

## **Terms and Conditions – Equine Clients**

Thank you for entrusting the care of your horse to Belmont Farm and Equine Vets Ltd.

This page 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.

### **Conditions of Registration**

By registering you agree to our terms and conditions of business.

For clients transferring from another practice we require a full clinical history. Please ensure you allow enough time for your history to be obtained before arranging any visits.

### **Prices and Charges:**

Our pricing system is designed to encourage the most efficient use of our expertise and services so that we can give good value for money to our clients.

Our charges consist of:

Professional Fees – Visits, time and procedure charges.

Medicines and Supplies

Laboratory fees

The Veterinary Surgeons and staff will be pleased to discuss likely costs at any time – please don't hesitate to ask.

### **Visits**

Our visit fees cover the time spent in the car by the vet and the associated costs of running that car. There are increased fees out of hours to cover the additional costs of providing this service.

### **Professional fees**

Our fees cover the cost of employing qualified vets, the associated costs of providing a 24/7 service including all other fixed costs of running the business. A large amount of our time is spent by our vets and support staff working on problems and providing free telephone advice – this is included as part of the overall package that we provide.

Most fees are charged on a time basis with adjustments made for slow working such as newer graduates or for when we have students with us.

Some fees such as vaccinations are fixed so that standard procedures come at a predictable price with no variation for the speed of work.

## **Medicines**

We strive to ensure that our medicine costs are fair against the market, including internet prices. The sale price of medicines includes their cost price as well as a mark-up to cover the costs of obtaining, storing and dispensing them.

## **Prescriptions**

Prescriptions are available on request and will be charged for

You may obtain Prescription Only Medicines Veterinary (POM-Vs) from us or ask for a prescription and obtain these from another veterinary surgeon or pharmacy.

We are only able to prescribe POM-Vs for animals under our care. For animals to be under our care they must have been examined within the last 6 months.

A prescription may not be appropriate if immediate treatment is necessary.

You will be informed, on request, of the price of any medicine that may be dispensed for your animal.

The general policy of this practice is to re-assess an animal requiring repeat prescriptions every 6 months, but this may vary with individual circumstances.

Further information on the prices of medicines is available on request.

## **Discounts**

We offer discounts on full boxes of some regular medications as long as your account is up to date and payment is made at the time of collection.

## **Standard Terms of Business**

Payments can be made by BACS, cash or card.

To qualify for the above discounts your account must remain within our standard terms:

Our standard terms are 30 days – i.e. payment before the last day of the month no matter when the invoice is received.

Accounts that are 60 days or more overdue will have a 10% surcharge applied per month to any sum 60 days or more overdue.

For accounts that are not kept within our standard terms we reserve the rights to remove all credit terms and to no longer provide any routine veterinary services. Emergency work only will be done.

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 administration costs.

If payments are not made and it is considered necessary to refer an account to a debt collection agency, any fees incurred will be added to the account being pursued.

### **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 one of our Office Managers, Michelle Harris or Sybil Legge.

### **Arranging visits:**

We will endeavour to meet your requirements in relation to routine visits but in order to plan our working day and meet your time scales we ask if you could provide us with as much notice as possible. Emergencies will always be treated as a matter of urgency and dealt with accordingly.

At the end of each visit the vet will present you with an advice sheet to check and initial. One copy is for your records and will show a record of medication given, batch numbers and work carried out.

### **Out of Hours policy**

Out of hours: We provide a 24hr out of hours emergency service for our clients. By ringing the normal telephone number you will hear an answer phone message giving contact details of the Veterinary Surgeon on duty. Please listen to this message carefully. Once you have contacted the Veterinary Surgeon they will arrange to come out to your premises if required.

### **Ordering of drugs:**

In order for us to provide you with medication for your horses, your horses must be under our care. You will need to register your horses with the practice. All drug requests must be authorised by a Veterinary Surgeon – to avoid having to wait for drugs to be authorised and then put up we would ideally like you to ring your order through 24 hrs in advance. We realise that this is not always possible or convenient and will try to accommodate you as much as possible. We can give written prescriptions on request. There is a charge for the vet to do this and we require 48 hours' notice.

### **Drugs on special orders**

Any items that we do not normally keep in stock require at least one working day's notice

### **General**

Belmont Farm and Equine Vets may contact you either by letter, phone, text or electronic means in order to advise you of outstanding account and any marketing offers that might be of benefit to you or your horses. Please inform us if you wish no contact to be made. However, please be aware that this will remove the ability of the Practice to send vaccination reminders.

Reminders are provided as a complimentary service to our clients. Belmont Farm and Equine Vets accepts no liability for any loss, damages or costs which may result from the failure of a client to receive any reminder.

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

## **Complaints and Standards**

Belmont Farm and Equine Vets Ltd is committed to providing an exceptional standard of service and care. Belmont Farm and Equine Vets provides ongoing training to its staff regarding all aspects of veterinary care.

We realise however that things can sometimes go wrong and there may be occasions when you feel your expectations were not met. When this happens we want to hear about it so that we can try to put things right.

Most problems can be sorted out easily and quickly, often at the time they arise and directly with the person concerned.

If your complaint cannot be resolved, you should then write to us. Your complaint will be handled by a Director who will either contact you, correspond with you or meet with you as appropriate to the complaint. Regrettably, we are unable to investigate complaints made more than 6 months after the event.

Please include the following to assist us in investigating the problem.

Why: The nature of the complaint/problem,

When: The problem occurred,

Who: Which staff were involved,

What: You are hoping for, as an outcome.

Complaints should be addressed to a Director.

## **What we will do**

We will acknowledge your complaint within five working days of receipt, informing you who is dealing with your complaint and when you can expect to receive a reply. In most cases, we hope to give you a full reply within fifteen working days but if it is going to take longer, we will get in touch with you to let you know what is happening. We will then be in a position to offer you an explanation, and /or the results of our investigation.

When we look into your complaint, we will aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

## **What to do if you are still unhappy**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and is an opportunity for us to improve our practice. This does not affect your right to approach the Royal College of Veterinary Surgeons if you are dissatisfied with the result of our investigation.