



Hoylake Veterinary Surgery
Geneva,
43 Birkenhead Road,
Meols,
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CH47 5AF
0151-632-5676

Terms and Conditions.

Thank you for entrusting the care of your pet to Hoylake Veterinary Surgery. This statement details our Practice Terms and Conditions. Not all terms may be relevant to you – please ask for further explanation as we will gladly assist.

It is essential for us to maintain accurate records of our clients and patients. In order to do this we will periodically ask you to confirm the details we hold. If your details change, please inform us so we may ensure our database is as up to date as possible.

Fees

All fees, diets and drug charges are subject to VAT at the current rate. Our Fee structure is primarily determined by the time spent on a case and according to drugs, materials, consumables and diets followed. A detailed fee note is available for every consultation, surgical procedure and transaction with us. Fees are payable at the time of consultation UNLESS agreed in writing prior to the appointment and in any event within 30 days of the consultation/treatment.

In the event a reminder has to be sent an additional £50.00 fee will be charged towards administration costs. Interest at 8% per calendar month will be charged upon all outstanding sums due.

Any Cheque returned to our bank as unpaid, any Credit card 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.

All special orders are to be paid for at the time of ordering.

Methods of Payment

Accounts are due for settlement at the end of the consultation, the discharge of the pet or upon collection of diets/drugs. You may settle your account using:

- . CASH
- . CHEQUE
- . CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa, Delta.

Estimates of Treatment Costs

We will happily provide a written estimate as to probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate. We never give “quotes”.

Settlement Terms

Should the account not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of the administrative costs incurred. Should it be necessary for additional reminders to be sent further charges will be incurred. These however, may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collecting Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, calls, home visits etc. Any cheque returned by our bank as unpaid, 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 being 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 the Practice Manager.

Pet Health Insurance

Hoylake Veterinary Surgery strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask about insurance from any member of staff. Please be aware that it *is your responsibility to settle our account* and then reclaim fees from your insurance company. We shall only complete insurance claim forms after settlement of our account.

Prescriptions

Prescriptions are available for any Prescription Only Medicine (POM-V, POM-VPS or NFA-VPS) required to treat any animal under our care (POM-V only). These medicines may be obtained from us or you may ask for a written prescription to obtain these medicines from another veterinary surgeon or pharmacist (or merchant

(POM-VPS, NFA-VPS). A fee is chargeable for the prescription itself. Consultation fees will apply in either case.

Repeat Prescriptions

Prescriptions for POM-V medicines may be repeated at our discretion, to animals under our care, after a clinical assessment of the case. Regular chargeable check ups are required at intervals of no more than every 3 months. POM-V medicines may be dispensed in amounts sufficient for up to 3 months, at our discretion. Variations may apply according to our clinical assessment of the case.

Severability

If a provision of these terms and conditions is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

Complaints and Standards

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

Ownership of Records

Case records including radiographs and similar documents are the property of, and will be retained by Hoylake Veterinary Surgery. Copies of a summary of the history will be passed on by 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 the results, ownership of the resulting record, for example, a radiograph remains the property of the Practice.

Law & Jurisdiction

These terms and conditions will be governed by and construed in accordance with English law, and any disputes relating to these terms and conditions will be subject to the non-exclusive jurisdiction of the courts of England and Wales. In event of any dispute the parties agree to ADR – Mediation.

Exclusion of third party rights

These terms and conditions are for the benefit of you and us, and are not intended to benefit any third party or be enforceable by any third party. The exercise of our and

your rights in relation to these terms and conditions is not subject to the consent of any third party.

Variations in Terms of Trading

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

Variation

We may revise these terms and conditions from time to time. Revised terms and conditions will apply to these terms when published on our website or by notice in our surgery.

Confidentiality

All details given to the surgery about you or your pet are confidential. We do not forward any information to any other people. It is only possible to breach confidentiality where we have evidence of cruelty and this is discussed and agreed with the Royal College of Veterinary Surgeons. This is permitted so that the relevant agencies can be contacted to prevent further cruelty and/or prosecute.

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