



Terms and Conditions of Business for Witney Mobile Veterinary Services Ltd

This veterinary practice is registered in England and Wales with Company Registration Number 12849735.

This document sets out the terms of the contract established between us (Witney Mobile Veterinary Services Limited) and you (the registered animal owner or individual requesting veterinary services) which comes into being when you register your animal with our veterinary practice or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these terms of business please do not hesitate to ask us for further clarification.

General terms (applying to the provision of all goods and services)

Estimates

Estimates are provided verbally either at the time of booking the appointment or during the consultation itself. Written estimates are available on request. All estimates given are only approximate, and the final fee could be higher or lower than this estimate depending on complications during treatment and patient response to treatment. We will endeavour to contact you as soon as we have reason to believe that the costs could be significantly higher than the estimate.

There will be a non-refundable deposit of 50% of the cost of any procedure at the time of booking. If you need to cancel a procedure, we ask for 72 hours' notice. Deposit will be refundable at the discretion of Witney Mobile Veterinary Services Limited.

Procedures cancelled on the day of the procedure, by you, will incur the payment of the full estimate provided before we leave your premises.

If we need to cancel a procedure you have booked, we will offer you an alternative date and deposit will be refunded if we cannot accommodate your needs.

Fees

All fees for services and prices for goods (including food, accessories and drugs) are subject to VAT at the applicable rate (currently 20% for standard-rated items). Prices for goods are as marked or notified at the point of purchase. A full fee breakdown will appear on your invoice.

Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any drugs, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case, and the level of expertise required of the staff looking after your animal.

Payments

The following general payment terms apply in all cases.

If you become unable to pay your account according to the standard terms, this must be discussed with the veterinary practice as soon as possible.

In the absence of any other arrangement agreed with the veterinary surgeon, accounts not settled within our standard terms will be subject to a late payment interest charge of 5% above the Bank of England base rate accruing from the date payment should have been received until final settlement.

If you do not pay your invoice when it falls due, we shall take such action as we consider appropriate to recover our fees which may include engaging third party debt collection agencies to recover the outstanding fees and/or instigating proceedings against you in the County Court. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you and/or we will seek to recover any legal expenses from you. Please note that the use of debt collection agencies and the County Court could affect your future credit rating.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided.

Prescriptions

Prescriptions are available from this practice. You will be advised of the prescription charge when you contact the practice. Prescription charges are applied only when you request a prescription from us but go elsewhere to have the prescription filled. Animals requiring repeat prescriptions will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases. Please give us 72 hours' notice for any requests for a repeat or written prescription. There is a charge for a re-examination, details of which will be provided on enquiry.

For emergency prescriptions/dispensing of medications requested less than 72 hours' notice to us, there will be a dispensing charge of 12 pounds added to the cost of medications and or prescriptions. This fee aims to cover for the extra time spent to stop other activities to fulfil your request.

Please note that we cannot accept the return of any prescription drugs as such items cannot be resold and we cannot ascertain these medications have been stored within manufacturer's advice. If you wish us to safely dispose of any unwanted medication we can do so.

Medications delivered will incur a delivery fee according to charges by the courier to us.

Client records

Client and clinical records, and other such similar documents (including, but not limited to, digital imaging results), are and shall remain the property of Witney Mobile Veterinary Services Limited. Copies of clinical records may be passed to another veterinary surgeon on request should you move surgeries.

We never discuss or sell confidential records to any third party other than if you move surgeries or are referred to another veterinary surgeon.

Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice, mobile unit or attendance at any property by one of our vets shall be limited in accordance with our insurance cover as detailed above. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services to which the claim, damages or loss relates.

Data protection

When you register your animal with our practice, or request that we provide veterinary services, we will collect personal data about you and, where relevant, your employees and/or agents. We will only collect data that we need to perform the services, take payment or contact you such as names, contact details and possibly some financial details. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees if you do not pay invoices when they fall due. For further information about your rights as a data subject, plus information about the categories of data we process, data transfers, the legal basis for our processing, and the purposes of processing, please refer to our privacy notice.

Complaints

We pride ourselves on offering a quality service and take customer complaints seriously. Should we not meet your expectations on any aspect of our service, please let us know at the time where possible.

Alternatively, should you wish to raise a formal complaint, we ask that you contact the practice in person, by telephone or in writing within three months of the complaint event. A member of the team will then investigate your complaint in accordance with our Complaints Procedure.

If you are not happy with the outcome of the investigation, you may ask for a review or re-investigation in accordance with our Complaints Procedure. Reviews of complaints must be made in writing to:

Witney Mobile Veterinary Services Ltd

Witney Business and Innovation Centre (room F13C)

Burford Road

Witney

Oxfordshire

OX29 7DX

If you are not happy with the outcome of the second investigation, we recommend that you refer your complaint for external mediation through the Veterinary Client Mediation Service within three months of the outcome of the second investigation.

Additional terms applying for small animal work only

Payment

You must pay for all goods (including drugs) at the point of purchase.

You must pay for all services as they are received. You will be advised exactly when payments are due depending upon the nature of the services that we provide to you but you should expect to make payments at the end of each consultation and upon the discharge of your pet from our care. In the event that your pet is hospitalised we may require part payment in advance of any period of hospitalisation and/or stage payments for longer periods of hospitalisation. If your pet is hospitalised, we will try to contact you throughout the day to discuss the progress of your animal and the fees incurred. If your pet has been referred to one of our partner practices for ongoing care or investigations it is up to the veterinary surgeon who has been handed the case to contact you, and they should do so directly.

Payment is accepted by debit/credit card or BACS transfer. Please note that if a pet is registered with our practice, we will assume that any person other than the registered pet owner who may bring the pet in for treatment is duly authorised by the registered pet owner to seek treatment for the pet and to incur costs for which the registered pet owner will be liable. Where a pet is not registered with our practice, we will assume that the individual requesting treatment accepts liability for all costs incurred.

Insurance

We strongly support the principle of insuring your pet against unexpected illness or accidents.

Please note that we only accept Direct Claims via Vetsure Pet Insurance. Direct claims via a different insurer will be decided at our discretion and after being assessed by our Practice Manager/ Clinical Director. Subject to satisfactory insurance with an approved insurer, the practice can, at the client's request, submit a claim directly to the insurer. In such cases, the client must pay the excess and any excluded amounts at the end of the consultation or upon demand and, if a claim is refused by the insurers, you will remain liable for our fees.

If an insurer fails to acknowledge our claim or respond to communications from us within 30 days we will treat this as a refused claim and seek to recover the full cost from you. You may, of course, seek to recover the costs directly from your insurer should this occur. The practice does not make any charge for this service.

You must advise us prior to any treatment if you wish us to submit a claim to your insurer in respect of our fees and complete an Insurance Claim Declaration.

Home visits

Being a mobile veterinary surgery, home visits are included in the cost of the consultation. We may ask you to bring your pet safely to our mobile vet unit so that we can examine them there, which enables us to provide both you and your pet(s) the best care possible. We can, upon request, conduct certain consultations inside the home, but this is at the discretion of the veterinary surgeon. We reserve the right to decline a home consultation for any reason. Both parties reserve the right to take

precautions against COVID-19, including but not limited to, wearing masks and ensuring hands are sanitised prior to entry of the van or your home.

Some of our prices can be found on our website. If you require the price of a service we provide, please contact us for more information.

Our standard area covered is within a 10-mile radius of Witney. Any visits that have been agreed outside of this area will incur the consultation price multiplied by 2.

Emergency consultations that require us to reschedule other appointments or cancel any work previously booked will incur an extra charge of 65 pounds. Please remember that if you have an emergency, we will have to leave all other work unattended and this has an impact on administration time to reschedule all bookings affected.

We aim to always be prompt on arrival for consultations but, given the nature of the service, it can take considerably longer to travel from one destination from the next, and so extra time must be allowed for when consultation times are given. Allow 30 min within the time of consultation booked for us arrive. Always ensure that if you book an appointment with us, you allow yourself to be free for 1 hour to allow for our arrival and treatment of your pet.

If you book a consultation and your pet is not at the property at the time of arrival, the consultation fee remains payable at time of visit. If we need to wait for you to have your animal ready, there will be consultation fee x 2 cost incurred.

Witney Mobile Veterinary Services Limited reserves the right to change our prices at any time as per raise in cost of living, petrol, stock prices and other variables. This will ensure we can provide you with the best service we can.

Teleconsultations

In the event of a request by a client living far away, or if we are unable to see you and deemed appropriate by the case, we will offer you a teleconsultation. If we then need to visit you, full fees will still apply.

Procedures/Surgery

We are fully equipped to provide a personalised service to performed surgery and treatment at your home address.

If you require such a service, you will need to provide us with a private parking space within your land/ house (such as driveway) for us to comply with legislation.

We may ask you to connect the unit's electricity supply to your house if needed to treat your pet, and we will require consent at the time of surgery or procedure. We accept no responsibility for electricity charges incurred to your household as our prices already reflect such circumstances.

Pricing for such personalised services will be given upon request.

In the event of us needing to hospitalise your pet, we will refer you to our Out of Hours service which is Abivale Veterinary Services.

In some circumstances where we need to perform X-Rays or major surgery or, for any other reasons up to veterinary surgeon discretion, we will either transfer your pet to another practice with hospital facilities of our choice. Unless you decline this by letting us know after reading these Terms and Conditions.

We reserve the right to assess and decide the most appropriate care needed by your pet based on the veterinary surgeon's discretion, and whether your pet's needs transferring to another practice. We will decide which environment will best suit the welfare and medical requirements of your pet.

Out of hours care and hospitalisation

We have provisions in place to provide emergency care for outside normal surgery hours. If your pet needed hospitalisation for longer than 12 hours, your pet will remain at these premises and the treatment needed will be decided and assessed by the veterinary surgeons looking after your pet whilst in hospital. We do not accept responsibility for these decisions whilst your pet is out of our control and not at our premises. The responsibility will be taken by the veterinary surgeon looking after your pet at the time.

Abivale Abingdon Veterinary Hospital

The Vineyard

Abingdon

Oxfordshire

OX14 3NR

01235 524777

Further details concerning the precise arrangements for emergency service are available in the practice.

If you have any questions with regards to our terms and conditions, please contact us directly. If we do not hear back from you in this matter, Witney Mobile Veterinary Service will assume your acceptance to these Terms and Conditions.