



Arrowfield Veterinary Practice Ltd.

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Kington,
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Terms and Conditions

Thank you for entrusting the care and attention of your pet to the Arrowfield Veterinary Practice. 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.

SURGERY OPENING TIMES

Kington	Monday to Friday	9.00 am – 6.30 pm
	Saturday	9.00 am – 1.00 pm
Presteigne	Monday to Saturday	9.00 am – 10.00am
	Monday to Friday	4.45 pm – 5.45 pm
	except Wednesday	

OPERATIONS

All operations are normally be carried out at Kington.

CONSULTING HOURS

All consultations are by appointment in order to minimise waiting times. Please contact the surgery during office hours to arrange a suitable time.

Kington	01544 230567
Presteigne	01544 267626

24 HOUR EMERGENCY SERVICE

One of our veterinary surgeons is available for emergencies 24 hours a day, 365 days a year. When the surgery is closed, you should call us on the usual telephone number. Your call will be forwarded to a specialist call handling service who will contact the on-call vet leaving them your contact details. The vet will return your call as soon as possible. If the vet is already out attending an emergency they may not be able to respond immediately. If you have not heard back after 10 minutes and it is a *genuine emergency* please call again and the call handling service will pass the call on to the second call vet as necessary.

Should it be necessary for you to see the on-call vet outside our normal opening hours, either at your farm, home or at the Surgery, a charge will be made.

HOSPITALISATION

Should it be necessary for your pet to be hospitalised at the surgery, they will be checked on a regular basis through the evening and night by the duty veterinary surgeon. The frequency and timing of the checks will be based on the condition of your pet.

HOUSE VISITS TO PETS

Wherever possible, we prefer that your pet is brought into the Surgery for examination and treatment as we have the facilities, equipment and staff to give a higher level of care. However, where this is not possible, a house visit can be arranged by telephoning the surgery during office hours. A charge will be made for any house visits.

SECOND OPINIONS, REFERRAL and SPECIALIST SERVICES

Specialist Veterinary care is now available at a number of Referral Veterinary Practices and Universities. If such care is appropriate for your animal we will recommend and discuss the costs/benefits of referring your animal or involving a specialist in their care. Fees incurred at Referral Practices remain entirely the responsibility of the owner and must be paid either directly, or via insurance to the practice/university concerned.

In addition orthopaedic, physiotherapy and acupuncture (and homeopathic) services are available through visiting practitioners to the surgery. Fees are again either paid direct to the practitioner or by agreement to Arrowfield Veterinary Practice depending on the nature of the case.

The Arrowfield Veterinary Practice vets work closely as a team. Should you feel you would like another opinion on your animal's condition or health from within the team at any stage please ask. We are always happy to arrange a second opinion with other vets within the practice or referral to a specialist as above.

FEES

All fees, diets and medicine 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. If requested, you will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

ESTIMATE OF TREATMENT COSTS

We will be happy to 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. However, we will do our best to keep clients fully informed of costs during the course of treatment and will do so if the expected fee is to be more than 20% greater than the original estimate.

METHOD OF PAYMENTS

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

- CASH
- CHEQUE – with current Banker Card
- CREDIT / DEBIT CARD – Switch, Mastercard, Visa, Delta, American Express (either in person or over the telephone).

SETTLEMENT TERMS

All small animal consultations require to be paid for on the day of the visit to the surgery or end of treatment unless account terms have been agreed in advance. You will be informed, on request, of

the price of any medications that may be dispensed for your animal. Further information on the prices of medications is available on request.

Should an account not be settled by the end of the month, then a reminder will be sent with an additional accounting fee in respect of administration costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you, 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 etc.). Any cheques returned by our Bank as unpaid, any Card payment not honoured or charged back and any cash tendered that is found to be counterfeit will result in the original account being restored to the original sum, together with further charges added in respect of bank charges and administrative costs.

If payment terms are not met, the practice reserves the right to withhold routine treatments, goods and services until full payment is completed.

INABILITY TO PAY

If for any reason you are unable to settle your account as specified above, we ask that you discuss the matter as soon as possible with the Accounts Manager.

PET HEALTH CARE INSURANCE

Arrowfield Veterinary Practice supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any of the Veterinary Nurses, however it remains your responsibility to choose a policy that provides the level of cover you require – please read any small print carefully! Many companies offer annual policies and exclude ongoing conditions at the end of the year.

Unless otherwise agreed in advance it is the responsibility of the client to settle our account direct with us as detailed in the Settlement Terms above, and to reclaim any amounts covered by their policy from the Insurance Company concerned.

After settlement of our invoice, we will assist clients by submitting insurance claim forms on their behalf. The client should complete and sign the Owner's Section of the claim form and then forward it to us. We will complete the 'Vet Section' and submit the claim to the insurance company with a full clinical history on your behalf. Your insurance company will then make the payment due under your individual policy directly to you.

We reserve the right to charge for processing claim forms - fees for this service are not covered by such policies.

PRESCRIPTIONS AND REPEAT PRESCRIPTIONS

All Veterinary Practices are required to adhere strictly to current legislation, your veterinary surgeon may prescribe POM-V's only for any animal under their care, and **it is a legal requirement that before we can prescribe medication to your pet, we must ensure that we have examined that pet within the last 3-6 months depending on the medicine and individual case. The current charge for re-examination is £14.00 plus VAT.**

Should you require a repeat prescription, please telephone the Surgery, giving a minimum of 24 hours notice of your requirements. Our staff will check your records to ensure that we have examined your pet within the required period, and either arrange to dispense your medication, or make an appointment for your pet to be examined by the vet.

We endeavour to be as competitive as possible on the price of medicines that we supply. However you may buy vet-only medicines (POM-V) from alternative sources (another veterinary surgeon or chemist) by requesting a written prescription. Written prescriptions are available from this practice. The fee for a written prescription is: First prescription £16.76 plus VAT, repeat prescription £14.44 plus VAT. A written prescription is not appropriate if your animal is an inpatient or immediate treatment is necessary.

RETURN OF MEDICINES

Due to Government legislation, we are unfortunately unable to accept any unused medicines for refund. We can however accept unopened tins and bags of food if purchased within the last 28 days.

OWNERSHIP OF RECORDS

Case records, including radiographs and similar documents, are the property of, and will be retained by, Arrowfield Veterinary Practice. If you wish a copy of the clinical records for your pet, you should contact the practice manager to arrange this. Copies with a summary of the history will be passed on by request to any other veterinary surgeon taking over the care of your pet either due to referral, change of address or any other reason. For insured clients case notes may also be passed on to Insurance companies on request, as this is a standard condition of insurance contracts.

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.

DATA PROTECTION.

For all client personal and payment information Arrowfield Veterinary Practice Ltd is subject to and complies with the Data Protection Act.

COMPLAINTS AND STANDARDS

Arrowfield Veterinary Practice Limited is one of only a few practices in the area who has applied for, and been approved by, The Royal College of Veterinary Surgeons as a **Practice Standards** Farm, Companion and Equine **Accredited Practice**, and we strive to maintain high standards at all times.

We hope that you never have any occasion to complain about the standards of service received from Arrowfield Veterinary Practice Limited. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager or Director.

No addition or variation of these Conditions will bind the Practice unless it is specifically agreed in writing and signed by one of the Directors.