

VASTRE VETERINARY CENTRE
TERMS AND CONDITIONS OF BUSINESS

These are the terms under which we offer all of our clients veterinary services. Please be aware that by requesting veterinary services, you are agreeing to abide by these terms.

Thank you for trusting the care and attention of your pet to Vastre Veterinary Centre. We recognise that visiting a veterinary surgery may be traumatic for you as an owner and therefore we aim to minimise any stress that may ensue.

Vastre Veterinary Centre is dedicated to providing the best treatment to all clients and patients requiring our service. Following the RCVS guidelines and our own ethical policies, clients will not be refused genuine emergency treatment for their pet. However, we are not a charity or a 'not for profit' organisation and therefore it is our expectation that the service provided by the company will be paid for at the time of consultation.

Ensuring payment for the service we provide underpins our aim to continue to sustain and develop the levels of service we provide for our patients.

Estimates of Treatment Costs

You should have been provided a estimate as to the probable initial costs of a course of treatment following the veterinary surgeon's examination. Please be aware that any estimate given can only be approximate, often a pet's illness will not follow a conventional course. Out of hours charges will be greater than fees calculated during your daytime service.

Fees

All fees 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 and consumables used. A itemised bill is available for every consultation, surgical procedure and transaction with us

Our usual TERMS of BUSINESS are for every payment to be made at the time of consultation.

We are obliged to charge VAT (Value added Tax) on services rendered.

Methods of Payment

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

Cash

Credit/Debit card – Switch, Solo, Mastercard, Visa or Delta

Cheque with a current valid banker's card

Pet Health Insurance

Vastre Veterinary Centre strongly recommend insuring your pet against unexpected illness or injury. Please be aware that it is your responsibility to settle your bill and then reclaim fees from your Insurance Company. Although with some insurance companies we are able to arrange direct payment.

Complaints and Standards

We hope that you never have course to complain about the standards of service received from Vastre Veterinary Centre. However, if you do wish to raise a concern, please address your complaint in the first instance to the Senior Veterinary Surgeon at the Surgery in writing.

Ownership of Records

The care given to your pet may involve making specific investigations, for example taking radiographs. Even though we make a charge for carrying out these investigations and interpreting results, ownership of the resulting record, such as a radiograph, remains the property of Vastre Veterinary Centre.

Variation in Terms of Trading

No addition or variation of these conditions will bind Vastre Veterinary Centre unless it is specifically agreed in writing and signed by the Practice Principal. No person employed by the practice has the authority to alter or vary these conditions in any way whether verbally or in writing. You should therefore consider these terms to be relevant ones in all cases.

The terms of this agreement are governed by Law and as such, any dispute arising between the two parties of this agreement will be subject to the laws of England and Wales and both parties submit themselves to the jurisdiction of the Courts of England and Wales.