



Terms and conditions of business for Witney Mobile Veterinary Services Ltd

This veterinary practice is registered in England and Wales with registration number 12849735 and whose registered office address is at:

Hexagon Business Centre, Wittas House, Two Rivers, Station Lane, Witney, Oxfordshire, OX28 4BN.

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.

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

Payment is required at the time of the consultation or service provided. We do not offer payment plans.

Payments are to be made before any insurance claim will be submitted.

Please refer to the specific terms regarding payment for small animal and large animal and commercial work below.

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.

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.

Please note that we cannot accept the return of any prescription drugs as such items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

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. 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 our address:

Hexagon Business Centre
Wittas House
Two Rivers
Station lane
OX28 4BN
Witney
Oxfordshire

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. Subject to satisfactory insurance with an approved insurer, and acceptance from the veterinary Surgeon or practice manager, IF 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, in the event that a claim is refused by the insurers, will remain liable for our fees.

Only claims that have previously been authorised by the insurance company will be accepted.

You may, of course, seek to recover the costs directly from your insurer should this occur.

There is a one- off initial insurance set up fee of 25 pounds per condition claimed.

Home visits

We offer time slot consultations- our clinical team will arrive within a time slot provided when booking.

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.

Our standard area covered is within a 5 mile radius of Witney. Any visits that have been agreed outside of this area would incur extra charges.

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.

The cost of consultation is 72 pounds per animal.

The cost of a call out is 20 pounds within a 5 mile radius and 40 pounds within a 10 mile radius.

Emergency consultations and home visits:

Witney Mobile Veterinary Services provides a home visiting service. Appointments booked on the day due to and not limited to a short notice given by clients, emergency visit requested by client are deemed emergencies and treated as such, therefore planned appointments booked in advance may have to be cancelled, and schedule for the day changed at short notice.

Emergency calls and appointments requested and booked on the day will incur a 180 pounds consultation fee for registered clients, and 225 pounds for non- registered clients- including call out as per above paragraph.

Emergency appointments in clinic/ walk ins will also be charged an emergency consultation of 120 pounds.

Out of hours care and hospitalisation

We have provisions in place to provide emergency care for outside normal surgery hours.

Eastcott Vets

Edison Park Clinic and Hospital

Edison Park, Hindle Way

Dorcan Way, Swindon

SN3 3FR

01793528341

And

Woodstock Medivet 24 HR

62 Hensington Rd,

Woodstock

OX20 1JL

01993 811355

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

If you have any questions in 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 this Terms and Conditions.