diverted to VetsNow at 4pm on Saturdays and at 10:30am on Sundays.

REFERRALS

There are some cases which benefit from specialist care at referral practices. We may recommend referral for certain cases and are always happy to facilitate this option should our clients request that we do so.

DATA PROTECTION – GDPR

We will only use your personal information that you provide to us in accordance with our privacy policy. Please refer to this policy, which is available on our website, for further information.

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 these conditions in any way.

01.05.2024