

The Veterinary Practice, Lewisham

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to The Veterinary Practice, Lewisham. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation/clarification if required.

FEES

All fees, diets and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables and diets used. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- CASH
- CHEQUE with current Banker card
- CREDIT/DEBIT CARD - Switch, Solo, Mastercard, Visa, Delta

ESTIMATES OF TREATMENT COSTS

We will happily provide a written 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.

SETTLEMENT TERMS

Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. These however, may be deducted if payment is made promptly. After due notice to you the client, overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheque returned by our Bank as unpaid, any Credit Card payment not honoured and any Cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and Administrative costs together with interest on the principal sum.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or partpayments of any account may ONLY be sanctioned with the express permission of the Senior Partner, Beresford Capps.

PET HEALTH INSURANCE

The Veterinary Practice, Lewiisham strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company.

COMPLAINTS & STANDARDS

We hope that you never have recourse to complain about the standards of service received from the Veterinary Practice, Lewisham. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Senior Partner, Beresford Capps.

OWNERSHIP OF RECORDS

Case records including radiographs and similar documents are the property of, and will be retained by the Senior Partner, Beresford Capps. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the practice.

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