

Paws Indoors Ltd Terms and Conditions of Business

Thank you for entrusting the care and attention of your pet to Paws Indoors Ltd. By accepting our services and/or purchase of goods you are contractually agreeing to Paws Indoors Ltd. Terms of Business as set out below. Please ask for further explanation/ clarification if required

New Clients

We accept new clients who have completed our registration form on line or over the phone and who have booked in for a registration visit or regular consultation/vaccination. By registering you give permission to Paws Indoors Ltd to contact your previous vet/s for any relevant medical history.

Consultations

Appointments can be booked between 9 a.m. and 5.30 p.m. Monday to Friday. Appointments requested with less than 24hours notice are made at the vet's discretion and will incur an additional fee.

Appointments can be made for a Saturday morning between 9 and 12 at the vet's discretion and need to be booked in advance.

Emergency cases are always given priority and in some cases this means that less urgent appointments will need to be rearranged. We will attempt to do this with minimum disruption to existing appointments but cannot be held responsible for the consequences of appointments being cancelled or delayed owing to attendance at an emergency, road traffic or weather conditions.

We reserve the right to charge a full consultation fee if we attend your premises at the agreed time and either you or your pet is absent.

24 Hour Emergency Service

Paws Indoors provides a 24 hour emergency service to registered clients. 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 with 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 15 minutes and it is a genuine emergency please call again. Consultations outside of normal surgery hours will incur an additional cost.

Inpatients

All inpatients are cared for at the static site in Hempnall. They are checked on a regular basis throughout the day and night by the duty veterinary surgeon. The frequency and timing of checks will be based on the condition and level of care required by your pet as judged by the vet. Pets in the hospital are not monitored continuously except when under, or recovering from anaesthesia.

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. Details of our fees and the cost of prescription medications will be provided on request. In giving instructions, either in person or by your agent, for an animal to be treated, you will be responsible for our charges. An itemised invoice is generated for every consultation, procedure or transaction.

Wherever possible we can give an estimate of treatment costs. 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

All fees are to be paid at the time of the consultation or when a pet is discharged home, unless account terms have been agreed in advance.

Where account terms are agreed an invoice will be sent and should be settled within 30 days. Any such invoice not paid within 30 days will incur additional fee of 1.5% in respect of administrative costs. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you the client, overdue accounts will automatically be referred to our Debt Collection Agency whose charges will be added to, and payable with the invoice debt. Interest will also be charged on the full amount at a rate of 5% above Bank Base Rate, from the date the debt was incurred until payment is received. Any account unpaid, 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 any discounts being removed and the 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.

We accept cash or cheques or can provide you with bank details for payment by BACS.

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 the director. Please note that instalments or part-payments of any account may ONLY be sanctioned with the express permission of the director.

Pet Health Insurance

Paws Indoors Ltd strongly supports the principle of insuring your pet against unexpected illness or accidents. It is your responsibility to choose a policy that provides the level of cover that you require. Some companies offer annual policies and exclude ongoing conditions at the end of the year. It is the opinion of Paws Indoors Ltd that lifetime policies offer the best cover for pets.

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. Paws Indoors Ltd accepts no liability if your claim should be rejected in part or in full and any outstanding invoices remain your responsibility.

There is a fee for processing an insurance claim form for each new condition, but not for continuation claims. The fee is £15 (incl vat). This is not usually covered by insurance policies.

Prescriptions, repeat prescriptions and medication.

Please give five days notice of your requirements for repeat prescriptions. If you prefer to receive a written prescription to be filled at a local or on line pharmacy, this will be provided. The cost of a written prescription is £15 (incl vat).

All veterinary practices are required to adhere strictly to current legislation and may prescribe POM-Vs only for animals under their care. (The majority of veterinary medicines fall into this category including many flea treatments and wormers). **It is a legal requirement and in the best interests of**

your pet that before we prescribe medication we must ensure that we have examined your pet within a suitable time frame. Depending on the medicine and the individual case this will usually be between 3 and 6 months, up to 12 months, for routine preventive health care. Newly arising conditions, even if they are similar to what a pet has had before, will require an examination before medicines can be prescribed.

We are unable to give a refund against returned medication but we can accept it back from you for safe disposal.

Ownership of Records

Case records including laboratory results, radiographs and similar documents are the property of, and will be retained by Paws Indoors Ltd. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over a case, or a referral centre. Case notes may also be passed on to Insurance companies on request, as this is a stipulation of your contract with the insurance company.

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.

Complaints and Standards

Paws indoors Ltd is committed to providing an excellent service and the highest standards of patient care. Any comments that help us to improve our services are always welcome, and we can only continue to offer the service you want if we receive feedback, good or bad, from our clients.

On occasions when expectations are not met please direct your concerns as soon as possible to the vet or office manager. Most issues can be sorted out easily and quickly at the time they arise.

If however the problem cannot be resolved immediately please contact the director, Rosemary Smith, by telephone or email. She will hopefully be able to address your concerns personally and promptly. If this is not possible she will explain any further action required including time frames. If you are still not satisfied please put your concerns in writing, addressed to Dr Smith. To help us to help you please provide as much detail as possible with regard to dates, times, the nature of your complaint and the outcome you are hoping for.

All written complaints will be acknowledged within 5 working days, detailing the proposed actions, how we will keep you updated and the timescales involved.

If we do not succeed in resolving the problem to your satisfaction you should contact the professional conduct department of the Royal College of Veterinary Surgeons at Belgravia house, 62-64 Horseferry Road, London SW1P 2 AF

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

Updated November 2017.