

Terms & Conditions of Business –Equine Clients

General Terms:

By accepting our services or purchase of goods, you the client, contractually agree to the Terms & Conditions of Business as laid out below. Some aspects of the terms may not be relevant to you and we recommend that you ask for further explanation or clarification from our accounts team if needed. The accounts team can be contacted as below:

Tel: 01363 772860

Email: accounts@stbonifacevets.co.uk

Visits:

We offer an emergency service 24 hours a day 365 days of the year. We ask that all other visits are booked in advance. If for any reason your visit is no longer convenient, please let us know 24 hours in advance. We may charge you a cancellation fee if you regularly miss appointments or cancel at short notice.

Visit Hours:

Monday – Friday: 8:30am – 5:30pm

Visits outside of these hours will be considered out of hours and seen by our emergency vet, an out of hours fee will be chargeable.

If you would like a second opinion on your animals condition, you can speak to reception who can arrange a visit with another vet not involved in the case. If you wish to seek a second opinion from another practice, please let us know so we can record your permission to send your animals records when requested.

We work with specialist referral centres for a wide range of clinical conditions. If we feel your animal needs to be referred, we will discuss all options with you.

If you obtain veterinary prescription, medicine or advice from another practice or individual, you must inform us within 48 hours as this may impact on your animals care.

Data Protection:

In line with the Data Protection Act 2018, we will

only use your personal details for the purpose of our business. You have a right of access, under data protection legislation to the personal data that we hold about you. Clinical and account information is the property of the practice and may be shared with appropriate 3rd parties in the normal course of business e.g. for credit control purposes. You must provide us with correct and up to date personal information to include name, contact details, animal details, details of ownership and details of other vets whose care the animals have been under.

Fees:

All fees and stock are subject to VAT at the current rate. Fee levels are reviewed quarterly and are determined according to time spent on a case, resources, medication, materials, consumables and diets used. You can request a detailed invoice for every transaction with us. You have the right to request a written prescription which will be charged.

Estimates of Treatment Costs:

Estimates of treatment costs can be given upon request. Please bear in mind that estimates will only be approximate as often an animal's condition may not progress as expected.

We will always try to keep you informed of additional treatment and costs as they arise and as such it is important that you provide us with an appropriate contact number (s).

Payment Terms:

We reserve the right to ask clients for prepayment of services offered at any time. Invoices are to be settled within 30 days from the date of the invoice. Any invoices not paid at the time and payment reminders will be sent either by email or post.

New clients may be required to pay for services or goods in advance until an account has been set up and verified.

Financial Referencing & Guarantors:

We reserve the right to reference current or prospective client's worthiness including the use of credit referencing agencies, county court



Exeter Road
CREDITON
Devon
EX17 3BN
Tel: 01363 772860

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judgements and payment history with other veterinary practices.

Inability to pay:

If for any reason you are unable to settle your account as specified, we urge you to discuss this matter with a member of the accounts team as soon as possible. Be aware that instalment or part payments may only be sanctioned with the written permission of the Directors or the Finance Manager of the practice.

Overdue accounts:

Should an account not be settled within our payment terms, a reminder will be sent and we will add a surcharge to your account at the rate of 4.5% of the outstanding balance per month to cover our administrative costs.

Any further reminders will also be invoiced as will any costs incurred whilst collecting the debt e.g. production of reports, calls, home visits, court and legal fees etc. Bad debtors will be erased from our client list.

Where cheques are returned by our bank unpaid, credit card payment not honoured or cash tendered that is found to be counterfeit, the account balance will be returned to the original sum and further charges added in respect of bank charges and administrative costs.

Disputes & Complaints:

We hope that you will never have cause for complaint regarding the service you have received or your account, but where there is concern, please address your comments in the first instance to our Complaints Co-ordinator. You can email us at info@stbonifacevets.co.uk

Any dispute with the fees invoiced must be put in writing to the Practice within 7 days of receiving the invoice.

Animal Insurance:

We encourage our clients to take out appropriate animal insurance but wish to clarify that any insurance policy held is an agreement between you and the insurance company – not with the Practice. We are not allowed to liaise/negotiate with the insurance company on your behalf. It is your responsibility to settle our account within our

payment terms and then reclaim the fees from your insurance company.

Only where specific agreement has been sought might we defer this requirement on the basis that your insurance form is signed so that payment is made directly to us and that the insurance company have agreed to the claim in principle.

You will be responsible for any excess and costs not covered by your insurance policy and any costs later rejected by your insurance company.

How to pay:

We accept Switch, Visa or MasterCard credit/debit cards as methods of payment along with cash. We can accept card payments over the phone as well as in person.

We also accept online banking as a method of payment and for standing orders, our details are:

Account name: St Boniface Veterinary Clinic Ltd

Address: Lloyds Bank plc
High Street Exeter
PO Box 1000
BX1 1LT

Sort Code: 30-80-37

Account Number: 49745068

Payment Reference: Client name and Animal name

