



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. Our current price list can be viewed on our website, on reception or on request, and is subject to annual review.

Medications dispensed & procedures that are undertaken whilst in consultation are not included in the consultation fee.

Please ensure you have sufficient funds to make payment on the day of consult as we do not offer credit facilities.

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

We require a £75 deposit in order to secure an appointment for an initial consultation. This is non-refundable unless at least 24 hours' notice is given to either cancel or rearrange the appointment. The remaining balance is required at the time of consultation. **If your pet requires a surgical procedure, we require a deposit of 75% of the estimated total cost of surgery one week prior to surgery, the remainder to be paid on collection.** Payments may be made by Cash or by Credit/Debit Card (including American Express). **We do not accept cheques.**

Please note that prices are subject to annual review.

DEBT RECOVERY CHARGES

In the event of non-payment of any invoice in its entirety within the required period, further administrative and debt recovery charges may be applied to your account and referral to Debt Recovery can take place forthwith.

Please note that upon referral to a debt recovery agency of our choice, you will incur additional fees as per our terms & conditions, and you agree to reimburse us of all debt recovery charges we incur in the pursuit of recovering the debt due to the additional correspondence, phone calls, reports, administration costs and other debt recovery actions.

You contractually agree to pay these additional debt recovery sums and interest as a result of your non-payment under the agreed payment terms.

If the account remains in arrears 30 days after referral to the debt recovery agency, we reserve the right to commence legal proceedings. You agree that you will be liable for any additional debt recovery costs thereafter as well as legal costs. You agree to be liable for our legal costs on an indemnity basis in addition to the principal sum and interest.

We reserve the right to not undertake any further commercial dealings while the debt is outstanding, and we can suspend the provision of any further goods and/or services until the outstanding sum is paid in full. Please note county court judgments can impact your credit rating.

Interest will be applied at 8% above the Bank of England base rate.



Elham Valley Referrals

INSURANCE

If your pet is insured, insurance claims will be dealt with as promptly as possible within 4 weeks of seeing your pet, but please be aware that we are a small independent practice and that some claims may take longer. Direct Claims incur an administration fee (currently £48.92 but subject to change as per annual fee reviews).

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

Signed _____ Date _____

Pet's name _____ Owner's name _____