



Meadows Veterinary Centre
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MEADOWS VETERINARY CENTRE LTD

Thank you for entrusting the care and attention of your pet 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
	Saturday	8.30 am – 12.30 pm
New Deer	Monday, Thursday, Friday	8.00 am – 6.30 pm
	Tuesday, Wednesday	8.00 am – 5.00 pm
	Saturday	8.30 am – 12.00 noon

CONSULTING HOURS

All consultations are by appointment in order to minimise waiting times. Please contact the surgery during office hours to arrange a suitable time. All operations would normally be carried out at our Oldmeldrum branch

Oldmeldrum	01651 872481
New Deer	01771 644205
Kemnay	01651 872481

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. If there is a significant delay in the on-call vet returning a call and it is a *genuine emergency*, you can contact the other on-call vet. If you have phoned the Oldmeldrum surgery but have experienced a problem getting in contact then phone the New Deer surgery number, or vice versa. Should it be necessary for you to see the duty Veterinary Surgeon outwith our normal office hours, either at your home or at the Surgery, a charge will be made. If it is necessary for your pet to be seen at the surgery, this will normally be done at your local surgery.

HOSPITALISATION

Should it be necessary for your pet to be hospitalised at the surgery, they will be checked on a regular basis through the evening and night by the duty veterinary surgeon. The frequency and timing of the checks will be based on the condition of your pet. A written prescription is not appropriate if your animal is an in patient or immediate treatment is necessary.

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.

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 – often a pet's illness will not follow a conventional course.

METHOD OF PAYMENTS

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
- 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 small animal consultations require to be paid for on the day of the visit to the surgery or end of treatment. 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.

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.

INSURED CLIENTS

It is the responsibility of the client to settle our account direct with us as detailed in the Settlement Terms above, and to reclaim any amounts covered by their policy from the Insurance Company concerned.

After settlement of our invoice, we will assist clients by submitting insurance claim forms on their behalf. The client should complete and sign the Owner's Section of the claim form and then forward it to us. We will complete the 'Vet Section' and submit the claim to the insurance company with a full clinical history on your behalf. Your insurance company will then make the payment due under your individual policy directly to you.

PRESCRIPTIONS AND REPEAT PRESCRIPTIONS

All Veterinary Practices are required to adhere strictly to current legislation, your veterinary surgeon may prescribe POM-V's only for any animal under their care, and **it is a legal requirement that before we can prescribe medication to your pet, we must ensure that we have examined that pet within the last 3-12 months depending on the medicine and individual case. The current charge for re-examination is £19.76**

Should you require a repeat prescription, please telephone the Surgery, giving a minimum of 24 hours notice of your requirements. Our staff will check your records to ensure that we have examined your pet within the required period, and either arrange to dispense your medication, or make an appointment for your pet to be examined by the vet. You may buy vet-only medicines (POM-V) from alternative sources (another veterinary surgeon or chemist) by requesting a written prescription. Written prescriptions are available from this practice.

FLEA AND WORM TREATMENTS

With regard to worm and flea treatments, the following products can be dispensed to you without the necessity of seeing your pet:-

Fipnil/Broadline

Milbactor

Panacur

All other wormers and flea treatments require us to have examined your pet within the last 12 months.

HOUSE VISITS

Wherever possible, we prefer that your pet is brought into the Surgery for examination and treatment as we have the facilities, equipment and staff to give a higher level of care. However, where this is not possible, a house visit can be arranged by telephoning the surgery during office hours. A charge will be made for any house visits.

PET HEALTH CARE

Meadows Veterinary Centre Limited strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any of the Veterinary Nurses. Payment details and claim procedures are detailed under "INSURED CLIENTS" above.

RETURN OF DRUGS

Due to Government legislation, we are unfortunately unable to accept any unused drugs for refund. We can however accept unopened tins and bags of food if purchased within the last 28 days.

VACCINATIONS REMINDERS

The **Meadows Veterinary Centre Limited** will contact you either by letter, email, phone or text in order to advise you of your pet's upcoming healthcare treatments, including annual vaccinations. Whilst we make every effort to send out reminders for your pet's healthcare, these are provided as a complimentary service and the responsibility to keep them up to date remains with you. In particular, please be aware that PETS passports require rabies vaccination boosters so please keep a personal record of when this is due. The **Meadows Veterinary Centre Limited** accepts no liability for any loss, damages or costs which may result from the failure of a client receiving any reminder.

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 **Practice Standards Small 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 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.