



## **Companion Animal Terms and Conditions**

Thank you for entrusting the care & attention of your pet to Dunnydeer Veterinary Group. Detailed below are our Practice Terms & Conditions. Please ask for further explanation or clarification if required.

### **Consultations and Surgery Opening times**

The practice is open

**Monday from 8-30am – 6.30pm,**

**Tuesday to Friday from 8-30am to 6pm**

**Saturday 9am – 12noon.**

Consultations are by appointment only, except in the case of an emergency. Should you have an emergency please contact us by telephone first to get appropriate advice. We can be contacted on **01464 820235**

Veterinary appointments are available between 9 and 10am, and between 2 and 3pm Monday to Friday. Evening appointments are 5pm to 6-30pm on Monday, and 4-30 to 5-30pm Tuesday to Friday. There are also appointments between 9 and 11am on Saturday.

Nursing appointments are available around 10am and 2-30pm mon to Friday and 9am to 11am on Saturdays.

All appointment times are subject to change, should circumstances demand it.

### **Out of Hours Service**

Our out of hours' service is only available for emergencies. We can be contacted by calling the usual number 24 hours a day. There is a surcharge for seeing your pet out of hours.

The calls are diverted to the duty veterinary surgeon. If they are busy at that time you can leave a message on their answerphone. Your number is not automatically stored on our system so you must leave a contact telephone number so we can call you back as soon as possible. In the rare event you are not contacted within 30 minutes please call again.

Hospitalised pets are not monitored constantly whilst the office is closed. The duty vet will use their professional judgement to examine and treat the animal as frequently as each individual clinical condition merits.

## **Costs**

All fees, food, shop sales & drugs are subject to VAT. Fee levels are determined by the time spent on a case & according to the drugs, materials, consumables, & diets used. You can receive a detailed invoice for every consultation, surgical procedure & transaction with us. If the pet is registered with us we assume the registered owner is liable for any fees incurred in the diagnosis and treatment of your pet. If the pet is not registered then the person presenting the pet to us will be held liable for all costs. If the person presenting the pet is under 16 we will need consent from an appropriate adult before doing anything other than immediate first aid.

## **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of goods. You may settle the account using cash, cheques or credit card/debit card – MasterCard, Visa, Delta, Switch, or bank transfer.

## **Estimates of Treatment Costs**

We will endeavour to provide an estimate for the probable costs of a course of treatment when requested. Any estimate given can only be approximate. Often a pet's illness will not follow a conventional course and unforeseen expense may occur. We will endeavour to discuss additional costs at our earliest opportunity depending on your pet's safety. Please note that for patients which require long term hospitalisation we will endeavour to provide account updates daily, upon request.

## **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 staff. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of a Partner.

## **Accounts**

Should it be necessary to send an account and it is not be settled within 28 days, then a reminder will be sent which may include an additional accounting fee in respect of administrative costs incurred. After due notice to you the client, overdue accounts may be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. Referral to a debt collection agency may affect your credit rating. 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.

## **Home Visits**

In most cases your pet will receive better treatment if it is brought to our surgery where we have the equipment and staff to attend to them. If however it is necessary to see the pet at home we can arrange a house visit at a convenient time. There will be an additional charge for this.

## **Responsible pet ownership and pet health insurance**

We believe in responsible pet ownership. This includes appropriate diet and exercise, vaccination, and parasite control for your pet along with a means of permanent identification. Our nurses and vets will be happy to give you advice on the best methods of achieving this. We have a practice plan available to spread the costs of routine care across the year. A brochure is available at reception. We send out vaccine reminders as a courtesy, however it is the owners responsibility to ensure their pets are kept up-to-date.

We strongly support the principle of insuring your pet against unexpected illness or accident. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. We will endeavour to complete and submit to the insurance company an insurance claim within 2 weeks of presentation of the form. Direct payment by the insurance company to the practice will only be allowed with prior permission of a Partner and after payment of the excess. Please note if insurance companies fail to cover veterinary treatment, the debt incurred will be subject to full payment by the client.

## **Dispensing of Drugs**

We can only prescribe POM-V medicine for animals under our care. We define “under our care” as having seen your pet in the previous 12 months.

You can order repeat prescriptions by phoning the usual number. Please allow us at least 1 weekday to get the prescription approved by a vet and dispensed. You will be informed, on request, of the price of any medicine that may be prescribed for your animal. The general policy of this practice is to re-assess any animal requiring repeat prescriptions at least once every 6 months, however in more complicated/unstable cases re-examinations will be more frequent depending on the professional judgement of the veterinary surgeon managing that case.

Written prescriptions are available from this practice on request. There is a charge for this service. A prescription may not be appropriate for inpatients or where immediate treatment is required. We cannot dispense drugs for animals not under our care without a valid prescription from another veterinary surgeon.

## **Ownership of Records, X-Rays & Similar Documents**

Clinical records of your pet are made and retained by us. The care given to your animal may involve making some specific investigations, for example taking blood samples, X-Rays or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, the resulting records and images, remain the property of the practice. Case records can be copied and, on request, can be passed to another veterinary surgeon taking over the case. There may be a charge incurred for copying any veterinary records and documentation.

## **Second opinions and specialist referrals**

Specialist consultants are available at a number of Universities and referral centres. We will recommend these where appropriate and discuss the benefits and cost involved. We have a number of complimentary therapists who we may refer you to when appropriate, for example physiotherapy. Fees incurred after a referral are the owners responsibility.

Should you feel you would like another opinion on your pet's illness please ask. We are always happy to arrange a second opinion with another vet within the practice or referral to a specialist elsewhere.

## **Data protection and Privacy**

To provide you with our service we need to keep certain personal data on file. We understand the importance of keeping this data safe and further information can be found on our Privacy terms. We may contact you with reminders specific to your pet or with information about other appropriate services or products. We can amend your communication preferences at any time.

## **Complaints & Standards**

We hope that you never feel the need to complain about the standards of service received from Dunnydeer Veterinary Group. However, if you feel there is something you wish to discuss, please contact the partners (Aileen MacArthur or Chris Solomon) on the usual phone number. 01464 820235

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