

WELCOME

Thank you for entrusting the care and attention of your pet to the Wendover Heights Veterinary Centre. This leaflet 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.

FEES

All fees, diet 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. Our written standard fee list is on display in the waiting room. A detailed fee note for every consultation, surgical procedure or transaction with us is available on request.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – often a pet's condition and any resulting treatment need not follow a conventional course. We will always try to keep you informed on costs as they arise.

METHODS OF PAYMENT

Bills are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the bill using:

- CASH
- CHEQUE
- CREDIT/DEBIT CARD – Switch, Solo, Mastercard, Visa, Delta
- BACS Please call our Accounts Department for details

Please include your name and WHVC client account number as a payment reference when paying by BACS.

TERMS OF BUSINESS

Account customers, or those who have not settled their bill at the time of treatment, will be sent a bill. A reminder will be sent for any account not settled within 28 days, and an additional '**Billing Administration Fee**' in respect of

administrative costs incurred and interest may be charged. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you 'the client', overdue accounts will be referred to our Debt Collection Agency and further charges will be levied in respect of costs incurred in collecting the debt: production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. New clients may be requested to provide credit/debit card details prior to a course of treatment being undertaken.

Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered which is deemed to be counterfeit will result in the account being restored to the original sum. Further charges will then be added in respect of bank charges and administrative costs incurred together with interest on the principle sum.

PET HEALTH INSURANCE

Wendover Heights Veterinary Centre recommends that you should give consideration to insuring your pet against unexpected illness or accidents. Please ask reception staff for details about insurance; **Please note that it is your responsibility to settle our bill and then reclaim the fees from your insurance company with the exception of Vetsure policies where claims can be paid direct to the practice. An administration charge will be applied for each claim form completed on your behalf by the practice. This charge does not apply however for Vetsure policies.**

OWNERSHIP OF RECORDS

Case records including radiographs, images and similar documents are the property of, and will be retained by, Wendover Heights Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon involved in or taking over the case.

DATA PROTECTION

Personal information is not given out without prior verbal or written permission. The Data Protection

Acts 1984 and 1999 give anyone the right to information about any personal data relating to themselves on payment of an administration charge.

SUPPLY OF MEDICINES

Prescriptions are available from this Practice. You may obtain Prescription Only Medicines, Category V, (POM Vs) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another. Your veterinary surgeon may prescribe POM Vs only for animals under his or her care. A prescription may not be appropriate if your animal is an in-patient or immediate treatment is necessary. You may request information as to the price of any medicine that may be prescribed for your animal. The general policy of this Practice is to re-assess an animal requiring repeat prescriptions every 3 months, but this may vary with individual circumstances. The standard charge for a re-examination applies although discretion may be applied in certain circumstances.

The current prices for the ten POM Vs most commonly prescribed or supplied during the last 3 months are listed in the waiting room. Further information on the prices of medicines is available on request.

COMPLIMENTS, COMMENTS OR COMPLAINTS

Should you feel the need to contact us regarding any of the above we will be pleased to hear from you. Please direct your comments in the first instance to: The Practice Manager, Wendover Heights Veterinary Centre, Tring Road, Halton, Bucks, HP22 5PN

Further details are available in other Practice publications or on request. Please ask – we will be happy to help.

VARIATION OF TERMS AND CONDITIONS

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