



Meadows Veterinary Centre
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MEADOWS VETERINARY CENTRE LTD

Thank you for entrusting the care and attention of your animals to the **Meadows Veterinary Centre Ltd**. This letter 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 if required.

OFFICE HOURS

Oldmeldrum	Monday to Friday	8.00 am – 6.30 pm
Tel: (01651) 872481	Saturday	8.30 am – 12.30 pm
New Deer	Monday, Thursday, Friday	8.00 am – 6.30 pm
Tel: (01771) 644205	Tuesday, Wednesday	8.00 am – 5.00 pm
	Saturday	8.30 am – 12.00 noon

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

ESTIMATE OF TREATMENT COSTS

We will be happy to 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.

METHOD OF PAYMENTS

Accounts are due for settlement by the 24th of month received. You may settle the account using:

- CASH
- CHEQUE – with current Banker Card
- CREDIT / DEBIT CARD – Switch, Mastercard, Visa, Delta, American Express (either in person or over the telephone).
- Inter Bank payments (Please ask for details)

SETTLEMENT TERMS

All outstanding accounts will be invoiced at the end of the month. Please ensure that you return the tear-off slip with your payment. You will be informed, on request, of the price of any medications that may be dispensed for your animal. Further information on the prices of medications is available on request. Should an account not be settled by the end of the month, then, a reminder will be sent with an additional accounting fee in respect of administration costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you, 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 etc.). Any cheques 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, together with further charges added in respect of bank charges and administrative costs.

SECOND OPINIONS, REFERRAL and SPECIALIST SERVICES

Specialist Veterinary care is now available at a number of Referral Veterinary Practices and Universities. If such care is appropriate for your animal we will recommend and discuss the costs/benefits of referring your animal or involving a specialist in their care. Fees incurred at Referral Practices remain entirely the responsibility of the owner and must be paid directly, or via insurance to the practice/university concerned.

The **Meadows Veterinary Centre Limited** vets work closely as a team. Should you feel you would like another opinion on your animal's condition or health from within the team at any stage please ask. We are always happy to arrange a second opinion with other vets within the practice or referral to a specialist as above.

INABILITY TO PAY

If for any reason you are unable to settle your account as specified above, we ask that you discuss the matter as soon as possible with the Practice Manager.

DRUG ORDERING

Please telephone the surgery during office hours to place drug orders, giving 24 hours notice. For items required more urgently you will be given a time when your order will be ready for collection. This allows us time for your order to be checked and authorised by one of our large animal veterinary surgeons. We are legally obliged to visit your premises on a regular basis, normally annually for cattle and sheep. You will be informed, on request of any medicine that may be dispensed for your animal. Your veterinary surgeon may prescribe POM-V's only for animals under their care.

24-HOUR EMERGENCY SERVICE

One of our Veterinary Surgeons is available for emergencies 24 hours a day, 365 days a year. When the Surgery is closed, you should call us on the usual telephone number. Your call will be forwarded to the on call emergency Vet. If the Vet is already out attending an emergency, you will be asked to leave a message on their voice mail. Give your name, address, best contact number along with a brief description of the problem, and the Vet will return your call as soon as possible. Should it be necessary for you to see the duty Veterinary Surgeon out with our normal office hours, either at your home or at the Surgery, a charge will be made.

RETURN OF DRUGS

Due to Government legislation, we are unfortunately unable to accept any unused drugs for refund or disposal. The exception is prostaglandins and used sharps, which we will dispose of on your behalf.

PRESCRIPTIONS

Prescriptions are available from this practice. You may obtain Prescription Only Medicines, Category V,(POM-V's) from your veterinary surgeon OR ask for a prescription and obtain these medicines from another veterinary surgeon or a pharmacy. Prescriptions may not be appropriate for your animal if immediate treatment is necessary.

OWNERSHIP OF RECORDS

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

Meadows Veterinary Centre Limited. If you wish a copy of the clinical records for your pet, you should contact the practice manager to arrange this. Copies with a summary of the history will be passed on request to another veterinary surgeon taking over the care of your pet.

OWNERSHIP OF RADIOGRAPHS AND 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 carryout out these investigations and interpreting their results, ownership of the resulting record, for example a radiograph, remains with the Practice.

DATA PROTECTION.

For all client personal and payment information **Meadows Veterinary Centre Limited** is subject to and complies with the Data Protection Act. We never allow a third party access to data without a clients permission.

COMPLAINTS AND STANDARDS

The Meadows Veterinary Centre Limited is one of only a few Practices in the area who has applied for, and been approved by, The Royal College of Veterinary Surgeons as a **Tier 2 – Large Animal Accredited Practice**, and we strive to maintain high standards at all times.

We hope that you never have any occasion to complain about the standards of service received from **Meadows Veterinary Centre Limited**. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the Practice Manager or Senior Director.

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.