

## **Terms and Conditions**

Vets At Bretby is the trading name of Vets at Ltd (15849173). The directors of Vets at Ltd are Kieran Patel and Helen Heaven.

Thank you for trusting us with your pet's care. At Vets at Bretby, animal health and welfare are our key responsibilities and priorities. We value authenticity and transparency and strive to allow owners to always make an informed decision. Should you have any queries with any aspects of the contract, we encourage you to ask for further explanation or clarification.

This contract requires you to adhere to the specified terms and conditions for all goods and services provided by Vets at Bretby. By choosing us as your veterinary provider, you acknowledge and accept these terms in their entirety. It is important that you take the time to read and thoroughly understand this contract, as it clearly outlines your relationship with our practice concerning all transactions made with us and is legally binding. This contract outlines our general terms. Additional terms may be applicable to other services we offer. In instances where specific terms apply, they will be outlined and apply in addition to these general terms. If you require this contract in a different format, such as audio or large print, please let us know and we will be happy to accommodate your needs.

## **Consent**

In accordance with the RCVS Code of Professional Conduct for Veterinary Surgeons, Vets at Bretby will ask for signed consent for:

- All procedures involving admission to the clinic.
- The use of medications in a species for which they were not licensed.
- The use of medications in conditions for which they were not licensed.
- Permission for euthanasia.

In exceptional circumstances, Vets at Bretby may need to provide emergency treatment to your pet. We will make reasonable efforts to contact you to obtain your prior consent. However, by bringing your animal to our practice, you acknowledge and consent that we are authorised to take steps deemed necessary to promote the welfare of your pet. You will be responsible for the costs incurred during these emergency measures, whether or not your consent has been obtained beforehand. We will ensure that you receive full details of the treatment provided as soon as is reasonably practicable.

### **Registration and Contact Details**

We need to keep accurate records of our clients and pets. To help with this, we will occasionally ask you to confirm your registration and contact information. If your details change, please let us know straight away. Keeping our database updated ensures you receive all appointment and treatment reminders.

### **Telephone Recording**

All calls may be recorded for training and monitoring. This helps us improve our service. Recordings will be kept confidential and follow data protection laws.

### **Data Protection**

At Vets at Bretby, we prioritise your privacy and protect your personal information. As obligated under the Data Protection Act, we ensure your data, including financial data, is handled carefully and confidentially. Your personal information will only be used to communicate with you about your pet's health.

On occasion, it may be necessary to disclose / share your personal information with regulators to prevent fraud and meet legal requirements. Your privacy is important, and we manage your information carefully. If you have questions about our data usage, please contact us for clarity.

At Vets at Bretby we may occasionally use your details to inform you about essential pet health products that may be relevant to you and your pet. Our goal is to ensure you have all the resources you need, to provide the best care of your companion.

### **Legislation Relating to Veterinary Care**

At Vets at Bretby, we are committed to delivering veterinary services that adhere to the highest standards as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons and Veterinary Nurses. These guidelines can be found at [www.rcvs.org.uk](http://www.rcvs.org.uk). As per RCVS guidelines, we can only offer advice, diagnoses and provide prescriptions for animals 'under our care'. This means that the veterinary surgeon must have a comprehensive understanding of the patient's health status, medical history, and current concerns. A patient is not deemed to be "under our care" without a recent consultation. This fundamental principle ensures that veterinarians can accurately assess the health of a pet before making any diagnosis or treatment recommendations. Consequently, we will be unable to prescribe prescription-only medicines solely based on a telephone or online consultation. Please note that a fee will be charged for any consultation.

All repeat prescriptions must be authorised by a veterinary surgeon before they can be dispensed for patients receiving prescription-only medications for long-term medical

conditions, clients may be able to obtain repeat prescriptions without requiring an examination prior to each request. There is no legally defined minimum period between examinations and this interval will be determined on a case-by-case basis at the discretion of the prescribing veterinary surgeon.

### **Supply of Medicines**

Vets at Bretby offers a comprehensive supply of veterinary medicines. For those wanting to seek alternative options, we will provide written prescriptions at a cost, allowing you the flexibility to obtain prescription-only medications from another veterinary surgeon or pharmacy of your choice. Vets at Bretby can only issue a written prescription for animals currently under our care.

### **Return of Unused Medicine**

Vets at Bretby accepts unused medications for free disposal, if these were supplied by us. Vets at Bretby cannot refund any medicines once they leave our premises because they are considered unfit for sale. This policy exists to follow best practice as deemed by the Vets at Bretby, as we cannot validify correct storage of medications after leaving our facility.

### **Out of Hours and Hospitalisation**

Vets at Bretby is proud to provide their own out of hours. If your pet requires emergency treatment outside of our normal hours, please call the regular practice number where you will be directed regarding our out of hours protocol. As a small independent practice, we cannot routinely provide in-patient care 24/7, but all patients will be checked and treated according to their clinical requirement. For clarity, we will discuss our out of hours provision and in-patient care with you where relevant.

### **Charges**

Our price list for our most common services is displayed in the reception area for your convenience. We ensure that all services are clearly itemised on your receipt after each transaction. Please note that all prices quoted, whether listed here or in an estimate, include the current rate of VAT. For any additional services or specific estimates, please consult with our team.

### **Estimates**

We prioritise transparency in treatment costs. We will happily provide estimates for all treatments, but it is important to note that whilst we will do our best to estimate for all costs, any estimate is an approximate cost. Sometimes additional tests or treatments may

be recommended after the initial examination, that is unforeseen. We will communicate any additional costs promptly. All estimates are valid for 30 days.

### **Expectations about Payment**

We routinely ask for a deposit prior to undertaking a procedure. Payment is due when treatment is given or when the pet is discharged, unless you have arranged otherwise with a Director, Dr Kieran Patel or Helen Heaven. You can pay with cash, credit card, debit card, or online bank transfer. Personal cheques are not accepted.

### **Pet Health Insurance**

We recommend insuring your pet to protect against unexpected costs from illnesses or accidents. Unless stated otherwise, you are expected to settle your account and then reclaim fees from your insurance company (an 'indirect-claim'). We advise checking your insurance details to understand your coverage and how to file claims. On a case-by-case basis, subject to approval by a Director, Helen Heaven, we may be able to undertake a 'direct-claim', whereby we aim to recoup the bill directly from your insurance company. It is important to note that you will remain liable for your excess and any co-payments as detailed in the terms and conditions of your insurance provider. If your insurance provider, for whatever reason, declines to settle the account within 30 days, you will be liable for immediate payment of outstanding costs. For insurance claims, Vets at Bretby will complete their part of the insurance claim promptly, provided we have all the relevant information necessary. For all claims, there will be an administration fee to pay.

### **Unsettled Accounts**

Accounts not settled within 7 days will receive a reminder. If payment remains outstanding after 30 days, Vets at Bretby reserves the right to refer any unsettled accounts to our debt collection agency. Additional costs are incurred when using a debt collecting agency and these will be added to the balance.

Vets at Bretby reserves the right to de-register any client and associated pets that have an account outstanding beyond 30 days.

Any credit card payment not honoured and any cash tendered that is counterfeit, will result in the account reverting to the original amount. In addition, fees will be incurred to cover bank and administrative costs.

### **Inability to Pay**

If you cannot pay your bill, please talk to a member of our team as soon as you can. We do not offer payment plans routinely, and payment is due at the time of service.

Instalments or partial payments are made by exception and can only be approved by a director, Helen Heaven.

### **Vaccination Reminders**

Unless you have asked us not to contact you, we will try to remind you when your pets' annual vaccinations are due. Please note that this is a courtesy and we are not obligated to provide these reminders. As an owner, it remains your responsibility to keep your pet's vaccinations and treatments up to date

### **Complaints**

At Vets at Bretby, we never want to cause undue distress to you or your pet. Our team is here to provide support and understanding, during your time of need. If you have a concern or feedback to share, we encourage you to send your comments in writing to a Director. You will receive an acknowledgment of your correspondence, followed by a thorough investigation into the matter. Typically, you can expect a written reply within 28 days; however, please note that this timeframe may extend if the Practice Manager, Director, or the staff members involved are temporarily unavailable.

### **Conduct Expected of our Clients**

Clients can expect high standards of care, value and respect from Vets at Bretby. Likewise, we expect respect and appropriate conduct and behaviour from our clients. It is critical that our relationship is built on mutual respect and understanding and as such, we will not tolerate any behaviour from our clients that would be deemed inappropriate from our team. For example:

- Swearing / foul language
- Aggressive, abusive or intimidating behaviour
- Defamation on social media

If any of the above occurs, we reserve the right to de-register the client and their pets.

### **Home Visits**

We will do our best to accommodate home visits and these will need to be arranged in advance for an extra fee. In emergencies, it's best for your pet to be seen at our clinic, which has full facilities and medications. Home visits outside regular hours are usually not possible.