

Dereham Vets Ltd

Terms and Conditions of Business

Dereham Vets Ltd is a limited company registered in England and Wales with company number 13708383 whose registered office is at 157 Shipdham Road, Dereham, Norfolk, NR19 1NP.



This sets out the terms of business upon which we, Dereham Vets Ltd, will provide veterinary services. By instructing us to perform services, or by purchasing or ordering goods, you are confirming that you agree to these terms of business. If we accept your instruction, purchase or order, a legally binding contract is made between us and you.

Our Commitment to You

We aim to provide you with a first-class service. We aim to provide your animals with the highest standard of veterinary diagnostics, treatment and care.

Age and Consent Policy

To hold an account with this veterinary practice, clients must be 18 years of age or older. Only individuals aged 18 or over may give consent for treatment, procedures, estimates, payments, or any decisions relating to an animal's care. In addition, a minor may not attend appointments as the responsible party for a patient on behalf of an adult owner.

Fees

All professional fees, consumables and charges for drugs and services are subject to VAT at the current rate. Fee levels are determined by the time spent on a case, the level of intensity of investigation and treatment used, the level of expertise required, and the technical equipment used, in addition to the costs of drugs and consumables used.

Dereham Vets Ltd will charge a reasonable fee for completing insurance forms from insurance companies, reflecting the time that we have to spend completing this paperwork. A standard fee will be charged for each new condition that is claimed for. This fee is currently £21. This fee will not be charged for continuation claims. Direct claims will only be processed at the discretion of a director.

You agree to pay Dereham Vets Ltd all costs and expenses that may be incurred whilst your animal is under the care of Dereham Vets Ltd. You understand that if complications occur, the costs, which you will be liable to pay for, may well be in excess of those first anticipated.

You will understand that often the investigation and treatment of an accident or illness does not follow a predictable 'standard' course, and therefore costs may vary and be difficult to predict accurately. Where complex or costly investigation and treatment is anticipated, we will discuss this with you and provide an estimate where possible. A written estimate can be requested but, unless stated to the contrary, such an estimate will be for guidance only. We will endeavour to inform you of significant changes from the estimate throughout the process of investigation/treatment. Please be aware that where unexpected complications occur, costs are likely to increase.

Invoicing and Payment Terms

Payment is due at the time of treatment or at discharge from the practice. An itemised invoice will be produced after each consultation or stay at the practice. Where significant fees are likely to be encountered, a deposit (usually by credit or debit card payment) may be requested at the time of admission.

The current rate of interest charged is 8% per month and this interest will accrue on any amount outstanding (both before and after any Court Judgment) from the due date for payment until actual payment. In the event of non-payment, you will be liable for our costs of recovery (including legal fees) and in addition we may refer your account to a debt collection agency and their fees will also be added to your debt and will be payable by you. Similarly, in the event that court action is necessary, all associated costs, including legal fees, will be claimed from you and these additional costs are likely to increase significantly your indebtedness to Dereham Vets Ltd.

Inability to Pay

If for any reason you anticipate being unable to settle your account in full at the time of treatment, we ask that you discuss the matter with us as soon as possible. In exceptional circumstances, alternative payment arrangements may be possible. However, these must be agreed in advance with a director. It is at the director's sole discretion that alternative arrangements be granted and this will be assessed on a case-by-case basis.

Prescriptions

You may obtain Prescription Only Medicines Category V (POM-Vs) from Dereham Vets Ltd or ask for a written prescription and obtain medicines from another veterinary surgeon or pharmacy. A written prescription may not be appropriate if your animal is an inpatient or immediate treatment is necessary.

Dereham Vets Ltd can only prescribe POM-Vs for animals under our care. In line with the requirements of the Royal College of Veterinary Surgeons, our policy is to recheck an animal requiring repeat prescriptions for/supplies of veterinary medicinal products every 3-6 months, however this may vary with individual circumstances.

There is a charge for a prescription recheck, and for written prescriptions, details of which may be provided on enquiry. Please give us 48 hours' notice for any requests for a repeat or written prescription.

Reminders

You are responsible for ensuring your animal's routine healthcare is up to date. Where possible, we provide a reminder service for specific dates for routine healthcare. We are not responsible for lost reminders or reminders you have not viewed. It is your responsibility to book these appointments and we are not accountable should your animal become overdue for routine healthcare.

Referrals and Second Opinions

While we pride ourselves on offering an excellent standard of veterinary care, we are aware that occasionally there are clinical outcomes or further diagnostics that are unachievable in general practice (for instance a dedicated MRI scanner). Our clinical team will always act in your animal's best interests, and should we feel that a referral to a specialist centre is warranted we will advise you of this. We have a close working relationship with the referral centres we use, and they in turn are happy to give us advice on cases where referral is not an option but their expertise is invaluable to the treatment of the animals under our care.

Inpatient Care

Unfortunately, some of our patients require overnight hospitalisation for effective treatment. At Dereham Vets Ltd we pride ourselves on providing our own out of hours care by our own vets. The duty veterinary surgeon is responsible for the overnight care of any inpatients. In suitable cases, a registered veterinary nurse or student veterinary nurse on call may be asked to perform overnight checks and routine husbandry at the discretion of the duty veterinary surgeon.

Ownership of Records

All records, images and tissue samples acquired during the course of clinical investigation and/or treatment shall remain the property of Dereham Vets Ltd.

This accumulated information may be used for the purposes of clinical research and veterinary education, including publications and presentations at professional or lay-person meetings. Information used for such purposes will be completely anonymised such that no identifying data (client or animal name) will be apparent.

Confidentiality and Data Protection

Dereham Vets Ltd recognise that client confidentiality is of the utmost importance. As required by law, we will not pass any of your personal identifiable details to third parties without your permission (including permission given in these Terms and Conditions).

We use any personal data we collect in accordance with our Privacy Policy which can be found on our website at www.dereham-vets.co.uk.

Feedback

We are always pleased to receive feedback on the services that we provide and this should be addressed to the vet in charge of the case or a director.

Complaints

Whilst we strive to provide animals with the best possible standard of care, we recognise that on occasion you may feel that we don't get it right. Often the heart of many problems is poor communication, so if you have any grievance, please discuss this with us at the first opportunity. If you wish to make a complaint, please do so in writing, to a director. If you have any cause to dispute the fees on your invoice, please send written notice within 7 days of receiving your invoice.

Declining or Withdrawal of Services

We reserve the right to decline or remove veterinary services at any time, solely at our discretion. If you are an existing client, you will be advised orally by a director that veterinary services have been withdrawn. You will receive written confirmation of this within 3 working days. From receiving oral notice, we will continue to provide emergency treatment for your animals for 7 working days. After this date, the responsibility for your animal's ongoing or future veterinary care rests solely with the owner (save our responsibilities under the Royal College of Veterinary Surgeons). We will forward a copy of any clinical notes to your nominated vet.

Statutory Rights

These terms and conditions do not affect your statutory rights.

Client Relationship

You will ensure that at all times, we have up to date contact details for you and you will inform us of any change of ownership of an animal.

To help us provide the best level of care, it may be beneficial for us to communicate not only with the owner of the animal, but also with others involved in the care or ownership of the animal or its insurance. You accordingly authorise Dereham Vets Ltd to communicate with

any and all such authorised third parties and to convey to them, as necessary, information which, but for this provision, might be regarded as confidential information between Dereham Vets Ltd and you.

Further, you agree that we are permitted to liaise with others either directly or indirectly involved in the care, management, custody, insurance of or ownership of the animal in question with regards to payment or recovery of fees incurred in connection with the animal in question. If you are acting as an authorised agent of an owner of an animal, you represent, warrant and undertake that you are duly authorised by the owner to engage the services of Dereham Vets Ltd in relation to such animal, provide information and personal data about the owner to Dereham Vets Ltd and, to the extent that you lack relevant authority, you hereby undertake to indemnify and keep indemnified Dereham Vets Ltd from and against all consequences of any such want of authority and confirm that you are liable for Dereham Vets Ltd's fees for providing the services you instructed us to provide.

In circumstances where the client of Dereham Vets Ltd is a company or other legal entity which is not one or more human persons, Dereham Vets Ltd shall be entitled to pursue the amount owed by such entity against the persons responsible for the day-to-day management of that entity and to treat such persons as primary obligators in respect of the entity's indebtedness to Dereham Vets Ltd.

If any person who is contractually the client of Dereham Vets Ltd under these conditions shall be liable to Dereham Vets Ltd for any amount due to Dereham Vets Ltd in respect of any animal treated under these Conditions, then any assertion by such contracting party that he/she is not the owner of the relevant animal shall not be a defence in respect of any claim brought against such person by Dereham Vets Ltd.

Consumer Contract Regulations 2013

In the event that you are contracting with Dereham Vets Ltd as a consumer, and such contract is not made at one of the premises of Dereham Vets Ltd, you have under the Consumer Contract Regulations 2013 a right to cancel instructions given to Dereham Vets Ltd by yourself within 14 working days of receiving these Terms and Conditions or being advised of these Terms and Conditions. If you would like us to commence work within the next 14 days, please ensure that you sign these terms and conditions or confirm your instruction in writing; hard copy or email. If you wish to terminate your instructions to Dereham Vets Ltd within this 14 day period, then Dereham Vets Ltd will discontinue rendering services to you but you will be responsible for any services provided up to and including the date when Dereham Vets Ltd received your notice to terminate your instructions.