

West Ridge Equine Veterinary Practice

Terms of Business

1. Introduction

These Terms of Business apply to all services provided by West Ridge Equine (“we”, “us”, “our”) to our clients (“you”, “your”). By requesting our veterinary services, you agree to be bound by these terms.

We are an ambulatory veterinary practice registered with the **Royal College of Veterinary Surgeons (RCVS)** and committed to complying with the **RCVS Code of Professional Conduct**.

2. Veterinary Services

We provide mobile equine veterinary services including, but not limited to:

- Preventive healthcare (vaccinations, dental care, worming)
- Reproductive and stud medicine
- Lameness investigation and treatment
- Emergency and first aid care
- Diagnostic imaging (e.g., ultrasound, x-ray)
- Geriatric and palliative care
- Minor surgical procedures
- Laboratory diagnostics
- Prepurchase examinations
- Worldwide shipping

All veterinary work is carried out by, or under the supervision of, qualified veterinary surgeons who are MRCVS-registered.

3. Client Responsibilities

As a client of West Ridge Equine, you agree to:

- Ensure safe and secure access to the horse and facilities
 - Present animals in a suitable condition for examination or treatment
 - Provide appropriate facilities and restraint for examination and treatment
 - Disclose any relevant clinical history and current symptoms
 - Follow post-treatment instructions and administer prescribed medications as directed
 - Maintain up-to-date contact and billing information
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4. Fees and Payment Terms

- All fees, including visit charges and medications, are subject to VAT at the prevailing rate.
- Fees are charged based on the type and complexity of the service provided and will be communicated where possible prior to treatment.
- A call-out fee applies to all yard visits and may vary by location.
- Invoices are to be settled within 28 days of receipt.

We accept payments via cash, cheque, BACS, or credit/debit card over the phone.

Late Payment Policy: Invoices not settled within 30 days may incur interest and administrative fees. Continued non-payment may result in withdrawal of services and referral to a debt recovery agency.

5. Prescriptions and Medicines

- In accordance with **RCVS and VMD** (Veterinary Medicines Directorate) regulations, prescription-only medicines will only be prescribed where a **veterinary-client-patient relationship (VCPR)** has been established.
 - Written prescriptions are available on request and will incur an administrative fee. You may request the price of any medicine prescribed.
 - We reserve the right to refuse to supply medicines if we believe it is not in the best interests of the horse's welfare.
 - We cannot give refunds for any medication that has been dispensed due to strict storage regulations.
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6. Emergency Care

We provide a **24/7 emergency service** for registered clients. In the event of an emergency, call 01363 83030.

Out-of-hours fees will apply.

7. Insurance Claims

You are responsible for the payment of all veterinary fees, including those intended for insurance reimbursement. We are happy to assist in completing insurance forms, but a charge may apply for administrative time.

Please ensure your insurer is informed promptly of any claim and that you comply with their terms and conditions.

8. Clinical Records & Data Protection

Clinical records remain the property of West Ridge Equine Veterinary Practice but can be released to you or another veterinary surgeon upon request and with your consent.

We are committed to data protection and handle your personal data in accordance with the **UK GDPR** and **Data Protection Act 2018**. Please refer to our Privacy Policy for further details.

9. Client Conduct

We reserve the right to decline or discontinue services if:

- There is abusive or threatening behaviour toward staff
- Veterinary advice is persistently ignored
- There is failure to pay for services rendered

In such cases, you will be notified in writing, and arrangements for the transfer of veterinary care will be made.

10. Complaints

We take all complaints seriously and encourage clients to raise concerns promptly. Please address any complaints in writing to:

Clinical Director:

Dick Sibley

01884 860236

dicksibley@aol.com

Equine Department Manager:

Belinda Amps

01363 83030

West Ridge Equine, Seckington Cross, Winkleigh, EX19 8EY

Complaints will be acknowledged within 5 working days and a full response provided after investigation.

If you remain dissatisfied, you may contact the **Royal College of Veterinary Surgeons**:
Website: <https://www.rcvs.org.uk/concerns/>

11. Limitation of Liability

We will exercise reasonable care and skill in providing services but shall not be held liable for any indirect or consequential losses arising from our treatment, except where proven negligent under UK law.

12. Termination of Contract

Either party may terminate the relationship by providing written notice. You remain liable for any outstanding charges at the time of termination.

13. Changes to Terms

We may revise these Terms of Business from time to time. The most current version will always be available on our website and/or upon request. Continued use of our services constitutes acceptance of the updated terms.

14. Governing Law

These Terms are governed by the laws of **England and Wales**. Any dispute shall be subject to the exclusive jurisdiction of the English courts.
