

TERMS AND CONDITIONS OF BUSINESS

Thank you for entrusting the care and attention of your pet to [Riverside Veterinary Care](#). This document details our Terms and Conditions.

FEES

All fee, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case and the drugs, materials, consumables and diets used. You will receive a detailed fee note for every consultation, surgical procedure, or transaction with us.

ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate of 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.

EMERGENCY TREATMENT OUTSIDE NORMAL OPENING HOURS

We undertake to ensure that emergency treatment, when considered necessary, is available at all times. This treatment may be provided by other veterinary practices in other premises by prior arrangement. All fees for such treatment will be payable to the attending practice. We are unable to provide continuous attendance at the clinic throughout nights or weekends and any animals hospitalized outside normal opening hours will be attended by a member of staff at intervals considered necessary for the patients' welfare.

METHODS 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 Bank Card
- CREDIT/DEBIT CARD - MasterCard, Visa, Delta, Maestro

SETTLEMENT TERMS

Should an invoice not be settled within 14 days, then a reminder will be sent with an additional accounting fee in respect of administrative 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 the County Court for recovery of the debt 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. 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 further charges 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.

[Riverside Veterinary Care](#) is an authorised provider of PetAid and can provide free* treatment to eligible pet owners. If you are in receipt of HOUSING BENEFIT or COUNCIL TAX BENEFIT you may qualify for the Riverside Veterinary Care Petaid Scheme. **You must register in advance to be eligible.** *Please ask for terms and details.

Please note that installments or part-payments of any account may only be sanctioned with the express, signed permission of the practice in exceptional circumstances. The full debt and any additional costs incurred will become due immediately on failure to adhere to any such agreement.

PET HEALTH INSURANCE

[Riverside Veterinary Care](#) 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 your Insurance Company.

COMPLAINTS AND STANDARDS

We hope that you never have reason to complain about the standards of service received at [Riverside Veterinary Care](#). However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to the veterinary surgeon dealing with your case. If we are unable to resolve the issue within the practice you can contact the professional conduct department of Royal College of Veterinary Surgeons, Belgrave House, 62 – 64 Horseferry Road, London, SW1P 2AF

OWNERSHIP OF RECORDS

The care given to your animal may involve making some specific investigations, for example taking radiographs or performing ultrasound scans. Although 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 practice. 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 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.