

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
- 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 a Debt Collector 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 and telephone calls. 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 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

Financial regulations forbid us to give credit facilities. 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.

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.

PET HEALTH CLUB (This is not an insurance policy)

This scheme comprises a pre-arranged purchase of vaccinations, flea and worm treatment over a 12 month period. Except in exceptional circumstances, plans should not be stopped partway through a plan year. Cancellation of a plan may result in a bill being issued for immediate payment if the value of goods/services received exceeds the payment made to date. Treatment is issued according to the plan selected and it is your responsibility to make sure this corresponds with the weight of your pet.

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.

PRIVACY NOTICE General Data Protection Regulations (2018)

By registering as a client, you enter into a contract with Riverside Veterinary Care to provide healthcare to your pets. Under this contract, we may use your personal data in the following ways:

- To send you reminders when preventative healthcare is due (vaccinations, flea and worm treatments)
- For re-unification of lost pets by means of microchip registration details.
- To manage Pet Health Club payments and administration (if applicable).
- To assist insurance companies in processing of claims (if applicable).
- To maintain clinical records of your pet for at least 7 years as required by law.
- To alert you to products or services that would be of benefit to your pet.
- To pursue debts in the event of non-payment after reasonable requests for outstanding balances.

These uses are lawful under EU law as they represent legitimate business interests by being beneficial to your pet's overall health and welfare, or are required by law.

Data may be shared with other veterinary practices if you seek a second opinion, or if you request referral, or if you attend the clinic out-of-hours and use a different primary practice.

You may withdraw your permission for the use of your personal data in reminder and marketing services at any time, by phoning the office on 01873 857544, or emailing admin@riversidevetcare.co.uk.

Hard copies such as consent forms are kept securely for 7 years then destroyed by shredding, or by an authorised Data Destruction company.

Please ensure that you notify us of any changes to your personal data.