



Terms and Conditions of Business

Thank you for entrusting the care and attention of your horse to Cheltenham Equine Vets Ltd.

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

Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

FEES

All fees, diets 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. You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.

Visit charges are calculated on the distance travelled from the surgery.

Prices for consultations and routine procedures are available upon request.

We encourage all clients to pay at the time of treatment.

VACCINATIONS

We remind you that it is your responsibility to ensure that all vaccinations and boosters for your horse are kept up to date.

ESTIMATE OF TREATMENT COSTS

We can provide a written estimate as to probable costs of a course of treatment on request. Please bear in mind that any estimate given can only be approximate. Often an illness will not follow a conventional course. Please make the veterinary surgeon in charge of the case aware if costs are a major concern or if you have a budget.

NEW CLIENTS

New clients are expected to pay at the time of treatment for the first 3 months.

WHEN PAYMENT IS REQUIRED

It is practice policy to accommodate and co-operate with our client whenever possible. However, if payment is not made in accordance with our terms or if any special agreements are not honoured, all bad debts will be referred to our Debt Collection Agency and / or the County Court for recovery. Any cheque returned by our bank as unpaid, and credit card payment not honoured will result in the account being restored to the original sum with further charges added in respect of bank charges and administrative costs.

We may suspend our services for non-emergency treatment until payment is made.

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 the Veterinary Surgeon at the time of the consultation or prior to treatment.

METHODS OF PAYMENT

You may settle the account using:

- Cash
- Cheque
- Credit or debit card – Maestro, MasterCard, Visa
- Bank transfer

INSURANCE

Cheltenham Equine Vets Ltd strongly supports the principle of insuring your horse against unexpected illness or accidents. Please ask for details about insurance from any member of staff. For further advice about types of insurance please refer to the Useful Information section of the website.

For claims that amount to less than £500 we ask the client to settle our account and then reclaim the fees from your Insurance Company. For claims over £500 we require payment of the excess as soon as possible, following which the insurance company will pay the balance.

It is the responsibility of the client to ensure that all invoices are forwarded to the insurance company.

COMPLAINTS

We hope that you never have recourse to complain about the standards of service received from Cheltenham Equine Vets. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to a Practice Manager or Director.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal may involve doing specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership and retention of the resulting record, for example a radiograph, will remain with Cheltenham Equine Vets Ltd. Similarly case records are also the property of the practice.

On request from another veterinary surgeon taking over the case copies and a summary of the history will be passed to them following client authorisation.

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

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