



# The Park Veterinary Centre

## Terms and Conditions of Business

Thank you for entrusting the care and attention of your horse to the Park Veterinary Centre. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

### PREVIOUS MEDICAL HISTORY

Should your horse have any medical history from another veterinary practice prior to registering with Park Veterinary Centre we kindly request that you contact the relevant practice in order to obtain this information. This can be sent direct to the Equine department via fax (01923 213 093) or email (equine@parkveterinary.co.uk).

### FEES

All fees, diets, drug charges and retail items 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, consumables and diets used. Our basic fees are available on request. You may request a detailed receipt for every visit, examination or transaction with us at the time of payment.

### PROVISION OF OUT-OF-HOURS EMERGENCY CARE

Outside of the Equine Department's normal opening times (8:30am-5:30pm) emergency care is provided by the veterinary surgeon on call. In order to ascertain which number to call please dial the normal Equine Department's direct line 01923 229 300 and listen carefully to the answerphone message. Initial costs for an out-of-hours visit will be no more than the standard visit charge for your location plus 100%.

### METHODS OF PAYMENT

#### Equine Non-account Clients

**First visit – Cash or Debit/Credit cards only (No cheques)**

#### Subsequent visits:

Payment in full is due at the end of each and every visit. You may settle the bill using

Cash  
Credit/Debit card (not American Express or Diners)

#### Equine Account Clients

Payment for the first time we see your horse is due in full at the end of the visit (**cash or card only for 1<sup>st</sup> visit** – no cheque payments). Subsequent visits will default to the equine monthly account terms of payment within 28 days of invoice. You may settle the bill using

Cash  
Cheque  
Credit/Debit card (not American Express or Diners)  
BACS (Bank Transfer) our bank details will be provided on request

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Any non-payment will incur an interest charge of 2% per month until the debt is paid. After due notice to you overdue amounts will be referred to the County Court and further charges will be levied in respect of costs incurred in collecting the debt, production of reports, correspondence, court fees, attendance at court, phone calls etc. Any cheque returned by our bank as unpaid, any Credit Card payment not honoured and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with interest on the principal sum.

## **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 a member of the accounts staff. Please note that instalments or part-payments of any outstanding amounts may ONLY be sanctioned with the express permission of a Partner of the Practice and arranged by our accounts office.

## **PET HEALTH INSURANCE**

The Park Veterinary Centre strongly supports the principle of insuring your horse against unexpected illness or accidents. Please be aware it is your responsibility to settle all outstanding amounts and then reclaim the monies from your insurance company. We will not claim amounts outstanding to us direct from the insurance company on your behalf, unless prior arrangement/agreement has been made to the contrary.

## **COMPLAINTS AND STANDARDS**

We hope that you never feel the recourse to complain about the standards of service received from Park Veterinary Centre. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance, in writing, to the Equine Manager at the Practice.

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

## **MICROCHIPS**

Horses that have not previously been seen at Park Veterinary Centre will be checked for an existing microchip, as part of our commitment to ensuring lost or stolen horses are safely reunited with their owners.

## **OWNERSHIP OF RECORDS**

Case records including and similar documents are the property of, and shall be retained by The Park Veterinary Centre. Copies with a summary of the history will be passed on by request to another veterinary practice where appropriate.

## **OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS**

The care given to your animal may involve diagnostic investigations, for example, taking x-rays or performing ultrasound scans. Even though a charge is made for carrying out these investigations and interpreting the results ownership of the resulting record for example an x-ray film remains with the Practice.

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## **DISPENSING OF PRESCRIPTION DRUGS**

We are legally required to examine your horse every 6 months before we are able to dispense or prescribe POM-V category drugs. There will be a charge for this visit.

Upon request we will supply a prescription as an alternative to Park Veterinary Centre dispensing drugs. There will be a charge for supplying the prescription.

## **REFERRALS**

Where a case requires specialised treatment or investigation you will be given the opportunity to have your horse referred to a specialist veterinary hospital as recommended by your vet.

## **VACCINATION AND OTHER TREATMENT REMINDERS**

Whilst we make every effort to send out reminders for vaccinations and other treatments the responsibility to attend or collect treatment at the appropriate time rests with the owner.

C.A.Blackmore, BVetMed, MRCVS; M.S.Gardiner, BVSc, CertCHP, MRCVS

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