

**The Vet Health Centre Ltd, trading as Daisy Street Veterinary Centre:**  
**Terms and conditions of business.**

Thank you for entrusting the care and attention of your pet to Daisy Street Veterinary Centre. This notice details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation / clarification if needed.

**FEES**

All fees, diets and drugs include VAT at the current rate. Fee levels are determined by the time spent on a case, the costs of the drugs, materials, consumables and diets used. Our written fee list is available on request.

You will receive a detailed breakdown for every consultation, surgical procedure or transaction with us when you pay for it.

**METHOD OF PAYMENT**

Accounts are due for settlement on the same day that the consultation, surgical procedure or investigation occurred. All diets, drugs and waiting room sales must be paid for before they are removed from the building.

You may pay using:

- \* CASH
- \* CHEQUE (although these are being phased out)
- \* CREDIT or DEBIT CARD

**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 as pets are individuals and often their illness will not follow a predictable course.

**SETTLEMENT TERMS**

Payment is due at the time. If an account is not settled immediately a reminder will be sent within 14 days, further reminders will be sent at 2 weekly intervals, these may incur administration costs. If an account is not settled in full, after reminders have been issued and account fees added, then the debt may be passed onto a debt collection agency and/or a claim may be submitted via the small claims court. Any further charges will be levied in respect of costs incurred 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 or any counterfeit money tendered will result in the account being restored to the original sum with costs added in respect of bank charges and administrative costs together with interest on the principle 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. You will

not be allowed to take any medication (unless essential for the welfare of your pet) or goods without payment and a higher consultation fee, to cover the cost of non payment, will be charged. You will be asked to fill in a payment form, which will require proof of address and specific details of any payment arrangement. Please note that instalments (a maximum of 4) or part payments can only be sanctioned with the express permission of one of the partners. If you do not keep to a payment arrangement further costs will be incurred.

### **PET HEALTH INSURANCE**

Daisy Street Veterinary Centre 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 the Insurance Company.

### **COMPLAINTS AND STANDARDS**

We hope that you never have recourse to complain about the standard of service you received from Daisy Street Veterinary Centre. However, if you feel there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager.

### **OWNERSHIP OF RECORDS**

Case records including lab reports are the property, and will be retained by, Daisy Street Veterinary Centre. Copies with a summary of the history will be passed on request to another veterinary surgeon when taking over a case.

### **OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS**

The care given to your animal may involve making some specific investigation, for example taking radiographs. We charge for carrying out these investigations and interpreting the results but ownership of the record (e.g. 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 directors. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

The Vet Health Centre Ltd. Registered in England No. 06556557. Registered address: The Veterinary Health Centre, Daisy Street, Blackburn, BB1 5EW.

Directors: S.V.Purcell & W.J.Davies.