

CHINE HOUSE VETERINARY HOSPITAL

Sileby Hall, Cossington Road, Sileby, Leicestershire LE12 7RS

Terms and Conditions

The following details the Terms and Conditions ("T&C") for Chine House Veterinary Hospital ("Chine House"). Some aspects of the T&C may not be relevant to you and an enquiry for further explanation and clarification should be made, if required. These T&C shall apply to all matters that we handle on your behalf and to the exclusion of any other T&C. By allowing us to continue looking after your animal, you are deemed to accept these T&C.

1. FEES

All our fees and medical charges are subject to VAT at the current rate. Our fee levels are determined by the time spent on a case, the type of work undertaken and according to the medicines, materials and consumables used. A written estimate is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us. We reserve the right to charge for telephone advice.

2. EMERGENCY SERVICE

Chine House provides a 24 hour veterinary service for our clients. Animals will only be seen out of hours after prior arrangement with the duty veterinary surgeon by phone. The duty veterinary surgeon can be contacted by ringing 01509 812445 for farm and equine enquiries and 01509 812446 for exotics and small animal enquiries

3. METHODS OF PAYMENT and SETTLEMENT TERMS

Any new client will be expected to pay in full at the time of treatment. Sometimes we require prepayment of fees.

Small Animal and Exotics Payment Terms

All fees are due for immediate settlement at the end of consultation, the discharge of your pet or upon collection of drugs/diets.

Credit Accounts are generally not granted and are only available by prior agreement.

All Credit Accounts are to be settled within 14 days from the date of invoice.

Farm Animal and Equine Payment Terms

All fees are due for immediate settlement after the treatment or service or upon collection of drugs unless a credit account has been agreed. If your equid is admitted to the hospital you may be asked to pay a deposit towards the cost of treatment.

A credit arrangement for regular clients may be reviewed on request after a period of 12 months upon application to the Practice Manager. We reserve the right to verify all such clients' credit rating with a credit reference agency. The final decision will rest with us.

All credit accounts are to be settled within 30 days of the date of the invoice.

Credit accounts can be withdrawn by us by providing notice in writing.

Interest will be charged at a rate of 7.5% per month on invoices that remain unpaid after 30 days after the date of the invoice.

You may settle your account using: Cash, Business Cheque, Credit/Debit Card (Switch, Solo, Mastercard, Visa & Delta - we do not accept American Express) and Online Banking. Payments by credit or debit card may be made by phone.

Our bank details are as follows:

Account Name: Chine House Veterinary Hospital

Bank: Royal Bank of Scotland

Sort Code: 16-24-23 Account No: 11234300

BIC No: RBOS GB 2L IBAN No: GB98 RBOS 1624 2311 2343 00

Payment Ref.: Please enter your last name and Client Account number

Any cash tendered that is found to be counterfeit or any debit/credit card not honoured will result in the original account being restored to the original sum, with further charges being added in respect of bank charges and administrative costs together with surcharges on the principle sum.

Failure to pay the outstanding balance within 30 days of any treatment will result in referral to our debt collection agency. Further charges will be levied in respect of costs incurred in collecting the debt. We may also inform other local veterinary practices of the reasons for referral of the debt to the debt collection agency.

4. ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate (not a quotation) as to the probable cost of a course of treatment. Please bear in mind that any estimate given can only be approximate; often an animal's illness will not follow a predictable or standard course.

5. LIQUIDATED DAMAGES

If for any reason you are unable to settle your account as specified we ask that you discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of the Partners. If you fail to make any payment due to us under this agreement by the due date for payment, then you shall, if you do not have the express permission of the Partners to pay by instalments or part-payments, pay surcharges on the overdue amount at the rate of 7.5% per month. Such surcharges shall accrue on a monthly basis from the due date until actual payment of the overdue amount, whether before or after judgment. You shall pay the surcharge together with the overdue amount. You are agreeing that the surcharge amount for failure to pay is fair given that it costs us significantly more time and money to administer and monitor an overdue debt payment than if you had paid on time.

6. TERMINATION OF SERVICE

You may ask us to stop caring for your animal at any time. We may stop looking after your animals if you do not accept our advice; or fail to settle your account on time; or if we are prohibited by law from doing any further work on your matter; or if the relationship between you and us sadly breaks down; or if we no longer have the expertise. Under these circumstances we will serve notice in writing of imminent withdrawal of services. We will then invoice you for any work already done.

7. ANIMAL INSURANCE

Chine House strongly supports the principle of insuring your animal against unexpected illness or accidents although we cannot give any recommendations regarding individual insurance companies. Please be aware that it is your responsibility to settle your account in accordance with these terms and then reclaim the fees from your insurance company

8. COMPLAINTS AND STANDARDS

We hope that you never have reason to complain about the standards of service received from Chine House. However, should you have any concerns, please speak initially to the member of staff or the veterinary surgeon involved. More serious complaints should be addressed in writing to our Practice Manager. Further details of our complaints procedure are available below.

9. OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal may involve making some 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 of the resulting record, for example a radiograph, remains with Chine House.

10. NON-VARIATION

No addition or variance of these T&C will bind Chine House unless specifically agreed in writing and signed by a Partner. No agent or person employed by or under contract with Chine House has the authority to alter or vary these T&C in any way.

11. DATA PROTECTION

In holding and using data about you, we will comply with the provisions of the Data Protection Act 1998. In instructing us to look after your animal, you authorise us to use that data in the course of the work that we do for you, and also to send you from time to time in the future, free of charge, details of the services that we provide. We will, where specifically required, pass on to Insurer's details of clinical histories, case records and diagnostic images relating to your horse.

12. LIMITATION OF LIABILITY

This condition applies to any claim by you; against us (including any successor business), any past, present or future partners of this firm, and/or any past present or future employees of this firm. Such claim shall be limited in amount to £10,000 for equine/farm animal and £2,000 for exotics/small animal for each and every claim, including claimants' costs. All claims, whether made by one or more of the parties referred to above or by a third party, arising from the same act or omissions, shall be regarded as one claim. For the avoidance of doubt, this limitation of liability shall apply to any claim for negligence, breach of contract, breach of fiduciary duty, breach of trust, and any liability whatsoever.

13. EQUAL OPPORTUNITIES

We are an equal opportunities employer and we are committed to providing the same high quality service to all our clients, regardless of age, disability, race, religion or belief, sex or sexual orientation.

14. PASSPORTS

All equids must have passports, which should be available for the vet to check. We strongly recommend that passports for equids should be signed by the owner to confirm that the animal is not going for human consumption. If you do not have a passport, we can help you obtain one. Where a passport is not available the detailed record of medicinal products must be retained. This information is available on your account documentation.

15. PRESCRIPTIONS

You may obtain Prescription Only Medicines (POM's) and Category V (POM's - V) from your veterinary surgeon. If you wish, you may request a written prescription to be dispensed by a third party. We do make a charge for preparing a prescription. We can only prescribe for animals under our care. A prescription may not be appropriate if your animal is an inpatient or emergency treatment is necessary.

You will be informed on request, of the price of any medication which may be dispensed for your animal. The general policy of this practice is to re-assess an animal requiring repeat prescriptions at least every six months, but this may vary with individual circumstances. The standard charge for a re-examination is available on request. Further information on the prices of medicines is available on request.

16. TELEPHONE CALLS

Please note that calls may be monitored or recorded

Chine House Veterinary Hospital – Help us to help you

Complaints Procedure :Chine House is committed to using comments (either positive or negative) from clients to continuously monitor and improve the services it provides. We appreciate feedback and hope that clients will speak up when standards of care and service either exceed or fall below their expectations. The Partners review all comments received from clients and the information is then forwarded to the appropriate staff. In this way, we can strive to continuously improve the quality of the service that we offer.

How to complain: We take complaints very seriously. First, raise the matter with the member of staff involved - then, if you are not satisfied, speak to the vet in charge of your case. We hope that most problems can be sorted out easily and quickly, often at the time that they arise and with the person concerned. If your

problem cannot be sorted out in this way and you wish to make a formal complaint, then please write to the Practice Manager outlining the complaint.

What we shall do: We shall endeavour to acknowledge your complaint within two working days, and aim to have reviewed your complaint within seven working days of the date that we received it. If we cannot achieve these timescales we will let you know.

Remember, our aim is to do our best for you and all the animals in our care. We rely on feedback to guide us in how to provide the best possible service. If you are unhappy, please let us know. We cannot remedy a problem, if we do not know about it, so always tell us please.