



### PRACTICE TERMS AND CONDITIONS OF BUSINESS

#### Terms of payment

All charges for professional fees, medications, food and other merchandise are based on payment at the time of service. The initial consultation and subsequent consultations with a veterinary surgeon are each separately chargeable unless we inform you otherwise. We do not offer account facilities. You will receive, on request, a detailed invoice for every transaction with us. Payment may be made by cash and most debit/credit cards. Seniors in receipt of a state pension can request a 10% discount off most of our services, at off-peak times. Should it be necessary for account reminders to be sent, administration charges may be incurred. After due notice, unpaid accounts will be referred to our debt collection agency and further charges, such as for the production of reports, correspondence, court fees, attendance at court and phone calls will be levied in respect of costs incurred in collecting the debt.

#### Pet Insurance

We strongly recommend insuring your pet against unexpected illness and accidents. However if your pet is insured, it is still your responsibility to settle your account with us. Only then will we be able to complete the relevant section of your insurance claim form. In exceptional circumstances, we may agree to claim directly from your insurance company. This needs to be discussed with a member of staff in advance of any treatment or investigation, and be authorised by a senior veterinary surgeon. Proof of insurance will be required. We reserve the right to charge a small fee for handling claims. Please be aware that any dispute regarding insurance, including level of cover, exclusions, your policy excesses and late payments, is between you and your insurance company. You remain liable for the cost of any treatment which is not covered by your insurance company.

#### Data protection

We are registered under the Data Protection Act of 1998 to keep your personal information for accounting and record purposes. We will not divulge your details to other agencies except for debt collection purposes. We will use the data that we have on file to contact you with information beneficial to your pet's health, for example vaccination reminders and drug recall information. We will record your preferred methods of communication. If these alter, or you do not want us to send you such information, please inform the Practice Manager, Lisa Madden, in writing. CCTV is in place at our Broad Lane site for protection of staff and premises against crime, theft and vandalism. Our Privacy statement is available to be viewed at: [www.broadlanevets.co.uk](http://www.broadlanevets.co.uk), or request a copy at the surgery.

#### Ownership of records

Case records are the property of, and will be retained by, Broad Lane Vets Ltd. Copies, with a summary of the history, will be passed on request to another veterinary surgeon taking over the case. Xray films taken and ultrasound print-outs are the property of and will be retained by Broad Lane Vets Ltd. Payment is made for the service performed and any diagnostic opinion received.

#### Complaints

Should you have a complaint, please bring this to the attention of our staff who will attempt to deal with it immediately. If this is not possible it will be passed to a Director. Alternatively, the complaint can be put in writing for the attention of Elly Pittaway.

#### Minors

We recommend that patients are always accompanied by a suitable adult. We need to get an accurate history of the condition, and may need to get consent for certain procedures. Prescription drugs may also be prescribed. For the reasons outlined we do not treat animals presented by persons under 18 years of age. Occasionally emergency treatment may be given until an adult is available. Where treatment is given the child's parents will be responsible for any fees accrued.

#### Injuries

Should any injuries occur whilst at the surgery, especially bites, please make staff aware of this. We would recommend you see a doctor as soon as possible. A letter of advice can be provided for your doctor on request.

#### Medicines

Prescription only medicines can only be prescribed by a Veterinary Surgeon to animals deemed to be under their care following a clinical assessment of the animal. Therefore, it is practice policy that pets on long-term medication must have a clinical assessment with a Veterinary Surgeon at least every 4 months. This assessment must be adhered to if regular repeat prescriptions are required, which we supply on a two-monthly basis. We will either provide the veterinary medicines required, or provide a written prescription for you to source them elsewhere. Please telephone at least 24 hours in advance, so that the medication/prescription can be prepared ready for collection at the site of your choice. Where possible, veterinary licensed products will be used. In some circumstances, however, the most appropriate treatment may not be a veterinary licensed drug. In these circumstances we will use the most appropriate drug available, which may be licensed to another species, possibly human. This scenario is especially true with small mammals and exotics where very few licensed products are available. Where medicines are used off-licence, you may be required to sign a consent form.

#### Variations of terms of business

We reserve the right to alter these terms and conditions. Such alteration will not bind the practice unless it is specifically agreed in writing and signed by a Director of the practice. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way. Broad Lane Vets is a limited company (no: 6527705), VAT number: 928776272 with professional indemnity insurance provided by The VDS, 4 Haigh Court Knutsford WA16 8XZ.