



TERMS AND CONDITIONS

Thank you for entrusting the care and attention of your pet to Macqueen Veterinary Centre. This letter details our Practice Terms and Conditions. Some aspects of the terms may not be relevant to you so please ask for further explanation or clarification if required.

FEES

All fees, diets 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, consumable and diets used. Our written fee list is available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHODS OF PAYMENT

Accounts are due for settlement at the end of each consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using cash, cheque (with current Banker card) or Credit/Debit card (Switch, Solo, Mastercard, Visa, Delta) or Bank Draft

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 can only be approximate - often a pet's illness will not follow a predictable course.

TERMS OF BUSINESS

Any account not settled at the time will be sent a statement. If payment is not received then an account charge of £10.70 will be added in respect of administrative costs incurred. After due notice to you overdue accounts will be referred to our Debt Collection Agency and their charges will be added to your 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 original amount being restored with the addition of Bank Charges.

INABILITY TO PAY

If, for any reason you are unable to settle your account we ask you to discuss the matter as soon as possible with a member of staff.

PET HEALTH INSURANCE

Macqueen Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accidents. Due to legislation introduced in January 2005 we may not offer any advice on policies or companies or negotiate on your behalf over claims. Please be aware that it is your responsibility to settle our account and then reclaim the fees from your insurance company.

COMPLAINTS AND STANDARDS

We hope that you never feel need to complain about the standards of service received from the Macqueen Veterinary Centre. However, if you have encountered any problems with our service please let us know. Tell the person in charge of your pet's care who may be able to resolve your concerns then and there, or discuss the matter with reception who will suggest who will be best for you to talk to.

OWNERSHIP OF RECORDS

Case records including laboratory results and similar documents are the property of, and shall be retained by Macqueen Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF X-RAYS AND SIMILAR DOCUMENTS

The care given to your animal may involve making some specific investigations, for example, taking X-rays or performing ultrasound or MRI scans. Even though we make a charge for carrying out these investigations and interpreting their results ownership of the resulting record, for example an X-ray film, remains with the practice.

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 conditions in any way.