

# **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. We reserve the right to charge for missed appointments or those cancelled within 30 minutes.

#### **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 calling 01509 812445 for 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 the 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 and consent of The Partners. All credit accounts are to be settled within 14 days from the date of the invoice.

##### **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.

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 debt card may be made by telephone.

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.

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. ABILITY TO PAY**

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 payments in instalments or part-payment 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 an agreement by the date due your debt will be passed to a solicitor for which there is a £10.00 fee, if there is still no payment then then you shall be referred to a debt collection agency for which an administration fee of £75.00 will be added to the balance owing.

If you are paying under an agreement then any further treatment for your animal must be settled in full at the time of treatment, we cannot extend any previously agreed payment arrangements.

#### **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 us sadly breaks down; or if we no longer have the expertise. Under these circumstances we will service notice in writing of imminent withdrawal of services. We will then invoice you for any work already undertaken.

#### **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 the 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 veterinary surgeon involved. More serious complaints should be addressed in writing to the Practice Manager. Further details of our complaints procedure is 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 an 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 2018. 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 vaccination reminders and appointment reminders. We will, where specifically required, pass on to Insurers details of clinical histories, case records and diagnostic images relating to your animal.

## **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 claims shall be limited in amount to £10,000 (£2m) for equine and £2,000 (£250k) for exotics and 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 (“POMs”) and Category V (“POMs -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.

## **16. TELEPHONE CALLS**

Please note that telephone calls are monitored and recorded for training and quality purposes.

### **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 we offer.

How to complain: We take complaints very seriously. In the first instance 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 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 details of 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 please tell us.