

TERMS AND CONDITIONS OF BUSINESS – Small Animal Accounts

For Farm Accounts please see Large Animal Office for Terms

Thank you for entrusting the care and attention of your pet to MacArthur Barstow & Gibbs at The Droitwich Veterinary Surgery and Claines Veterinary Clinic. 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 or clarification if required.

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 will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

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
- CHEQUE with current Banker card
- CREDIT/DEBIT CARD – Switch, Solo, MasterCard, Visa, Delta
- BACS; To pay by BACS use RBS Hereford, Sort Code: 162120, Ac No: 10102518. Please quote your name and part address.

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 – often a pet's illness will not follow a conventional course.

SETTLEMENT TERMS

All accounts should be settled at the time of treatment. Stated fees have been discounted by 15% assuming immediate payment. A statement will be sent at the end of the month if payment is not received. 10% will be reinstated the following month. If payment is still not received, 5% will be reinstated 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: such as production of reports, correspondence, court fees etc. 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 your 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, Mr S Barstow, Mrs A Gibbs, or Mr P Whiteley.

PET HEALTH INSURANCE

MacArthur Barstow & Gibbs strongly supports the principle of insuring your pet 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 a member of staff and your concerns will be dealt with through our complaints procedure.

CLINICAL NOTES FROM PREVIOUS VETERINARY PRACTICES

To be able to have your animal fully under our care and provide suitable treatments we require all clinical notes from previous veterinary practices.

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 history will be passed on request to another veterinary surgeon taking over the case.

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, a fee will be charged. However, the veterinary surgeon responsible for issuing the prescription may not issue the prescription unless your pet has been examined by a vet at MacArthur Barstow & Gibbs and is under the care of a vet at MacArthur Barstow & Gibbs. The maximum period allowed since the last examination of your pet 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**.

Only a vet may issue a prescription and if the vet is not present at the surgery when you request a prescription the nurse or receptionist may not issue the prescription, you will have to wait until a vet is on duty to attend to your request. In order to avoid such disappointment, please contact the surgery to request a repeat prescription (at least 24 hours before you come to collect it), so that it is available when you arrive to collect it.

You may request to be informed of the price of any medication and the maximum period allowed before the next examination and the cost of such an examination (in order to issue a further prescription) for any medication we prescribe or intend to prescribe for your pet, and this information is freely provided.

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.