



Veterinary Centre

14 Queens Road, Fakenham, Norfolk, NR21 8DB

SUMMERHILL VETERINARY CENTRE STANDARD TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to Summerhill Veterinary Centre. This information 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, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case, the level of expertise and care required and according to the drugs, materials, consumables and diets used. We do not subsidise our professional service costs by our drug prices, all individual costs stand alone. You will receive a detailed invoice, receipt, or both for fees incurred for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at the end of a consultation, on collection of your pet from the surgery or upon collection of diet or drugs. For those pets having ongoing treatment we request that payment be made for invoices raised at the time and not at the end of treatment. You may settle the account using

- Cash
- Cheque with current bankers card
- Credit/ Debit card – Switch, Solo, Mastercard, Visa, Delta.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate, on request, as to the probable costs of a course of treatment or procedure. Please bear in mind that any estimate given can only be approximate- often a pet's illness will not follow a conventional course and all complications cannot be accounted for prior to the event. We will do our utmost to keep you fully informed of any ongoing or unexpected costs.

UNPAID ACCOUNTS

Should an account not be settled at the time, then a reminder will be sent to you. On occasion payment and invoice will cross in the post. After another 7 days a second reminder will be sent to you. After an additional 7 days, we will contact you either by phone or letter to establish the reason for non-payment at this time and an administration fee will be charged. If a satisfactory outcome has not been established we will then have no alternative but to send your account to a debt collection agency and possibly to the courts. Any charges incurred to us for this will be charged to you.

Any cheque returned to our bank 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.

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-payment of any account may ONLY be sanctioned with the express permission of Jane Feneley or Lucy Rivett. An administration fee will be incurred.

PET HEALTH INSURANCE

Summerhill Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from the Insurance Company. Insurance companies settle with greater efficiency when they settle with you (their client), than with third parties such as vets.

COMPLAINTS AND STANDARDS

We hope that you never have recourse to complain about the standards of service from Summerhill Veterinary Centre. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to either Jane Feneley or Lucy Rivett. We will do all that we can to resolve your concerns.

OWNERSHIP OF RECORDS

Case records are the property of, and will be retained by, Summerhill Veterinary Centre. 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 the property of, and with, the practice.

PRESCRIPTIONS

Any prescription that your pet is given for its treatment may be redeemed, for your convenience, at our reception. We carry a full stock for the treatment of your pet. You may, however, take the prescription to be redeemed elsewhere if you wish.

REPEAT PRESCRIPTION POLICY

A repeat prescription for prescription only medicines can only be issued to animals that are under our current care. It is the policy of Summerhill Veterinary Centre to examine animals that require repeat prescriptions at 6 monthly intervals. For some conditions more regular monitoring will be appropriate. You will be informed when your pet will be next due for an examination to maintain maximum health and well being. There will be a charge for these examinations.

EMERGENCY OUT OF NORMAL BUSINESS HOURS TREATMENT

In the event of an emergency with your pet that occurs outside of our normal business hours we would ask you to phone the practice as normal. You will then hear an answer phone message. This will give you the number you need to ring to speak to the on call vet directly. The practice covers all out of hours emergencies so you will speak to a vet that works at the practice in normal hours. The vet will then arrange to meet you at the practice if your pet needs to be seen at a mutually convenient time depending on the level of the emergency.

If your pet needs to be hospitalised for any reason the care of your pet while it is with the practice will be undertaken by the vet and nurse on call. We generally do not stay on site but will regularly return to the surgery to monitor your pet, the frequency depending on the level of care that is deemed necessary by the veterinary surgeon. You will be kept fully informed of any changes in your pet's progress and will be consulted with prior to any additional treatment, unless your pet requires rapid emergency treatment in which case you will be informed as soon as is reasonably possible.

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.