

NORTH WEST EQUINE VETS LTD TERMS OF BUSINESS

Fees

All fees, consumables 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 and consumables used. Details of our fees are available on request and a detailed invoice is produced for every visit, procedure or transaction. There may be occasions when we incur costs on your behalf, such as analysis of blood samples by an external laboratory, and any such costs may be invoiced at a later date. Whenever possible we will give you an estimate of the cost of treatment, however, variations and complications may arise resulting in further costs being incurred.

Settlement Terms

New clients are required to pay in full at the time of veterinary attendance for the first 6 months. Thereafter you may request in writing for credit up to a maximum limit of £1000. Credit will be offered at the discretion of the Directors, provided that all standard payment terms have been adhered to. If your account reaches your agreed credit limit we will expect payment to reduce the balance to below the maximum in advance of any visits/treatment or at the time of collection of any medication.

All fees are payable within 14 days of receipt of an invoice. Outstanding balances over 14 days will receive a non refundable £15 +VAT administration fee plus interest at 8% above The Bank of England base rate per annum. Failure to forward payment for veterinary services will result in withdrawal of future treatment and/or visits. Non-payment after 90 days will result in court action and we will refer the matter to our debt collection agents which will incur costs. Any costs incurred to collect the debt will be added to the debt, plus VAT at the prevailing rate. You agree that you will be legally liable to pay us that surcharge, and that payment of the same can be enforced against you in court. You also agree to pay interest at the relevant reference rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998, which interest is payable both after and before any judgment of the court and continues to accrue.

Methods of Payment

Your account may be settled by Cash, Cheque (with a valid Bank Card), Credit or Debit Card, BACS (Bank Automated Credit Service) or Direct Debit. All of our vets now carry mobile card readers so payment can be made directly.

Inability to Pay

If you find yourself in the unfortunate position of being unable to settle your account please discuss this matter as soon as possible with the Practice Manager. Instalments or part payments of any account may only be sanctioned with the express permission of the Directors.

Insurance Claims

Please ensure that you read the small print on your insurance policy documents so that you are fully aware what is and isn't covered in the event of a claim. It is your responsibility, as owner, to notify your insurance company that your horse is undergoing treatment and submit the necessary claim forms, however, we will offer administrative assistance where necessary. As the requirements of the various companies differ please ensure that you keep your insurance company up to date and that you comply with their requirements. This is of particular importance if non-emergency general anaesthesia is to take place.

Payment for treatment is required by you, the owner/keeper and not the insurance company. The role of the insurance company is to reimburse you for fees paid to us.

Instructions

We cannot accept instructions from anyone under the age of 18 years. In certain situations we understand that requests will be made by persons acting as your agent, such as yard owners or managers. We will assume unless advised in writing by yourselves, that they have your authority and are acting in your interest and on your behalf. In giving instructions, either in person or by your agent, for an animal to be treated, you will be responsible for all charges incurred.

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DIRECTORS
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Dr Lorna Wilson BSc BVMS CertAVP(EM) MRCVS

Visits

Before your first visit we must have a completed registration form, which is signed to confirm that you have read and agreed to our 'Terms of Business'. Our normal office hours are from 8.30am to 5.30pm Monday to Friday. An 'Out of Hours' fee will be charged for all requests for visits made outside these times.

We offer zone visits for routine, preventative healthcare such as vaccinations, routine dentistry, identification certificates and microchipping. Each zone is allocated a specific day of the week. Zone visits must be pre-booked at least two days in advance but as availability is limited we recommend booking much earlier to avoid disappointment. You will be allocated a two-hour window for your visit by the Practice and as such specific vets and times cannot be requested. Zone visits are strictly 'Pay at the Time'. Should you need to cancel your zone visit we ask for a minimum of 24hours notice – failure to give this may result in a visit charge being applied.

With current legislation, all horses should have a passport. While we will not decline treatment of your horse if the passport is unavailable, we will treat your horse as though you have agreed that it will not be used for human consumption. It will be your responsibility to complete 'Section 9' of the passport to this effect, when it becomes available.

We are obliged by law to record if we have administered a veterinary medicine to your horse. Similarly, the owner or keeper of any animal destined for human consumption must keep proof of purchase of all veterinary medicinal products (including wormers) acquired for those animals for 5 years. Details, including relevant medical history will be obtained from your previous veterinary surgeon.

Ownership of Records

Case records, x-rays and similar documents are the property of, and will be retained by North West Equine Vets Ltd. Even though a charge may be made for carrying out the investigations and interpreting the results, ownership of the resulting record e.g. an x-ray or ultrasound scan remains the property of the practice. Upon request, copies of records with a summary of the history of your horse will be passed to another Veterinary Surgeon taking over your horses care and treatment.

Vaccinations

It is extremely important that horse vaccinations are carried out on time, if not then you may be excluded from competitions and you may also be excluded from sites where competitions take place. Being overdue by just one day means restarting the whole vaccination course again. Whilst we do endeavor to send out vaccination reminders we will not accept any responsibility if your horse is not vaccinated within the correct time frame or before the necessary due date.

Unlicensed Medication

The range of medicines licensed to in the horse in this country under the UK Veterinary Medicines Regulations is very limited and becoming more so. We may from time to time use medicines unlicensed in the UK. Unlicensed medicines have not passed the regulatory assessments for safety, quality and/or efficacy but their use in horses is well recognized and represents standard clinical practice. In this circumstance you will be asked to sign an off-license consent form.

Prescriptions

In order to comply with RCVS Medicine Regulations, we cannot supply medication or a prescription without first seeing your horse. Repeat prescriptions can only be given if the animal is under the actual care and attention of the attending veterinary surgeon. Re-examinations are required at least every 6 months, depending on the type of medication and the condition being treated. Subject to our professional duties as veterinary surgeons, we reserve the right to make final decisions on treatment. Please allow at least 48 hours for both repeat and written prescriptions.

Pre-Purchase Examinations

Information relating to pre-purchase examinations remains the property of the potential purchaser instructing the practice, not the vendor. We will request credit card details of the purchaser and the full

cost of the vetting will be taken in advance. In the event of a pre-purchase examination not taking place a full refund will be given.

Zero Tolerance Policy

We take the safety and wellbeing of our staff and all animals in our care extremely seriously. Therefore, in entering into this contract you are agreeing to comply with our Zero Tolerance Policy, which can be found on our website or which you can request from the Practice. We reserve the right to refuse to supply Services to you if you fail to comply with our Zero Tolerance Policy.

Social Media Policy

North West Equine Vets encourages respectful and constructive engagement across its social media channels. By interacting with our pages, you agree not to post content that is offensive, misleading, defamatory, or in breach of client confidentiality. Please ask our staff for permission before filming or photographing them or any aspect of their work. We reserve the right to remove comments or block users who do not adhere to these standards. Advice shared on social media is for general informational purposes only and should not replace direct veterinary consultation. For specific concerns regarding your horse, please contact the practice directly.

Complaints

Our aim is to provide you and your horse or pony with the highest standard of treatment and care and whilst we hope that our service does not give you cause for complaint, if you wish to complain please contact the directors in the first instance. If you are unhappy with the treatment or progress of your horse, we can arrange for a second opinion from another veterinary surgeon.

Feedback

We are always pleased to receive feedback on the service we provide.