

## Terms and Conditions

### 1. Client Confidentiality

- a. All information relating to both client and patient is held in confidence and in line with the Data Protection Acts and will not be disclosed except under the following circumstances.
- b. Where a client provides a confirmed request in writing.
- c. Where another Veterinary Surgeon requests this in order to continue the patients care.
- d. To a court or agent of Aspen Veterinary Surgery as part of a legal process.
- e. Where Aspen Veterinary Surgery use outsource reminder services for treatments, vaccinations or medication reminders.

### 2. Ownership of Records

- a. Case records and similar documents are the property of, and retained by, Aspen Veterinary Surgery. Copies, with a summary of the clinical history may be passed on request, to another veterinary surgeon taking over the case or at the request of your insurance company.

### 3. Ownership of Radiographs and Similar Records

- a. The care given to your pet may involve making some specific investigations, for example, taking x-rays, or performing ultrasound scans. Although we make a charge for performing these investigations, and interpreting their results, ownership of the resulting record, for example, an x-ray radiograph, remains with the practice.

### 4. Patient Photographs

- a. Photographs of your pet or their conditions may sometimes be used for educational or marketing purposes. Please let us know if you would prefer this not to happen.

### 5. Fees

- a. VAT is charged at the prevailing rate on all fees, diets and drugs.
- b. Charges are determined according to the drugs, materials, consumables and diets used, together with the type of work undertaken and time required.
- c. You will receive a detailed invoice for every consultation, surgical procedure or transaction with us.
- d. Our fee list is available on request.

## **6. Estimate of Treatment Costs**

- a. We endeavour to provide estimates for all procedures. Please ask if one is required.
- b. Please bear in mind that any estimate given will be as accurate as possible. A pet's condition may not follow a conventional course and your pet's welfare is our primary concern.

## **7. Methods of Payment**

- a. Accounts are due for settlement at the end of the consultation, on the discharge of your pet or upon collection of drugs/diets.
- b. You may settle your account using the following:
  - i. Cash
  - ii. Credit/Debit Card (not Amex)
  - iii. Direct transfer
  - iv. Cheques are acceptable by prior arrangement
  - v. Accounts are only provided in exceptional circumstances
  - vi. Direct payment from insurance companies must be arranged in advance of incurring fees

## **8. Refunds**

- a. Refunds are not able to be given on any medication.
- b. Refunds on pet food is available within one month of purchase. Hill's pet food is subject to a money back guarantee.

## **9. Failure to Pay**

- a. Failure to make payment within 14 days of account date will result in an administrative fee of £5 or 10% of the invoice total, whichever is the greater amount.
- b. Failure to make payment within 28 days of the due date will result in the matter being passed to our Debt Collection Agents whose charges will be added to and payable with the invoice.

## **10. Complaints**

- a. We always do our best to offer exceptional service, but if you feel dissatisfied, please direct your complaint, in writing, in the first instance to Peter Melville, Practice Owner, at [mail@aspenvets.co.uk](mailto:mail@aspenvets.co.uk), who will try to offer a solution.

## **11. Aspen Pet Care Plan**

- a. The plan is designed to allow for monthly payment, in advance, for treatment administered at intervals under the plan, over a twelve month period/cycle. In consideration of the payment by the Pet Owner of the monthly fee, Aspen Veterinary Surgery agrees to provide services under the plan (as described in practice literature) by a qualified member of staff

- b. The monthly fee entitles the Pet Owner to services described in the Plan
- c. Aspen Veterinary Surgery may increase the monthly plan fee once in each calendar year and will give you 28 days notice of such increase. Aspen Veterinary Surgery may increase the charges on their standard price list at any time.
- d. Aspen Veterinary Surgery may terminate this Agreement by giving the Pet Owner not less than one months notice, provided that all the treatments and examinations, paid for in advance under the Plan, have been or will be supplied. The monthly fee must be paid until the terminations of the Agreement
  - i. The Pet Owner may terminate this Agreement by giving no less than one months notice, providing that all treatments and examination have been paid for as intended over the twelve month period. Should the Pet Owner leave the Plan before this time, then the full value of the balance of payments must be paid immediately. This will also apply to any discounted treatment offered or any extended payment agreed
  - ii. In the event of the monthly charge being unpaid one month after it has become due, Aspen Veterinary Surgery may terminate this Agreement by giving notice to the Pet Owner to that effect. In that event, the Pet Owner will be liable for all monies then outstanding and due to the Veterinary Practice.
  - iii. In the event that the Pet Owner leave the Plan within 12 months of receiving discounted treatment, the veterinary practice reserves the right to make a charge equal to the discount received by the Pet Owner, i.e. a refund of the discount. The Pet Owner would not have to refund the discount in the unfortunate circumstances of the pet dying within twelve months of receiving discounted treatment but the Pet Owner would be liable for all other fees due.
- e. The monthly fee will be payable by Direct Debit to Premier Vet Alliance (or its nominee or assignee) who collect the fee on behalf of Aspen Veterinary Surgery. The Pet Owner will pay the monthly fee until this contract is terminated. The Pet Owner acknowledges that Premier vet Alliance (or its nominee or assignee) is only the administering and collecting agent of the vet and therefore Premier Vet Alliance (or its nominee or assignee) has no responsibility for standards of treatment or affairs of a clinical nature and disputes relating to treatment are strictly a matter between Aspen Veterinary Surgery and Pet Owner.
- f. It is the Pet Owners Responsibility to:
  - i. Attend Aspen Veterinary Surgery for check ups and collect products as provided for in the plan

- ii. Inform Aspen Veterinary Surgery of any injury, difficulty or other relevant matter affecting the pet's health generally.
- g. This contract is exclusive to the Pet Owner and is non transferable between pet Owners, and does not cover the services of any other veterinary practice. This contract may be transferred upon the sale of a practice to a new owner by notice in writing from a partner of the practice to the Pet Owner.
  - i. Any discounts offered as part of the Plan apply only to those pets named on the contract.
- h. Any dispute arising under this Agreement will be submitted to arbitration under the Arbitration Act 1996 at the joint cost of the parties
- i. All notices given under the provisions of this agreement must be in writing and sent to the last known address of the Pet Owner or the Veterinary Practice by recorded delivery post.
- j. Enrolment: All applications for membership will be effective on the 14<sup>th</sup> of any month as stated on the agreement form.