



Terms & Conditions of Business for CVS (UK) Ltd

This veterinary practice, Endell Equine Hospital, is a member of the CVS (UK) Limited group of veterinary practices, registered in England and Wales with registration number 8078309 and whose registered office address is at CVS House, Owen Road, Diss, Norfolk, IP22 4ER. This document sets out the terms of the contract established between us (CVS (UK) Limited) and you (the registered animal owner or individual requesting veterinary services) which comes into being when you register your animal with our veterinary practice or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these terms of business please do not hesitate to ask us for further clarification.

General terms (applying to the provision of all goods and services)

Estimates

Estimates are provided verbally either at the time of booking the appointment or during the examination itself. Written estimates are available on request. All estimates given are only approximate, and the final fee could be higher or lower than this estimate depending on complications during treatment and patient response to treatment. We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate.

Fees

All fees for services and prices for goods/drugs are subject to VAT at the applicable rate (currently 20% for standard-rated items). Prices for goods are as marked or notified at the point of purchase. A full fee breakdown will appear on your invoice.

Fees for services include our professional rate in respect of the veterinary services provided along with the cost of any drugs, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case, and the level of expertise required of the staff looking after your animal.

Payments

Please refer to the specific terms regarding payment for equine work below.

The following general payment terms apply in all cases.

If you become unable to pay your account according to the standard terms, this must be discussed with the veterinary practice as soon as possible.

In the absence of any other arrangement agreed with either the Practice Manager or Clinical Director, accounts not settled within our standard terms will be subject to such action as we consider appropriate to recover our fees which may include engaging third party debt collection agency to recover the outstanding fees and/or instigating proceedings against you in the county court. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you and/or we will seek to recover any legal expenses from you. Please note that the use of debt collection agent and the county court could affect your future credit rating.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. Where we consider it appropriate to do so, we may require payment on account before goods and/or services are provided.

Prescriptions

Prescriptions are available from this practice. You will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a prescription from us but go elsewhere to have the prescription filled. Animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases. Please give us 48 hours' notice for any requests for a repeat or written prescription. There is a charge for a re-examination, details of which will be provided on enquiry.

Please note that we cannot accept the return of any prescription drugs as such items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

Client Records

Client and clinical records, and other such similar documents (including, but not limited to, digital imaging results), are and shall remain the property of CVS (UK) Limited. Copies of clinical records may be passed to another veterinary surgeon on request should you move practices.

We never discuss or sell confidential records to any third party other than if you move practices or are referred to another veterinary surgeon/vet practice.

Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover as detailed above. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services to which the claim, damages or loss relates.

Data Protection

When you register your animal with our practice or request that we provide veterinary services we will collect personal data about you and, where relevant, your employees and/or agents. We will only collect data that we need to perform the services, take payment or contact you such as names, contact details and possibly some financial details. Please note that we may pass your details to debt collection agencies or our legal advisors for the purpose of recovering unpaid fees if you do not pay invoices when they fall due. For

further information about your rights as a data subject, plus information about the categories of data we process, data transfers, the legal basis for our processing, and the purposes of processing, please refer to our privacy notice.

Complaints

We pride ourselves on offering a quality service, and take customer complaints seriously. Should we not meet your expectations on any aspect of our service, please let us know at the time where possible.

Alternatively, should you wish to raise a formal complaint, we ask that you contact the practice in person, by telephone or in writing within three months of the complaint event. The Practice Manager or Clinical Director will then investigate your complaint in accordance with Stage 1 of our Complaints Procedure.

If you are not happy with the outcome of the investigation, you may ask for a review or re-investigation in accordance with Stage 2 of our Complaints Procedure. Stage 2 complaints should be raised within three months of the outcome of the Stage 1 investigation, and be addressed in writing to:

Operations Director
CVS (UK) Limited
168 Birmingham Road
Bromsgrove
B61 0HB

If you are not happy with the outcome of a Stage 2 investigation, you may invoke Stage 3 of our Complaints Procedure. At Stage 3, we recommend that you refer your complaint for external mediation through the Veterinary Client Mediation Service within three months of the outcome of the Stage 2 investigation.

Payment

You can pay for all goods (including drugs) at the point of purchase.

You will be advised exactly when payments are due depending upon the nature of the services that we provide to you but you should expect to make payments at the end of each 28 day period and upon the discharge of your animal from our care. In the event that your animal is hospitalised we may require part payment in advance of any period of hospitalisation and/or stage payments for longer periods of hospitalisation. If your animal is hospitalised we will try to phone you each day to discuss the progress of your animal and the fees incurred once the veterinary surgeon has completed their in-patient rounds.

Payment is accepted by cash, debit/credit card or BACS transfer. Please note that if a animal is registered with our practice we will assume that any person other than the registered owner who may present the animal for treatment is duly authorised by the registered animal owner to seek treatment for the animal and to incur costs for which the registered owner will be liable. Where a animal is not registered with our practice, we will assume that the individual requesting treatment accepts liability for all costs incurred.

Insurance

We strongly support the principle of insuring your animal against unexpected illness or accidents. Subject to satisfactory insurance with a CVS approved insurer, the practice can, at the client's request, submit a claim directly to the insurer. In such cases, the client must pay the excess and any excluded amounts at the end of the treatment or upon demand and, in the event that a claim is refused by the insurers, will remain liable for

our fees. In the event that an insurer fails to acknowledge our claim or respond to communications from us within 30 days we will treat this as a refused claim and seek to recover the full cost from you. You may, of course, seek to recover the costs directly from your insurer should this occur. The practice will make a reasonable charge for this service.

You must advise us prior to any treatment if you wish us to submit a claim to your insurer in respect of our fees and complete an Insurance Claim Declaration. If you do not advise us in advance that you wish us to submit a claim directly to your insurer you will be liable to pay our fees as they become due and may then seek to recoup the cost from your insurer yourself.

Visits

In most cases your animal will receive better treatment if it is brought into the equine hospital where we have the equipment, facilities and staff necessary to treat them. However, we recognise that yard visits can be preferable by some clients. We endeavour to come out at your convenience but we ask that you call the practice to arrange.

Out of Hours Care & Hospitalisation

We have provisions in place to provide emergency care outside normal practice hours. In these circumstances it may be provided by a third party. Further details concerning the precise arrangements for emergency service are available in the practice.