

## **Terms & Conditions of Business**

Thank you for entrusting the care and attention of your pet to Blythman & Partners Limited trading as Blythman & Partners Veterinary Surgeons (Blythman & Partners). This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we are happy to answer any queries and provide any further explanation / clarification.

### **1. Fees**

All fees, diets and drug charges 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 written fee list is available on request.

You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

### **2. Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs / diets. You may settle the account using:

- Cash
- Cheque with current Banker card
- Credit / Debit Card – all major credit and debit cards are accepted with the exception of American Express

All clients will be required to pay a 50% deposit in advance for any procedure or treatment that requires your pet to be admitted and the balance will be payable on discharge of your pet.

### **3. Estimates of Treatment Costs**

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's illness will not follow a conventional course.

### **4. Terms of Business**

Payment must be made at the time for any treatment received. Any additional accounting fees in respect of administrative costs incurred will be added to an overdue account. Should it be necessary for reminders to be sent, further charges will be incurred and these will also be added to the overdue account. These may be deducted at our discretion if payment is made promptly.

After due notice to you, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt, including: production of reports, correspondence, court fees, attending at court, phone calls, home visits, 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.

### **5. 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 our accounts staff or a veterinary surgeon. Please note that part payments of any account may ONLY be sanctioned with the express permission of Susan Innes or such other person as Blythman & Partners may direct.

## **6. Pet Health Insurance**

Blythman & Partners strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

## **7. Complaints and Standards**

We hope that you never feel the recourse to complain about the standards of service received from Blythman & Partners. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Susan Innes.

## **8. Ownership of Records**

Case records and similar documents are the property of, and shall be retained by, Blythman & Partners. Copies with a summary of the history will be passed on your request to another veterinary surgeon taking over the case.

## **9. Ownership of X-Rays and Similar Documents**

The care given to your animal may involve making some specific investigations, for examples taking x-rays 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 example an x-ray film, remains with Blythman & Partners.

## **10. Second Opinions/Referrals**

Any care provided to your animal may range from routine procedures (such as neutering, dental treatment, lump removals) to procedures of a more complex nature, both surgically and medically. Our Vets and Nurses have a wide range of experience with providing this level of treatment, however some cases may require complex surgery (for example spinal surgery) or require advanced imaging, such as CT or MRI. In this event, referral to a relevant specialist will be discussed thoroughly with yourselves prior to organising.

## **11. Repeat Prescriptions**

It is essential that animals requiring long term medication are examined by the veterinary surgeon on a regular basis in order to assess the health of the animal, and the continuing suitability and effectiveness of the current treatment. Blythman & Partners require that all such animals are seen for a medication check every 3 months or more frequently if required.

We ask that 48 hours' notice be given when ordering repeat prescriptions.

In line with current legislation, if after your pet has been examined by one of our veterinary surgeons you prefer to purchase medication for your animal from an alternative supplier, we will be happy to provide you with a prescription to take elsewhere. There will be a fee levied for the writing of the prescription.

## **12. Data Protection/Client Confidentiality**

All personal information you provide to us will be used solely to provide all necessary veterinary services and products for your animal. No personal information will be provided to any third parties or agencies except for debt collection services.

You may receive SMS text messages, e-mails or postage letters which contain beneficial information, such as vaccination reminders or flea/worm treatment reminders. If you wish to amend how certain information is sent, or if you do not want to receive any correspondence, please contact our Main Office.

### **13. Additions or Variations of These Terms**

No addition or variation of these conditions will bind Blythman & Partners unless it is specifically agreed in writing and signed by one of Blythman & Partners' directors, being Graham Chambers and Heather Morton.

No agent or other person employed by, or under contract with Blythman & Partners has the authority to alter or vary in any way these conditions.