

Hoylake Veterinary Surgery Geneva

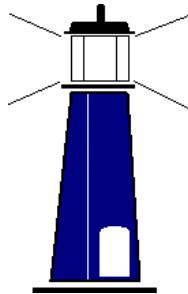
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Terms and conditions

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.

GDPR

If your data is requested, we will endeavor to contact you before sending them to other parties or insurance companies if requested to do so

We will only use your data to contact you for treatment that your animal needs

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”. These can take up to 48 hours to process and will be applicable for 30 days.

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 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. All payments for the Consultation Exotic First are **strictly non-refundable**. Payment confirms the booking and covers the clinician's time, preparation, and reserved appointment slot. By making payment, you acknowledge and agree to these terms.

In the event a further letter 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 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 original sum.

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

We reserve the right to charge a consultation fee if you do not arrive or cancel an appointment booked without giving twenty-four hours notice.

Methods of Payment

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

CASH

CREDIT/DEBIT CARD,

Mastercard, Visa

APPLE/GOOGLE PAY

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 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 Collection 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 credit card payment not honoured and Any cash tendered that is found to be counterfeit will result in the individual 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 you feel that you will have any problems in settling an invoice or estimate, we ask if you would contact the surgery to discuss your worries with Practice Manager or Account Manager.

Please do not ask for credit as refusal often offends.

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. These can take up to 30 days to complete.

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 script 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 /Written scripts.

We will provide Written script or Repeat prescriptions with 48-hour notice. We request that they are collected from the surgery and payment will be taken on collection. All written scripts must be collected from the Surgery we do not email directly to pharmacies or to personal emails.

Prescriptions for POM-V medicines may be repeated at our discretion according to the law, to animals under our care, after a clinical assessment of the case. Regular check ups are required of no more than three months. POM-V medicines may be dispensed in amounts sufficient for up to three months, at our discretion. Variations may apply according to our clinical assessment of the case and the class of drugs. A consultation fee is chargeable for any medication check.

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 deemed to be deleted, and the rest of the provisions will continue in effect

Complaints and Standards

We hope you never have recourse to complain about the standards of service received at Hoylake Veterinary Surgery. However, if you feel there is something you wish to complain about, please direct your comments, in writing in the first instance to the Practice Manager. We reserve the right to use our Professional Indemnity Insurers who are the Veterinary Defence Society, Knutsford we are required to provide full disclosure of any complaint details under the terms of our policy

In order to facilitate the rapid resolution of complaints the surgery needs to request the relevant phone calls and CCTV evidence in order to corroborate any claim .This request need to be within 30 days of the occurrence therefor requires that all complaints should be in writing within 30 days of the incident so that can best gather evidence and bring complaint to a mutually agreed outcome.

If a complaint made after 30 days we may not have access to any supporting evidence, and this will severely weaken our ability to resolve any issues.

Ownership of Records

Case records includes 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 of another Veterinary Surgeon taking over the case.

Ownership of Radiograph and Similar Records

The care given to your animal may involve making specific investigations, for example, taking radiographs or 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 and 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 any event of any dispute the parties agree to ADR-Mediation.

Exclusion of Third-Party Rights

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

Variation 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 on 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 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.

