



## **Cinque Ports Veterinary Group Terms and Conditions of Business**

Thank you for entrusting the care and attention of your pet to Cinque Ports Veterinary Group. This letter details our Practice Terms and Conditions. Some aspects of the Terms and Conditions may not be relevant to you. Please 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 expertise, time spent on a case, procedures, drugs, materials, consumables, diets etc. We provide a detailed invoice for every transaction that is made and we are happy to explain your invoice if required.

### **METHODS OF PAYMENT**

Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of any medications or other items.

For your convenience we accept:

Cash

Credit/Debit Card – Switch, Solo, Mastercard, Visa and Delta\*

Cheque – with current Banker card

BACS - Please use your surname and pet's name as reference

\* Unfortunately we cannot accept American Express

### **ESTIMATES OF TREATMENT COSTS**

We can provide a printed 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.

### **CONSENT FORMS**

BEFORE performing any test or procedure(s) on your pet we will ask you to sign a consent form. This form is a record of an agreement made with us, for us to treat your pet and what is involved along with any likely consequences. The authorising signatory may be that of an agent if the client is unavailable to sign (providing the owners' permission has been given).

Any signatories MUST be over the age of 18. Along with authorising treatment the signature also gives agreement to pay for the treatment within the agreed timescale.

Estimates can be given (see above).

If you require a copy of your consent form please ask a team member on admission to the practice.

## **Cinque Ports Veterinary Group Terms and Conditions of Business (Contd.)**

### **MEDICATION**

As a veterinary practice we have an obligation to use veterinary UK licensed medicines wherever possible. The dosage of all medications is carefully calculated and given in accordance with the manufacturer's guidelines. There are certain situations where the best treatment for your pet may require the use of medicines which do not hold an appropriate licence for the species concerned. In this case we might therefore recommend using such a medication 'off licence' but these will be prescribed in accordance with the cascade. The cascade is a sequence that all veterinary surgeons must follow when treating animals. For more information on the cascade please visit our website.

Our use of off licence medications will be based upon our knowledge of the use in animals and an assessment of the risks and benefits involved. These medicines will only be used when they are indicated and deemed necessary and no licensed alternative exists. You will be asked to sign an off licence consent form to indicate your agreement to use the off licence medication.

Returned Medicines Policy:- The British Veterinary Association Code of Practice on Medicines (2000) states: "Once stock has been dispensed, it should not be accepted back into the dispensary. No returned goods should be offered for resale because there may have been problems with storage conditions beyond the veterinarian's control." This means that we are unable to refund the cost of medication when returned but will be happy to dispose of any unused medications on your behalf.

### **PRESCRIPTIONS**

If your pet is on long term medication and you require a repeat prescription, we request that wherever possible you contact your local branch of Cinque Ports Veterinary Group at least 24 hours prior to collecting the medication or prescription. This will enable the veterinary surgeon to authorise the prescription medicines and for them to be prepared and made ready for collection. In some cases it is necessary for us to order certain medication from our veterinary wholesaler, in which case at least 24 hours notice is helpful. You are able to make a medication request or place an order for food which you may require through our online order form, by telephone or by popping in to your local branch.

Please remember that by law in order to comply with the RCVS legal requirements, it is necessary for us to re-examine your pet from time to time before issuing further medication. This enables us to review your pet's progress with you and make sure the treatment is effective. The time interval between these examinations will vary between 3-6 months, depending on the

## **Cinque Ports Veterinary Group Terms and Conditions of Business (Contd.)**

nature of the condition being treated and the medication prescribed. Please ask a member of our team for the current cost of a medication review. We apologise for any inconvenience this might cause, but the monitoring of any ongoing illness is essential for your pet's best health. We will inform you if we need to examine your pet or if we require a little more time to obtain the items required.

Written prescriptions for Prescription Only Medicines, Category V (POM-Vs) are available on request for patients under our care to enable you to obtain the medicines from another veterinary surgeon or pharmacy. Please ask a member of our team for the current cost of a written prescription and any additional items. We do however advise a written prescription may not be appropriate either if your pet is in hospital or it will delay treatment in certain cases. Please ask if you would like more information on the price of any of our medications.

### **SETTLEMENT TERMS**

Payment is due at the time of consultation and if further reminders have to be sent, further charges will be incurred. Overdue accounts will be transferred to our Debts Collection Agency after due notice to you, and further charges will be levied in respect of costs incurred in collecting the debt. We also reserve the right to charge interest at 3% per month for non-payment.

Failure to pay may result in Cinque Ports Veterinary Group only providing first aid and pain relief under these circumstances. A letter giving 7 days notice to find another Veterinary Practice to take care of your pet may also be sent if we feel that the trust between the veterinary practice and client has broken down.

### **INABILITY TO PAY**

If, for any reason, you are unable to settle your account as specified, please discuss the matter as soon as possible with a member of our team, so that we can try and help. Please note that instalments or part-payments of any account may only be sanctioned with the express permission of the Directors or Group Practice Manager of Cinque Ports Veterinary Group.

### **PET HEALTH INSURANCE**

Cinque Ports Veterinary Group strongly advises insuring your pet against illness, accidents and taking out third party cover. Please ask for details about insurance from any member of our team. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your Insurance Company unless you are insured with Vetsure. Direct claims can

## **Cinque Ports Veterinary Group Terms and Conditions of Business (Contd.)**

only be made following pre-authorisation in advance from the company via the practice and for no less than £100. A charge will be made for pre-authorisation. Please ask our reception team for assistance with your insurance claim.

### **COMPLAINTS AND STANDARDS**

We endeavour to be an approachable caring service. We will provide the best care and attention possible for you and your pets. If any aspect of our service fails to meet your expectations or you have any suggestions as to how we can improve our service please contact our Group Practice Manager Sarah Startup, Cinque Ports Veterinary Group, Kingsnorth Veterinary Centre, Ashford Road, Kingsnorth, Ashford, Kent TN23 3EA. A response to this will be sent within 14 days of receipt.

### **PRIVACY POLICY**

We will occasionally send you emails to notify you about our latest news in our quarterly newsletter or other information we believe may be of interest to you via text or email. If you would rather not receive these communications then please do let us know and we will amend your communication preferences. Alternatively there is an 'Unsubscribe' option at the bottom of our emailed newsletters. We work hard to make sure that we use any information you provide us with, in ways which you have approved. Any personal information collected from any Cinque Ports Veterinary Group forms is only used by Cinque Ports Veterinary Group and not passed on to any third parties. This is in accordance with the Information Commissioner's Office with whom we are registered with.

Any photos or videos submitted to Cinque Ports Veterinary Group will automatically be deemed the property of Cinque Ports Veterinary Group and must have permission from the pet owner and photographer, we can take no responsibility for copyright. Photos and videos may be used on our website, social media and other publications as we see fit. Occasionally photographs may be taken of your pet while visiting the practice and permission will always be sought before publicising them. For more extensive information on our online Privacy Policy please see our website.

### **OWNERSHIP OF RECORDS**

Case records including radiographs and similar documents are the property of the practice, and will normally be retained by the practice for a minimum

## **Cinque Ports Veterinary Group Terms and Conditions of Business (Contd.)**

period of 7 years. Copies with a full clinical history will be passed on request to any Veterinary Surgeon taking over the case. Where any significant expense is involved in providing such copies, as there might be, for example, with the provision of radiographs, a charge may be made.

### **REFERRALS AND SECOND OPINIONS**

On some occasions it may be necessary to refer your pet to another Veterinary Surgeon. Cinque Ports Veterinary Group has visiting referral consultant Veterinary Surgeons for ophthalmic and feline medicine issues. Your pet will be seen at one of our branches within the Group.

Occasionally we may need to refer to an outside referral veterinary practice. This is normally only necessary if your pet's condition requires specialist knowledge or facilities that are not available in the practice. This sometimes happens for orthopaedic and neurological cases which require MRI facilities. Second opinion appointments can be requested either to see another Veterinary Surgeon within the Group or to another veterinary practice. These are sometimes requested if a client wishes to confirm a diagnosis or obtain a different veterinary opinion. In all cases we will on request provide a full clinical history to the requesting Veterinary Surgeon.

No addition or variation of these conditions may be made unless agreed in writing and signed by one of the practice Directors.

We look forward to meeting you and your pets and if we can be of any assistance, please do not hesitate to contact us.

August 2016