

## **TERMS AND CONDITIONS**

### Opening hours:

Monday, Tuesday, Wednesday, Friday : 8.30am-6.30pm

Thursday : 8.30pm-7.30pm

Saturday : 9 am -12 noon

Closed : Public Holidays

Operating times Mon, Tuesday, Wednesday, Thursday, Friday 8.30-1.30pm (admission times 8.30-9am)

### 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, material, consumables and diets used. Our printed fee is available on request. A detailed fee note is available for every consultation, surgical procedure or transaction with us.

### Methods of Payment:

Accounts are due for settlement at the end of the consultation, the discharge of your pet, or upon collection of drugs/diets.

You may settle your account using:

CASH

CREDIT/DEBIT CARD-Maestro/Solo/Mastercard/Visa/Visa Delta

### 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 an animal's illness will not follow a predictable course.

### Discounted Services:

At the discretion of the partners, bonded clients (i.e. clients whose pets follow the practice protocol for vaccinations and annual boosters given within The Veterinary Centre, Uddingston) will be eligible for discounted follow-up consultation fees as advised by The Veterinary Centre, Uddingston staff. Members of the Practice 'Healthy Pet Plan' will receive specified discounts . Further information can be found on the website or from Reception.

### Settlement Terms:

Should an account not be settled at the time, an invoice will be sent at the end of the accounting period, with an additional fee in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges of £20 will be incurred. At our discretion, these may be deducted if prompt payment is then made. 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, 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 not honoured, or any Cash tendered that is found to be counterfeit will result in the original account being restored to costs together with interest on the capital sum.

We reserve the right to withdraw our services from any client who fails to settle an account or with history of tardy

settlement.



#### Inability to Pay:

If, for any reason, you are unable to settle your account as specified, we ask you discuss the matter as soon as possible with a member or staff. Please note that instalments of part-payments of any account may ONLY be sanctioned with the express permission of one of the Partners.

#### Pet Health Insurance:

The Veterinary Centre, Uddingston strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please be aware that it is your responsibility to settle your account and then reclaim the fees from your Insurance Company. Practice Policy is not to do Direct Claims.

#### Referrals and Second Opinions

This Practice will facilitate requests for referrals and second opinions. A second opinion may be sought from another Vet within the Practice or from another Practice. If a second opinion is sought from another Practice we will share clinical records with them with your permission.

It may be necessary to refer your Pet to a Specialist or Advanced Practitioner for further investigations or treatment. We will endeavour to provide details of relevant costs of referral and expertise of the referral Veterinarian. We will endeavour to facilitate your choice of Referral Centre.

#### Complaints & Standards:

We hope clients never have recourse to complain about the standards of service received from The Veterinary Centre, Uddingston . However, if you are dissatisfied with any aspect of our care or service, please direct your comments in the first instance to the veterinary surgeon on duty. If the Veterinary Surgeon on duty is not available please speak to a member of Reception . If your complaint cannot be resolved immediately then it would be helpful to put your complaint in writing for the attention of the relevant person. We would aim to resolve this complaint within 5 working days . We would usually contact you by telephone so please ensure we have up-to-date contact details.

If you are still not satisfied with the response to your complaint then please put your complaint in writing either by letter or email for the attention of the Practice Partners . We would aim to resolve the complaint within 10 working days . We would usually contact you by telephone unless you inform us you would prefer a written response.

#### Client Data

Client Data will be dealt with confidentially. It will not be disclosed to any third parties without your express permission. Circumstances which might require disclosure are for Insurance Companies or for second opinions or referrals. We will however disclose details to the authorities if animal welfare is considered to be an issue eg to the SSPCA.

#### Ownership of records:

Case records including radiographs and similar documents are the property of, and will be retained by, The

Veterinary Centre, Uddingston

Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the case.



Ownership of radiographs & similar records:

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record, for example a 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.