



STANDARD TERMS OF BUSINESS

Elham Valley Referrals is committed to providing the highest possible standard of care and attention to both animal patients and their owners.

FEES

All fees are determined by the time spent on a case and according to the cost of drugs, materials and other consumables used, and subject to VAT at the current rate.

ESTIMATES

A written estimate of the likely cost of treatment can be provided on request; this estimate is valid for a period of one month. Please bear in mind that such estimates can only be approximate as there are many variables which affect the final cost.

PAYMENTS

Full payment is required at the time of consultation or, if your pet is admitted, on collection. We do not operate an accounts system. Payments may be made by Cash or by Credit/Debit Card (including American Express). **We do not accept cheques.**

COMMUNICATION

Elham Valley Referrals may send you SMS messages to remind you of appointments; inform you of the progress of insurance claims or laboratory tests; or to share other information about your pet's treatment. If you prefer not to receive SMS messages, please let us know.

OWNERSHIP OF RECORDS AND IMAGES

All case records, reports, similar documents and images are retained by and are the property of Elham Valley Referrals. Copies, together with a summary of the clinical history, will be passed on request to another veterinary surgeon taking over the case. Photographs of your pet may be taken and used for research, educational, promotional or other purposes.

OWNERSHIP OF X-RAYS, SCANS AND OTHER SIMILAR RECORDS

Although you will be required to pay the cost should your pet require specific investigations such as x-rays, ultrasound scans and other tests, ownership of the resulting records is retained by Elham Valley Referrals.

USE OF UNLICENSED MEDICATION

Elham Valley Referrals may decide that the best treatment for your pet involves prescribing medicine outside the data sheet recommendations or a specially-prepared unauthorised medicine, or a medicinal product imported from another country under a Special Treatment Authorisation. In accepting treatment of your pet at Elham Valley Referrals, you accept that there may be risks and side effects associated with that treatment.

Elham Valley Referrals is not bound by any addition or variation of these conditions unless it is specifically agreed in writing and in advance of treatment and signed by the Practice Principal. No other person has the authority to vary these conditions in any way.

I have read and understood the above terms and conditions:

Signed _____ Date _____

Pet's name _____ Owner's name _____



PRIVACY STATEMENT

I have read and understood Elham Valley Referral's Privacy Statement.

Signed _____ Date _____