

# **Terms of Business**

England and Wales Company registration: 06852764

Directors: Daniela Barrella and Marius Erasmus

VAT Registration number: 971206333

This document sets out the terms of the contract established between us (Cambrian V P Ltd) and you (the registered animal owner or individual requesting veterinary services) which comes into being when you register your animal with our veterinary surgeries or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these terms of business, please do not hesitate to ask us for further clarification.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 02/03/2018.

## **General terms (applying to the provision of all goods and services)**

### **Fees**

All fees for services and prices for goods, including food, accessories and drugs are subject to VAT at the applicable rate. Prices for goods are as marked or notified at the point of purchase. A full fee breakdown will appear on your receipt.

Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any drugs, materials or consumables used in the provision of the services. Professional fees will vary according to the time spent on a case and the level of expertise required of the staff looking after your animal.

Additional fees will be charged for cases seen outside of the normal practice opening hours.

If your pet is hospitalised we will try to phone you daily to discuss the progress of your pet and the fees incurred. This may not be possible while administering emergency treatments.

### **Estimates**

Estimates for procedures are provided verbally or in writing either at the time of booking the appointment or during the consultation itself. All estimates given are only approximate and the final fee could be higher or lower than this estimate, depending on complications during treatment and patient response to treatment. We will endeavour to contact you as soon as we have reason to believe that the cost could be significantly higher than the estimate.

### **Payments**

We accept payment by the following methods; cash, most debit/credit cards and BACS.

Payment is due at the following times:

- After a consultation if you are taking your pet home, or
- when your pet is discharged from our facilities, or
- when collecting medications, or
- prior to us ordering medications and goods not normally stocked at the practice, or
- prior to sending samples away for additional laboratory tests to be performed.

In certain circumstances you may be required to pay an upfront deposit.

If you become unable to pay your account according to the standard terms, this must be discussed with the veterinary surgeon as soon as possible.

If you have not agreed alternative payment terms with the practice directors, or you do not adhere to the agreed terms, further debt collection actions may be instituted, including the levying of surcharges. Your personal details may be shared with external agencies for these purposes.

We are entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full, limiting treatment to the relief of pain and suffering.

Please note that if a pet is registered with our practice, we will assume that any person other than the registered pet owner who may bring the pet in for treatment is duly authorized by the registered pet owner to seek treatment for the pet and to incur costs for which the registered pet owner will be liable.

Where a pet is not registered with our practice we will assume that the individual requesting treatment accepts liability for all costs incurred.

## **Repeat Prescriptions**

Please give us 2 working days' notice for any repeat prescriptions needed.

Animals requiring repeat medications will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The assessment may be every 6 months, or more frequently, depending on the pet's condition. There is a charge for this examination/consultation.

Written or typed prescriptions are available from this practice. You will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a prescription from us but go elsewhere to have the prescription filled. The prescription may only be valid for a short period of time up to a maximum period of 3 months.

Please note that we cannot accept the return of any prescription drugs as such items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

## **Insurance and accident cover**

We strongly support the principle of insuring pets against unexpected illness or accidents. Payment of the pet's bill is still the responsibility of the owner.

We may, from time to time, do direct claims, where we will claim the funds directly from the insurance company. This needs to be pre-arranged with the practice directors. The pet owner will still be responsible for payment of any fees not settled by the insurance company, regardless of their reason for non-payment. If the insurer fails to acknowledge the practice's claim or respond to communications from the practice within 30 days, we will treat this as a refused claim and seek to recover the full cost from the pet owner. The pet owner may seek to recover the costs directly from their insurer, should this occur.

## **Out of hours care and hospitalisation**

Our day staff provide our out of hours and emergency care.

In the event that your pet needs to be seen outside of standard working hours, you will be asked to bring your pet to one of our surgeries, either in Tywyn or Machynlleth. It is much easier to provide emergency care in a surgery setting rather than on a home visit, where we may not have suitable equipment or medicines available.

We will provide overnight care for your pet, to a level that the veterinary surgeon deems appropriate for your pet's condition. The veterinary surgeon will discuss this with you, the owner on a case by case basis.

## **Referrals and second opinions**

We may feel that your pet would benefit from seeing a specialist or person with a particular interest in a certain area and recommend that they go for referral. You are also entitled to ask for referral to such a person/centre. We will contact such a person/centre and send your pet's history to them with a request for them to see your pet.

You are entitled to ask another veterinary surgeon, which may be another veterinary surgeon at one of our surgeries or at another practice, for a second opinion. In such a case the other veterinary surgeon is obliged to request your pet's history from us.

## **Client records**

Client and clinical records, including imaging and laboratory results, are and shall remain the property of Cambrian V P Ltd. Copies of clinical records may be passed to another veterinary surgeon on request, should you move surgeries or ask for a second opinion or referral. You may also request copies of records. Some items may be chargeable i.e. writing of CDs or DVDs.

We never discuss or sell confidential records to any third party, other than if you move surgeries or are referred to another veterinary surgeon.

## **Data protection**

When you register your animal with one of our surgeries, or request that we provide veterinary services, we will collect personal data about you and, where relevant your agents.

We will only collect data that we need to perform services, take payment or contact you. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees if you do not pay your account when it falls due.

From time to time we may use your contact details to inform you of new services or special offers available from Cambrian V P Ltd. See our complete Privacy Policy here.

## **Liability**

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and or services to which the claim, damages or loss relates.

## **Complaints**

We pride ourselves on offering a quality service and take customer complaints seriously. Should we not meet your expectations on any aspect of our service, please discuss this with one of the practice directors as soon as possible by telephoning us on 01654702444, or forward it in writing to one of us at the following address:

Cambrian Vets  
Graigle  
Graig Fach  
Machynlleth  
Powys  
SY20 8EE.

If we are unable to resolve the complaint, you may complain to:

The Royal College of Veterinary Surgeons  
62-64 Horseferry Road  
London  
SW1P 2AF  
Tel. 020 7222 2001

We will co-operate fully with any investigation they may undertake.