



## **Veterinary Services Terms & Conditions of Business**

Thank you for entrusting the care of your pet(s) to the USPCA Veterinary Practice. Detailed below are our Terms & Conditions. Some aspects of the terms may not be relevant to you. Please ask for further explanation or clarification if required. This notice should be read in conjunction with the USPCA Veterinary Services Information Leaflet.

### **Registration**

It is essential for us to maintain accurate records of our clients and patients. In order to do this, we will periodically ask you to confirm the details we hold. If your details change, please inform us so we can ensure our database is as up to date as possible.

### **Costs**

All fees, food, shop sales and drugs are subject to VAT. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. You will receive a detailed invoice for every consultation, surgical procedure & transaction with us. All prices quoted are inclusive of the current rate of VAT.

### **Methods of Payment**

Accounts are due for settlement at the end of the consultation, the discharge of your pet & upon collection of drugs, diets & shop sales. You may settle the account using cash or credit card/debit card.

### **Charitable Discount Scheme**

Pet owners on low income may receive a discount of up to 50% on veterinary treatments. The discount is applied to consultations, neutering, spaying and operations. Please note the discount does not include preventative treatments or drugs. To qualify for the discount, clients must provide proof that they are in receipt of state benefits. Please refer to the veterinary services information leaflet for fuller details.

### **Estimates of Treatment Costs**

We will happily provide an 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 and unforeseen expense may occur –we will endeavour to inform you of any additional costs at our earliest opportunity depending on your pet's safety. Estimates are valid for 30 days.

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Any account not settled within 14 days will be sent a reminder. After due notice to you, any overdue account will be referred to our debt collecting procedure and further charges may be levied in respect of costs incurred in collecting the debt. Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered and found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of the bank charges and administrative costs.

## **Inability to Pay**

If, for any reason, you are unable to settle your account we ask that you 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 the practice manager or chief executive.

## **Veterinary Care**

The USPCA Veterinary Practice will endeavour to provide veterinary services in accordance with reasonable standards denoted in the RCVS guidelines for practice standards and the professional conduct of veterinary surgeons and veterinary nurses. Guidelines are available at [www.rcvs.org.uk](http://www.rcvs.org.uk). Please note veterinary care may be withheld from clients who appear aggressive and abusive to staff members.

## **Pet Health Insurance**

The USPCA strongly supports the principle of insuring your pet against unexpected illness or accident. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim fees from your insurance company. It may be possible for us to accept direct claims from some insurance companies; this will be subject to a pre-authorisation check. Please speak to a member of staff for details.

## **Consent**

Written signed consent for procedures is required in all cases of admission to the hospital and any alterations will be agreed prior to action being taken. Consent is also required for the use of medications in species for which they were not licensed e.g. rabbits and rodents. In this case a consent form will be provided to allow this to be done without asking for specific permission in each and every separate case. This is required, as the majority of veterinary drugs are not licensed for use in small mammals, reptiles, birds, fish, amphibians and invertebrates. We must then use drugs, which have a proven activity and efficiency despite this lack of licence. Consent is also required if your pet is hospitalised in our care out of hours.

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

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, clinical or otherwise, remain the property of the practice.

### **Complaints & Standards**

We hope that you never feel the need to complain about the standards of service received from the USPCA Veterinary Practice. However, if you feel there is something you wish to complain about, please contact us in writing. Full details of our complaints policy is available on our website [www.uspca.co.uk](http://www.uspca.co.uk)

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