



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 medication charges are subject to VAT at the current rate. Fees are determined by professional costs and according to the medication, materials, consumables 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. Consultations and treatments out of hours (7.00pm-8.30am weekdays, after 5.00pm Saturdays and all day Sundays and Bank Holidays) are charged at a higher rate. Please ask for details.

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 estimates given can only be approximate – often a pet's illness will not follow a predictable course, and unforeseen costs may arise. We will endeavour to keep you informed, if this is the case.

MEDICATIONS

We run our own in-house pharmacy for your convenience. You are, however, entitled to a prescription for any medication, which can be filled by another pharmacy. A charge is made for this. Prices for any treatments are available on request. We are happy to fill any small animal prescriptions for you. We may only prescribe POM-V medicines for animals under our care. To be under our care, your pet must be seen regularly by the veterinary surgeon at intervals appropriate to the condition treated. For most patients the minimum interval will be 3 months, but for many conditions we may need to reassess the condition and response to treatment plus any side effects more frequently than this. Additionally, for safety reasons, only limited quantities of medication may be prescribed at one time. For routine flea and worm preventative treatment, patients should be seen at least annually (this will usually be at booster vaccination time). Current regulations require us to destroy any returned prescription medications. They cannot be resold, neither can packaging be safely reused. Medications obtained elsewhere should be returned to the place of purchase when no longer needed, and not to us.

METHODS OF PAYMENT

Accounts should be paid at the end of each consultation, on the discharge of your pet or upon collection of medicines, food or other items. You may settle the account using cash, cheque (with current bank card), credit or debit card (eg Mastercard, Visa, Visa Debit) or BACS payment. Payment by card can be taken over the telephone.

SETTLEMENT TERMS

Should an outstanding account not be settled at the time of treatment, we would appreciate a telephone or BACS payment to be made as soon as possible. If the account remains outstanding, it may be necessary to apply administrative charges. Please notify us of any queries or complaints within 14 days of receipt of invoice. After due notice to you, overdue accounts will be referred to our Debt Collection Agents and further charges will be levied in respect of costs incurred in collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc. 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 account being restored to the original sum with further charges added in respect of bank charges and administrative costs. Current administration fees are displayed in reception.

INABILITY TO PAY

If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part-payments of any account may ONLY be sanctioned with the express permission of the partners. Non-emergency medicines or other items cannot be supplied without payment at the time.

PET HEALTH INSURANCE

We strongly support the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. It is your responsibility to settle your account and then reclaim the fees from your insurance company, unless we have expressly agreed to claim the fees directly and you have settled the expected excess.

DIRECT CLAIMS UNDER PET INSURANCE

As an additional service, entirely at our discretion, we may be able to arrange for your insurance company to pay your bill to the practice directly. If you wish to use this service, please ask your veterinary surgeon prior to treatment being required. We will need to see your valid policy documentation prior to approval. The following terms apply:

1. The account remains your responsibility. If we have agreed to claim your fees direct from your insurance company, this is on the understanding that the claim is straightforward and not disputed. We reserve the right to ask for payment in full at any time.
2. A completed insurance claim form is required for each treatment and upon collection of each prescription.
3. You must complete your sections of the form yourself, as we are not permitted to fill these in for you. If you do not give us a completed claim form, you must pay for treatment at the time and claim from the insurance company in the usual way.
4. You will be asked to settle your policy excess fee before claiming. If you do not know what this is, a £100.00 deposit payment will be requested at the time of treatment.
5. If for any reason we do not receive payment of your claim within six weeks, we will ask you to pay any outstanding balance in full. Should we receive settlement later, this will be refunded to you.
6. If your insurance company declines to pay your claim or if any balance remains due after your insurance company has settled e.g. policy excess fees, food or fees not covered by your policy, you will be notified as soon as possible, and our normal payment terms apply.

COMPLAINTS AND STANDARDS

We hope that you never have cause to complain about our standards of service. However, if you have encountered any problems, please 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. We will respond within 7 days to any complaint. We also welcome any suggestions for improving our service and encourage you to complete our surveys which gives us valuable feedback. Please be aware that we monitor and record some phone calls for training and quality purposes.

REFERRALS AND SECOND OPINIONS

To ensure your pet receives the very best of care at all stages of treatment, we may offer to refer you to a recognised expert who has the knowledge, skills and equipment to deal with your pet's specific health concerns. You may also request a referral at anytime during your pet's treatment. We will be able to contact referral practices on your behalf to arrange appointments and ascertain estimates. Once your pet's treatment is completed, we will receive a full report from them and be able to continue treatment here at the practice under the referral vet's instructions.

Should you wish to consult a vet from another practice we will be happy to your forward your clinical notes.

OWNERSHIP AND RECORDS

Case records including laboratory results and similar documents are the property of, and will 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. The care given to your animal may involve making some specific investigations, for example taking radiographs 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 the radiograph), 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. Please ask for further explanation or clarification if required.

J une 2016