

Thank you for entrusting the care of your pet to Eastcott Referrals. This document outlines our practice terms and conditions. Some of this document may not seem immediately relevant but it aims to cover a multitude of eventualities.

### **Fees**

The charges for all fees, diets, drugs and sundry goods are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and the use of equipment, drugs, materials, consumables and diets.

### **Methods of Payment**

Accounts are due for settlement at the end of the consultation, on the discharge of your pet or upon collection of medications/diets. You may settle your account using cash, electronic bank transfer or Credit/Debit card. Itemised receipts will be provided on payment by the client.

### **Estimates of Costs**

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 condition and treatment may not be entirely predictable but we will endeavor to keep you informed of any changes to the estimated costs. We will provide the details of the price of any medicine on request.

### **Settlement of Accounts**

Should an account not be settled within 7 days, a reminder will be sent. After due notice to you, the client, overdue accounts will be subject to our debt collection procedure and further charges may be levied in respect of costs incurred in collecting the debt: such as court fees, correspondence, court attendance, phone calls, etc. Any cheque returned by our bank as unpaid, any card payment not honoured, and cash tendered found to be counterfeit will result in the original account being returned to the original sum with further charges added in respect of bank charges and administrative costs.

### **Inability to Pay and Credit Agreements**

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. With prior notice it may be possible to arrange a credit agreement that will, of course, be subject to appropriate credit checks. Please note that installments or part payments of any account may only be authorised by a director or senior finance officer.

### **Pet Insurance**

Eastcott Referrals is an advocate of pet insurance and the peace of mind that this provides in the event of illness or accident. It is your responsibility to settle your account and then reclaim fees from your insurance company. However, in many cases, with prior consent, it is possible for us to accept direct claims from many insurance companies under the specific terms of our Standard Operating Procedure for direct claims (available on request). We reserve the right not to perform a direct claim with certain insurers or if insufficient evidence of cover has been provided. A fee will be charged to administer a claim to reclaim the costs of goods or services provided by another company (such as hydrotherapy or prescriptions).

### **Written Consent**

Written signed consent for procedures is required in all cases of admission to the hospital and any alterations will be agreed prior to action being taken. Consent is also required for the use of medications in species or conditions for which they were not licensed. In the case of small mammals a consent form will be provided to allow this to be done without asking for specific permission in each and every separate instance where medications have a proven activity and efficiency despite this lack of license.

### **Prescriptions**

You may request written prescriptions for your pet's medication and these will be issued subject to a fee. However, you will be responsible for sourcing such medication from a suitable supplier and should bear in mind that delay in the start of treatment may not be in the best interest of the welfare of your pet. Where it is essential to begin treatment immediately then prescriptions will not be offered. This is most likely to be in the case of injectable medication where a delay would be unacceptable.

### **Complaints Procedure**

Eastcott Referrals aims to provide the highest standard of care for you and your animal companions and we hope that you never have cause to complain. However if you feel that there is something to complain about please direct your comments in writing to the Practice Manager in the first instance.

### **Clinical Records**

Your pet's clinical records, including all images and laboratory test reports remain the property of Eastcott Referrals and will be kept under the terms of the Data Protection Act (1998). You are entitled to see the records on request and if necessary an appropriate appointment to view them will be made. Your pet's records will be sent to another veterinary surgeon on request from them.

### **Medical Images**

The treatment of your pet may involve producing medical images, for example taking radiographs or performing MRI, CT or ultrasound scans. Whilst we make a charge for carrying out these examinations and interpreting their results, ownership of the resulting record (for example a radiograph) remains with the practice.

### **Patient Photographs**

Photographs of your pet may on occasion be used for educational or marketing purposes, please let us know if you would prefer this not to happen.

### **Return of Unused Medications**

We are happy to accept unused medication back into the practice for disposal only. However, as drugs that have left the premises are no longer fit for resale, no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.

### **Repeat Examinations**

It is necessary both for the welfare of your pet and to meet legal obligations, for this practice to re-examine animals receiving long-term medication. The interval will vary with the condition and the medication but will be no longer than every 6 months. The prevailing examination fee will be charged for that consultation.

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