

## **TERMS & CONDITIONS**

Thank you for entrusting the care and attention of your pet to Brookfield Vets. This document details our Practice Terms and Conditions. By registering your pet/pets with the practice you agree that you have read and understood our conditions of business and agree to be bound by them, should you require any clarification of any aspect of the terms then please ask.

### **FEES**

For certain goods and services we may be able to offer a fixed price but due to the nature of veterinary services it may be that we are only able to provide an estimate in advance for some services.

Where an estimate is provided, this will be based on our best calculation, from our experience, of how much the course of treatment will cost. Please bear in mind that any estimate given can only be approximate and is not binding – often an Animal's illness will not follow a conventional course and there is a certain amount of unpredictability. We will try to contact you on the contact numbers you have given us if we believe the treatment costs are going to exceed the estimated costs however if you are not contactable we will treat your Animal as is necessary for the prevention of pain or suffering. Any estimate from us is valid for 28 days starting with the date on which we communicate it to you.

When we come to charge you for the goods and services provided when we have previously only provided an estimate, we will charge you for our veterinary services based on the time and skill level required for the services actually provided. We also charge according to the medicines, materials, and consumables used.

All fees charged to you are inclusive of VAT at the current rate.

We reserve the right to adjust our fees accordingly.

You acknowledge and agree that if you are the registered owner of the Animal according to our records, you are liable for any fees incurred in the diagnosis and treatment of your Animal even if your Animal is brought to us on your behalf by a relative, friend, or agent or otherwise by a third party. We will endeavour to obtain written confirmation from the relative, friend, or agent who has brought your Animal to us that they have your consent in respect of the treatment to be provided to your Animal. However you acknowledge that this may not always be possible. Regardless of this, you agree to be liable in respect of any such fees incurred in the diagnosis and treatment of your Animal.

We accept cash, cheques, credit/debit cards and BACS payments. BACS are to be paid to the bank account shown on the bottom of your invoice and should include your surname and postcode as an account reference.

### **SETTLEMENT TERMS**

Payment is due at the time of treatment, discharge or upon collection of medications/diets as applicable, unless alternative arrangements have been agreed in advance. You may request a detailed and itemised breakdown for your invoice.

Should an account not be settled a reminder will be sent. After due notice, unpaid accounts will be referred to our debt collection agency and further charges may occur. While it is our policy to co-operate with our clients whenever possible, if payment is not made in accordance with our terms, then debts will be escalated for further action which may include referral to the County Court to issue proceedings. Any cheque or credit/debit card transaction not honoured, or any cash tendered

that is found to be counterfeit will result in the account being restored to the original sum with further charges added to cover 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 with a member of staff, as soon as possible and before treatment takes place. Emergency treatment to alleviate suffering will always be given irrespective of ability to pay.

### **ACCESIBILITY**

Both branches have on site parking, step free access to reception, and consult rooms where necessary. If this is something you require please indicate when either booking the appointment or upon arrival when you speak to reception.

Any literature produced by the practice, can be requested in a larger font if necessary. We are also happy to discuss any literature provided in person if necessary.

### **PET HEALTH INSURANCE**

Brookfield Vets strongly supports the principle of insuring your pet against unexpected illness and accidents. With any insurance company it is your responsibility to determine your level of cover and then to reclaim any fees you have paid the practice. It is also your responsibility to pay any excess that may be set according to your policy and to have knowledge of any condition exclusions. In certain instances, when clients do not have the funds to make payments in full, arrangements can be made for your insurer to make their payment directly to us. This will only be considered when your account is in excess of £500 or with prior arrangement. Please ask for details if you would like to be considered for this facility.

Agreement of a direct claim does not transfer liability of fees incurred to the practice. If at any point the insurer refuses payment for a direct claim, you, the owner will still be fully liable for all costs incurred. The insurance policy is a private agreement between the owner and insurer. The practice cannot be involved in disputes over non-payment of insurance claims.

### **VACCINATION REMINDERS**

Whilst we make every reasonable effort to send out reminders for annual vaccinations, the responsibility to keep them up to date remains with you.

### **HOUSE VISITS**

In special circumstance we can arrange a house visit to treat your Animal, however, sometimes we may request that you bring your Animal to the surgery if we feel this will be in the Animal's best interest (e.g. because we will have access to on site equipment). A house visit will only be available with prior arrangement between us and you.

House visits will incur an additional fee.

### **PHARMACEUTICALS**

Prescriptions are available from the practice. The current charge for a written prescription is displayed in our reception areas or you may ask a member of staff for this information. You may obtain Prescription Only Medicines, Category V, (POMVs) from your veterinary surgeon or ask for a prescription and obtain these medicines from a pharmacy. Your veterinary surgeon may prescribe POMVs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of

any medicine that may be prescribed for your animal. The policy of this practice is to re-assess an animal requiring prescriptions every six months, but this may vary with individual circumstances. The charge for this re-examination is our standard consultation fee. Clients are requested to give 24 hours' notice for repeat prescriptions.

We strongly advise the regular use of routine anti-parasitic medication. Many of these products are POMVs and legally we are only able to dispense such products without the need of an examination when an animal has been examined by a Veterinary Surgeon in the last 12 months. We may therefore be required to examine your pet prior to dispensing.

In accordance with the Medicines Act we will always use a veterinary licenced product. Should this not be available we will then use veterinary products licenced for use in other species and failing that a human medical product. Any use of off-licence medication will be based upon or knowledge of its use in animals and an assessment made of the risk and benefits involved. This is particularly common in species other than dogs and cats for which few licenced products are available. Please speak to a veterinary surgeon if you have any concerns about this issue.

### **CONSENT**

Written signed consent for procedures is required in all cases of admission to our practice and we will endeavour to discuss alterations prior to action being taken or other services being provided.

Consent is also required for the use of medications in species for which they were not licensed e.g. rabbits and rodents. In this case an off license consent form will be provided. This is required as the majority of veterinary drugs are not licenced for use in small mammals, reptiles, birds, fish, amphibians and invertebrates. In some instances we may also suggest human alternative medicines which are not licensed for use in Animals but have proven activity and in such circumstances we will obtain your consent in advance. In all circumstances where licences are not available for the use of medicines with specific Animals, we must use drugs which have a proven activity and efficiency despite a lack of licence.

### **REFERRALS AND SECOND OPINIONS**

On some occasions it may be necessary to refer your Animal to another veterinary surgeon. This is normally only necessary if your Animal's condition requires specialist knowledge or facilities that are not available in our practice. By way of example, this sometimes happens for orthopaedic and neurological cases which require MRI facilities. We do not charge a referral fee in such instances but the receiving vet will charge directly for the services provided by them.

Second opinion appointments can be requested either to see another veterinary surgeon within our practice or to another veterinary practice. These are sometimes requested if a client wishes to confirm a diagnosis or obtain a different veterinary opinion. In all cases we will on request provide a full clinical history to the requesting veterinary surgeon.

### **EMERGENCY COVER**

Brookfield Vets provides its own 24/7 emergency cover from our Hereford practice, during which one veterinary surgeon and a veterinary nurse are always on call.

Where we are able to offer an out of hours or other emergency care ourselves, a higher fee than usual may apply. This is particularly the case when urgent cases are seen out of hours. Higher fees may also be applied on weekend emergency appointments.

### **OVERNIGHT STAYS**

Where your Animal requires an overnight stay we will discuss this with you in advance. We understand that different levels of care are needed in differing circumstances and we will discuss with you where your Animal will stay, the cost, monitoring requirements, pain relief and other medical requirements as well as emotional requirements of your Animal. Please ask for a copy of our policy on overnight care for further details.

#### **OWNERSHIP OF RECORDS**

The care given to your pet may involve undertaking some specific investigations, for example taking radiographs. The ownership of the resulting radiographs and all other records will remain at all times with the practice as part of the complete and comprehensive records. Charges made for x-rays are for the production and interpretation of them. If required, we can arrange copies of the x-rays.

Radiographs and copies of all laboratory results, with a summary of the history will be passed on, by request, to another Veterinary Surgeon should the need arise. You may view your pet's clinical notes on request by appointment only. Please note it is your responsibility to provide us with accurate contact details.

#### **COMPLIMENTS/FEEDBACK**

We are always pleased to receive compliments/feedback on the service we provide.

#### **COMPLAINTS AND STANDARDS**

We hope to ensure you never have the need to complain about the standards of service received from us. However, if you feel that there is something you wish to raise, please contact a member of our team, who will address your concerns and may escalate it internally as is appropriate. If you are not satisfied with the outcome of this process you should direct your comments in writing to the address indicated on our website for the attention of the Practice Manger. An acknowledgement will be sent by return and then a period will elapse while the case is investigated, and reports collated from our team members involved, you will then receive a reply in writing.

We will not tolerate any aggressive, or abusive behaviour to any staff member, at any time. Any client behaving in such a way will be asked to leave the premises immediately and will then be notified in writing that they must find alternative veterinary cover.

#### **VARIATIONS IN TERMS AND CONDITIONS OR BUSINESS**

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