



## TERMS AND CONDITIONS

Thank you for entrusting the care of your pet to The Veterinary Centre. Some of the terms detailed may not be relevant to you and we request that you ask for further explanation or clarification if required.

### Fees

All professional fees, medications and reception sales are subject to VAT at the current rate. Fee levels are determined by the time spent on the case, and in surgical cases, by the complexity of the surgery. Fees will also be applied in respect of drugs, materials, consumables and diets used. We reserve the right to charge for verbal advice, including on the telephone. Our written fee list is available on request. You are entitled to a detailed invoice 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 from the surgery, or upon supply of any goods. You may settle the account with cash, credit/debit cards (Mastercard, Visa, Delta, Maestro, Solo, Electron). All products supplied remain the property of The Veterinary Centre until paid for in full.

## Estimates of 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, but we will endeavour to keep you updated as any investigation or treatment reveals additional issues.

## Settlement Terms

Any accounts agreed, must be paid within 14 days of the original invoice. Should it be necessary for additional reminders to be sent, further charges will be incurred. These however, will be deducted if payment is made promptly. After due notice to you, unpaid accounts will be referred to our Debt Collection Agency and further charges will be applied in respect of the costs incurred in collecting the debt and associated court expenses etc. Any cheque returned by your bank as unpaid, credit card not honoured or cash tendered and found to be counterfeit, will result in restoration of the original invoice as well as further charges to cover the associated administrative costs together with interest on the principal sum. We reserve the right to withdraw our services from any client who fails to settle an account or with history of tardy settlement.

## 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.

## 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 installment or part-payments of any account may ONLY be sanctioned with the express permission of one of the partners.

## Healthy Pet Plan

At The Veterinary Centre we provide a monthly payment plan to spread the costs of day to day preventative health for your pet over 12 months. These monthly plans include all vaccinations, comprehensive internal and external parasite control (including lungworm for dogs), two vet health checks each year for each pet (one of which is the booster vaccination check) and 1 nurse consult per month. Please ask for details of how to sign up.

## 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.

## Ownership of Records, Radiographs and Similar

Case records and similar records are the property of The Veterinary Centre, and will be retained by us. Upon request and with your permission, a copy of the history (including blood tests, radiographs and ultrasound images) will be passed directly to another veterinary surgeon giving a second opinion. 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.

## Prescriptions

Prescriptions are available for any Prescription Only Medicine (POM-V, POM-VPS or NFA-VPS) required to treat any animal under our care. These medicines may be obtained from us or you may request a written prescription to obtain these medicines from another veterinary surgeon, pharmacist or merchant. An additional fee is charged for a written veterinary prescription. Prescriptions for POM-V medicines may be repeated at our discretion, to animals under our care, after a clinical assessment of the case. Regular checkups are required, at intervals of no more than every 6 months. POM-V medicines may be dispensed in amounts sufficient for up to 3 months treatment, at our discretion. Variations may apply according to our clinical assessment of the case. Some controlled drug prescriptions legally must be filled within 28 days of the prescription being written. There may also be a limit to the number of controlled drugs we can prescribe at one time.

Our registered customers can use the online form on our website ([www.tvcu.co.uk](http://www.tvcu.co.uk)) to order repeat prescriptions. Alternatively, you can call our dedicated line on 01698 817999 or email [vets@thevetcentreuddingston.co.uk](mailto:vets@thevetcentreuddingston.co.uk).

#### PLEASE NOTE:

- You must allow **48 HOURS** for your prescription or food order to be processed (or 72 hours for Epiphen or Phenobarbitone).
- Orders made after 12pm on Friday will be ready after 4pm on Monday.
- Orders made after 11.30pm on Saturday will not be available until 4pm on Tuesday as our supplier does not reopen until Monday morning.

## Out of Hours Service

The Veterinary Centre uses both Vets Now Ltd and Glasgow Vet School out-of-hours services. This 24-hour service can be accessed once our clinics are closed by telephoning our usual clinic number where you will obtain further details. Animals which are hospitalised at The Veterinary Centre and require continuous monitoring will be transferred, after discussion with yourself, either to Vets Now Ltd or Glasgow Vet School. In this circumstance you are responsible for arranging transport to the referral centre. We may be able to help arrange an ambulance transfer via Paws Ambulance service. Pawss Ambulance service is a dedicated pet ambulance. The ambulance is fitted with secure dog kennels and cat carriers and has equipment such as oxygen, stretchers and bandage materials, all of which can make a difference in an emergency situation. The service is run by Leigh Daly RVN MBVNA, an experienced, qualified veterinary nurse. If you would like more information please go to: <http://www.glenviewkennels.co.uk/pet-ambulance-taxi>

## Complaints and Standards

We hope our 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 or our practice administrator. If your complaint cannot be resolved immediately then it would be helpful to put your complaint in writing for the attention of the practice partners. We would aim to resolve this complaint within 10 working days. Unless you would prefer a written response, We would usually contact you by telephone so please ensure we have up-to-date contact details.

## 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 but only after seeking your permission. We will however disclose details to the authorities if animal welfare is considered to be an issue eg to the SSPCA.

## Variation 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 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 tick the box and sign to confirm you have read and accept these Terms and Conditions. (for staff use)

SIGNATURE \_\_\_\_\_

