

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 information 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 do not 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 client's 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.

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 regularly 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 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. Failure to make full payment on your overdue account will result in your details being transferred on to an external Debt 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 Clinical 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 Vetsure 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 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 completing insurance and pre-authorisation forms. Please ask us for more details.

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 at Cinque Ports Veterinary Hospital-Kingsnorth, Ashford Road, Kingsnorth, Ashford, Kent TN23 3EA. A response to this will be sent within 14 days of receipt.

PRIVACY POLICY

This privacy policy explains what personal information we keep, what we do with it and the limited circumstances in which we may share your data with others.

This privacy policy may be updated occasionally. Please check it every so often to make sure you are aware of any changes.

The privacy policy has been written to be clear and concise. It doesn't provide every detail of our collection and use of personal data. We would be happy to provide further information if you have any queries or concerns. If you would like further explanation please contact us using the contact details below.

Who are we?

Cinque Ports Veterinary Group is part of Linnaeus Group Limited

Our business address is: Hawkhurst Veterinary Surgery, Springfield, Cranbrook Road, Hawkhurst, Kent TN18 5EE. You can contact us on any branch telephone number detailed on our website.

What information is collected from you?

We may collect and store your name, address, telephone number and email address. We also collect telephone recording data for incoming and outgoing calls (deleted after 30 days) and may collect CCTV data. In very limited circumstances we may collect health information with your consent.

How information about you will be used

We may use the information you supply to us in a number of ways:

- To provide you and your pets with the products and services you purchase from us.
- For statistical analysis.
- For debt collection purposes.
- To get feedback on the services we provide.
- We may also use your information to send you reminders about products and services you have already purchased from us by SMS, email or post. Examples include reminders about when your pet is due for a vaccination or worming treatment.
- Sending you newsletters and relevant promotions when you have requested these messages.
- We may use health data you have supplied with consent in order to tailor the service we offer to your health needs.

Who do we share your information with?

We will not share your information with any third parties for their marketing purposes. We will not sell your data on to any third parties.

Companies working on our behalf: In some situations, we use a third party company to help provide some of our services (for example processing laboratory samples or sending reminder messages when your pet's vaccinations are due.) In these circumstances we will share only the data required to provide the service.

We have contracts in place with these third parties that ensure your data is stored safely, will not be used for purposes other than fulfilling our contract with them and will not be retained by them for longer than is necessary.

We may also be required to share your information with insurance companies when processing pet insurance claims. This is necessary to allow you to claim on pet insurance policies.

How long do we keep your information?

We will keep your personal information for as long as you remain our customer. Once you cease to be our customer we may keep your personal information for up to 8 years in order to maintain records according to rules that apply to us.

Your Preferences

If you would not like to receive reminders about products and services you have purchased from us (for example vaccination or worming treatments) you can opt out of these messages by contacting the practice by telephone or in writing at any time.

We will not send you promotional material about other products and services we offer or our newsletters unless you have given your consent to receive these messages. You can update your preferences at any time by contacting the practice by telephone or in writing at any time.

Your Personal Rights

- You have the right to request access to your personal information held by us. We will respond within one month and the information will be provided free of charge. Please do this by writing using the address below: Group Practice Manager, Cinque Ports Veterinary Hospital – Kingsnorth, Ashford Road, Kingsnorth, Ashford, Kent TN23 3EA
- You have the right to ask us to stop using your personal data restrict how we use or delete it. There may be legal or other reasons why we may need to keep using your data but please contact us if you think we should not be using it.
- You also have the right to correct any personal information you believe is incorrect. Please let us know if you think this is the case.
- You have the right to ask for your personal data to be transferred to another service provider in a useful format.

Complaints

If you would like to complain about the way we have handled your data please contact us in person, by telephone or in writing by post to Group Practice Manager, Cinque Ports Veterinary Hospital – Kingsnorth, Ashford Road, Kingsnorth, Ashford, Kent TN23 3EA or by email to sarah.startup@cinqueportsvets.co.uk If, following your complaint, you are not happy with the outcome of our response, you are also entitled to complain to the independent regulatory authority, the ICO. Further information can be found at www.ico.org.uk/concerns

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.

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 period of 7 years. Copies with a full clinical history will be passed on request to any Veterinary Surgeon taking over the case.

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. There will usually be a referral fee incurred for this. 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 Clinical 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.

May 2018