



Castle Veterinary Centre Ltd

61-63 Castle Boulevard

Nottingham

NG7 1FD

Telephone 0115 9417894

Fax 0115 9417833

www.castle-vets.com

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the healthcare of your pet(s) to Castle Veterinary Centre ("CVC"). This document details the Terms and Conditions of Business under which we provide veterinary services and we ask that you read them and acknowledge your acceptance of them. Please ask a member of staff if you require clarification over any point.

CONSULTATIONS:

These are normally arranged by appointment only. Emergencies during normal opening hours will be seen as soon as possible but you are asked to telephone the practice for advice and to tell us that you are on your way, so helping us to ensure that your pet will receive timely attention. We reserve the right to charge additional fees to cover our overheads if you are seen outwith normal consulting hours and to charge for appointments that are not kept.

OUT-OF-HOURS EMERGENCY SERVICE:

Cover for patients of CVC is provided at VetsNow based at the PDSA centre in Dunkirk. This can be accessed by telephoning our number (0115 9417894) and the call will be diverted to the duty veterinarian as appropriate. Out-of-hours consultations will be arranged as necessary. There is a surcharge for out-of-hours services and clients are responsible for paying for such services directly to VetsNow at the time of consultation. Please note that this service is for emergency care only; routine cases or questions should be addressed during normal hours.

HOME VISITS:

CVC considers that it is generally in the best interests of a sick or injured animal to be seen at the practice rather than at home, so that effective and rapid treatment can be provided with the availability of laboratory and surgical facilities as necessary. We can occasionally make home visits at the request of the owner but this is dependent on the duty vet making an assessment of the case by telephone and will be linked to the availability of staff able to leave the practice. We cannot guarantee that we can always make home visits without prior notice. Staff will advise about transport assistance as necessary.

FEES:

Professional services, diets, consumables and drugs are subject to VAT at the current rate. Fee levels are determined on the basis of the expertise required, the time spent on a case and the consumables used, and include a factor to cover the running costs of the premises. A professional fee may be charged, at the discretion of the veterinary surgeon, to cover time spent in telephone consultation, advising clients' outwith a routine consultation where an animal is examined, or for arranging referral of a case. Detailed invoices for all procedures and services are always available on request, though not generated routinely in the interests of the environment. Please ask if required.

ESTIMATES:

These can be provided for all proposed treatment. It is not in the interest of clients or the practice to embark on a course of treatment that is beyond the financial means of the pet owner. For in-patient procedures and services, practice consent forms make it clear that there may be circumstances where additional work is required in the course of investigation or treatment. Clients are asked to ensure that their contact details are up-to-date and that they are readily available to be contacted by the practice in the event that any significant alteration to the planned procedure proves to be necessary. We reserve the right to perform such tests or treatments on animals in an emergency or if we are unable to contact you on the numbers given.

(continued)

VAT No: 657 9652 78

A company registered in England. Company number 0475928



Castle Veterinary Centre Ltd

61-63 Castle Boulevard

Nottingham

NG7 1FD

Telephone 0115 9417894

Fax 0115 9417833

www.castle-vets.com

PAYMENT:

Accounts must be paid at the end of the consultation, the discharge of the pet or upon collection of prescriptions or other supplies. Medications and other consumables will not be supplied until paid for. Some 'special orders' must be paid for in advance of ordering – you will be advised if this is applicable.

SETTLEMENT TERMS:

If your account is not settled on the day of treatment, you will be asked to undertake a credit agreement indicating when and how you will make the payment owed. Where accounts are outstanding we reserve the right to send an invoice with an additional accounting fee in respect of the administrative costs involved. Should it be necessary for additional reminders to be sent, further charges will be made. We reserve the right to charge interest on outstanding fees. Overdue accounts will be referred to our debt collecting agency and/or pursued through a claims court and further charges will be levied in respect of costs incurred in collecting the debt. 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 the account being restored to the original sum, with further charges being added in respect of bank charges and administrative costs together with interest on the principal sum.

PET HEALTH INSURANCE:

CVC recognises the potential benefits of Pet Health Insurance - ask to discuss this with a trained member of staff if you have any queries. Please be aware that it is your responsibility to settle the account with the practice and then reclaim your payment as appropriate from your insurance company. Note that any decision to pay out or withhold fees on a policy is the decision of the insurance company and not CVC. The insurance contract is between you as owner and the insurance company.

We may charge a fee for completion of insurance forms and/or to write a letter to the insurance company if there is a query on a claim. With the exception of PetPlan claims, it is the client's responsibility to forward the completed claim to the insurance company.

PRESCRIPTION POLICY:

Some patients require long term medication. Where this is a prescription medication, CVC will normally supply drugs on a monthly basis. Regular assessment is essential to ensure that the patient is responding to treatment as expected and to monitor ongoing conditions. Depending on the condition and the medication, this is usually every 3 months, more often for some critical conditions, at the discretion of the veterinary surgeon and medications will not be supplied if the vet feels that further assessment is due. Clients are asked to give a working days' notice (24h or 5pm Thurs for Sat collection) for all repeat prescriptions and 5 days' notice for some special order drugs; you will be advised as applicable. Written prescriptions are available on request, normally for one month's supply of a medicine. A fee is levied for each item to be supplied by prescription. It is the client's responsibility to ensure that items to be supplied on prescription can be obtained in a timely manner from the dispensing pharmacy.

PERSONAL DATA:

To provide full healthcare for your pet(s) and fulfil the requirements of the Royal College of Veterinary Surgeons, CVC requests and stores data such as your contact details. CVC is fully compliant with General Data Protection Regulations and you will receive information about this in another document. You are responsible for informing CVC of any change to your details or to those of people authorised as co-keepers of your animal or able to act on your behalf. Failure to do this may compromise CVC's ability to offer the best healthcare for your pet. Please note that CVC is only able to supply medicines or information about a patient to the registered client or to people authorised by the client to act on their behalf.

(continued)

VAT No: 657 9652 78

A company registered in England. Company number 0475928



Castle Veterinary Centre Ltd

61-63 Castle Boulevard

Nottingham

NG7 1FD

Telephone 0115 9417894

Fax 0115 9417833

www.castle-vets.com

'THE CLIENT':

CVC requires that anyone presenting an animal for treatment, consenting to admission of a patient, or collecting medicines or other products must be 18 years of age or older. Proof of age may be asked for. Please note that the person presenting an animal for treatment is, on that occasion, deemed to be the 'client' and ultimately responsible for meeting the costs of treatment, although CVC staff will respect prior arrangements for provision of services when these are set up in advance e.g. when a client is away on holiday.

CLIENT AGREEMENT:

In accepting the Terms and Conditions of Castle Veterinary Centre we ask that you acknowledge the code of conduct that we request of clients. We will not accept the verbal or physical abuse of staff nor the emotional bullying of staff who, according to professional guidelines, may not be able meet certain requests e.g. for the supply of medicines. If necessary, staff will request that a client leave the premises. In rare situations CVC staff may decide that the bond of trust between client and professional veterinary service providers has broken down and that it is no longer in your pet's best interest to remain a patient of the practice. Should this happen you will be informed in writing. CVC will continue to offer emergency services for your pet for a period of 14days from the date of the letter.

OWNERSHIP OF CLINICAL RECORDS:

Case records including radiographs and similar documents are the property of the practice, and will normally be retained for a minimum period of 7 years to comply with RCVS guidelines. You have the right to access your records and this can be arranged on request, but a charge may be made for some information if copies are required. Professional charges are made for services such as taking X-rays and interpreting the results, but the resulting records remain the property of the practice.

CONCERNS AND COMPLAINTS:

CVC staff endeavour to offer a high standard of care for your pet. If you have any concerns about the standard of service you receive, please contact a member of staff who will ensure that the practice manager or consulting veterinarian is notified promptly. Please be aware that the veterinary surgeon may be busy providing vital healthcare and that it is not always possible to speak to a vet immediately either in person or by telephone.

VARIATIONS IN TERMS OF TRADING:

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 owners. No agent or person employed by, or under contract with the practice has the authority to alter or vary these conditions in any way.

(last update June 2018)

VAT No: 657 9652 78

A company registered in England. Company number 0475928