

**MacArthur Barstow & Gibbs**  
**TERMS AND CONDITIONS OF BUSINESS**  
**Farm and Equine Accounts**

Thank you for entrusting the care and attention of your animals to MacArthur Barstow & Gibbs. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

#### **FEES**

All fees 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, and consumables used. You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.

#### **METHODS OF PAYMENT**

Accounts are due for settlement within 28 days of invoice date. You may settle the account using:

- CASH
- CHEQUE with current Banker card
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta
- BACS – If you wish to pay by BACS please see our Bank Details on your Statement.

#### **ESTIMATES OF TREATMENT COSTS**

We will provide on request 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.

#### **SETTLEMENT TERMS**

All accounts should be settled within 28 days of invoice date. Interest will be charged at 2.5% per month after 2 months. Most accounts will be offered a net 3% discount for payment by the 22nd of the following month.

After due notice, 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. Any cheque returned by our Bank as unpaid, and 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.

#### **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 instalments or part-payments of any account may ONLY be sanctioned with the express permission of one of the partners, Mrs A Gibbs, Mr P Whiteley or Mr S Barstow.

#### **EQUINE HEALTH INSURANCE**

MacArthur Barstow & Gibbs strongly supports the principle of insuring horses against unexpected illness or accidents. **Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.** Arrangement for direct claims may be made after discussion with the Practice.

#### **COMPLAINTS AND STANDARDS**

We hope that you never have recourse to complain about the standards of service received from MacArthur Barstow & Gibbs. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Office Manager, Mary Steventon or Mrs Anne Gibbs (Partner).

#### **OWNERSHIP OF RECORDS**

Case records including radiographs and similar documents are the property of, and will be retained by, MacArthur Barstow & Gibbs.

A summary of the clinical history can be passed to another veterinary surgeon should the need arise. This must be requested by yourself or an agent representing you with appropriate authority.

#### **OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS**

The care given to your animal 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 results, ownership of the resulting record, for example a radiograph remains with the practice.

#### **PRESCRIPTION INFORMATION**

In accordance with regulations, the following information must be provided to all clients in writing and this document serves to comply with such regulations.

Please note that a prescription may be obtained on request from this surgery. However, the veterinary surgeon responsible for issuing the prescription may not issue the prescription unless your animal has been examined by a vet from MacArthur Barstow & Gibbs, and is under the care of a vet of MacArthur Barstow & Gibbs. The maximum period allowed since the last examination of your animal will vary according to the medication being dispensed and the condition for which the medication is required, at the discretion of the vet issuing the prescription. (The maximum period allowed will never be more than **6 months**.)

A veterinary surgeon must check and issue any prescription. As the Farm and Equine Vets are not always at the surgery, it is important to request such a service at least 24 hours prior to collection. No other member of staff has authority to issue a prescription. A professional fee is payable on collection of the prescription.

We are required to list 10 commonly used products by name and price for your information. The list is displayed in the waiting room and will be updated periodically when appropriate.

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.