

The Good Companions VETERINARY CLINIC

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TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to The Good Companions Veterinary Clinic. This letter details our Practice Terms and Conditions. If you have any queries please ask for further explanation/clarification.

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, consumables and diets used.

You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHOD 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 the account using:

CASH
CHEQUE with current banker card
DEBIT/CREDIT CARD – Switch, Solo, Mastercard, Visa, Delta, American Express

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 an animal's illness will not follow a conventional course.

SETTLEMENT TERMS

We do not offer account facilities and clients are asked to pay at the time of treatment in order to keep costs as low as possible. We reserve the right to take debit/credit card details in advance.

Should an account not be settled within 30 days, then a reminder will be sent. If payment has not been received by 45 days then an additional accounting fee, currently £5.00, will be charged in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, interest will be charged after 60 days at 2% above Natwest base rate at the time.

For all clients, these additional charges may, however, be deducted if payment is made promptly i.e. within 7 days at the discretion of Caroline Baker.

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. You will appreciate that such action may cause your credit worthiness to be questioned elsewhere. If we do have to resort to sending the debt to our Agency, then we will not be able to act for you in the future and we will have to give two weeks notice accordingly. We would be able to offer no further treatment to your pets.

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 a further charge, currently £5.00, being added in respect of bank charges and administrative costs together with interest on the principal sum.

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 Caroline Baker. In exceptional circumstances only, you would be offered a payment plan and you would be expected to set up a monthly standing order through your bank.

If you default on the payment agreement arranged, we would remind you after 30 days and expect payments to be re-established within seven days. If not, then the account would be submitted to our Debt Collection Agency and the above settlement terms, with notice of withdrawal of further, treatment would apply.

HEALTH INSURANCE

The Good Companions Veterinary Clinic strongly supports the principle of insuring you pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff.

If you are already insured we would be pleased to discuss with you the level of insurance taken out and the specific cover available to you. This is particularly important in relation to any cases that may require referral.

Please be aware that it is your responsibility to settle our account on our normal settlement terms and then reclaim the fees from your Insurance Company. If the case has been referred to an external centre then payment is due directly to that centre. This would be made at the time of treatment or on terms agreed with that organisation.

COMPLAINTS AND STANDARDS

We hope that you never have recourse to complain about the standards of service received from The Good Companions Veterinary Clinic. However there may be a specific problem which you wish to discuss or an area where you feel we could improve our service to you. If this is the case, please direct your comments in the first instance to Caroline Baker and the matter will be investigated quickly.

OWNERSHIP OF RADIOGRAPHS AND OTHER RECORDS

The care given to your animal may involve making some specific investigation, for example taking radiographs, ECG 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 Good Companions Veterinary Clinic. Copies, with a summary of the history, will be passed on request to another veterinary surgeon taking over the case.

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