

TERMS & CONDITIONS OF BUSINESS



Thank you for entrusting your pets care to Feldon Veterinary Centre. This document details our terms and conditions of business. We reserve the right to alter these terms and conditions.

FEES AND PAYMENT

All fees for goods and services are subject to VAT at the current rate. A list of current prices for routine procedures is available on request. We will provide a written estimate of the probable costs of a course of treatment. Any estimate given will only be approximate as each case is individual. Please let the veterinary surgeon know if costs are a concern. You may settle an account using cash, a cheque with a current bankers card, credit or debit card (we are unable to accept American Express and Diners Club). An itemised invoice for completed fees is available upon request.

Bills are due for settlement at the time goods and services are provided. We cannot offer account facilities. Should a bill not be settled, it will be referred to a debt collection agency and further charges will be levied in respect of costs incurred in recovering the debt. Any cheque returned unpaid, credit card payment not honoured or cash found to be counterfeit, will result in your account being restored to the original sum and further charges added in respect of bank fees and administration costs. If for any reason you are unable to settle your bill as specified, please discuss the matter with a member of our administration department in advance of your pet's treatment.

Please give 24 hours notice if you wish to cancel an appointment. We reserve the right to charge a fee for appointments that are made and not attended.

PET INSURANCE

We strongly recommend pet insurance. By law we can only recommend the insurance provider Petplan. We will endeavour to assist you with every insurance claim, irrespective of the company, but it is your responsibility to understand the terms and conditions of your individual policy. No charges will be made for a non-direct* claim. We will charge an administration fee for every direct claim** we process. This admin fee is not covered by any insurance policy and is payable when you submit your claim form to us. We will authorise a direct claim only if a completed insurance claim form is submitted at the time of treatment. The amount to be claimed must be over the minimum threshold as stated in the Feldon Insurance Charter and accrued in a single visit. If no form is available, payment is expected at the time of treatment. If your insurance company refuses to pay any or all of the submitted claim, including any excesses, you are liable for any outstanding balance on your account.

Please request a copy of the Feldon Insurance Charter for more information.

YOUR PET DESERVES IT

Partners:
Mr V Alemi BVM&S MRCVS
Mr H Hawkins BVM&S MRCVS
Mr S Want BVM&S MRCVS

MEDICATION PRESCRIPTIONS

Medication prescriptions are available from this practice. You will not be discriminated against if you request one. You may obtain Prescription Only Medicines, Category V, (POM-V) from us or ask for a prescription and obtain these medicines from elsewhere. There is a charge for each written prescription. Your veterinary surgeon may provide POM-V's only for animals under his or her care and the minimum amount of product needed for the treatment course. A prescription may not be appropriate if your pet is an in-patient or immediate treatment is necessary. You will be informed, on request, of the price of any medicine that may be prescribed for your pet. Animals requiring repeat prescriptions must be examined by a veterinary surgeon every three (3) months or at a time deemed appropriate by your veterinary surgeon. A consultation fee will be charged. The current prices for the ten POM-V's most commonly prescribed or supplied during a standard three month period are displayed as per Royal College of Veterinary Surgeons (RCVS) requirements. We do not routinely fill prescriptions from other veterinary practices.

OWNERSHIP OF RECORDS AND DOCUMENTATION

Case records, radiographs, ultrasound scans and other records are the property of, and will be retained by, Feldon Veterinary Centre. Copies of all documentation will be passed, on request, to another veterinary surgeon taking over the case. As per RCVS guidelines, we reserve the right to charge an administration fee for providing such copies.

DATA PROTECTION

We are registered under the Data Protection Act of 1998 to keep your personal information for accounting and record purposes. We will not divulge your details to other agencies except for debt collection purposes. We may use the data that we have on file to contact you with information beneficial to your animal's health, for reminders, drug recall information, other products which may be relevant and newsletters. If you do not wish to receive such information, please advise our Leamington based administration department in writing.

COMPLAINTS

We hope that you never have recourse to complain about the standards of service received from Feldon Veterinary Centre. However, if you feel that there is something you wish to complain about, please direct your comments in writing to the Administration Department at our Leamington surgery.

VARIATION OF TERMS OF BUSINESS

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

*the term 'non-direct claim' refers to an insurance claim where payment for your pet's treatment has already been made to Feldon Veterinary Centre by yourself and your insurance company returns payment to you.

**the term 'direct claim' refers to an insurance claim where payment for your pet's treatment is made directly to Feldon Veterinary Centre by your insurance company.

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