

## **TERMS AND CONDITIONS – NEW ERA VETERINARY HOSPITAL (INCLUDING LEODIS VETERINARY SURGERY)**

**1) Appointments and consultations.** Clients and their pets are attended to by veterinary surgeons during surgery hours by appointment. The allocation of an appointment is the basis of charging for consultations. Appointments are available in the morning, afternoon and early evening at times which vary according to the day of the week - See Note 1. Urgent cases will be seen outside consulting hours during the day, but a higher fee will be applied. A similar higher fee will be applied to clients who arrive at the surgery for their pet to be seen without an appointment. A fee may be charged for missed appointments for operations (£25) and consultations (£5). All prices are inclusive of GST at the current rate (5%).

**2) Out of hours.** The New Era Veterinary Hospital provides an out of hours Emergency service open to all registered clients-See Note 2. A higher consultation fee is applied to animals seen out of hours.

**3) Estimates.** The practice will provide written estimates of probable costs for procedures and treatments upon request. It is important to consider that treatments and procedures may not follow a conventional course and therefore an estimate may only be approximate. However, we will do our best to keep clients fully informed of costs during the course of treatment and will advise them as soon as practically possible if the expected fee is to be more than 20% greater than the original estimate. In the case of routine procedures we can give quotations on request. Some additional fees may be added to quotations for additional services and goods provided in unforeseen circumstances.

**4) Payment.** All transactions (a transaction is defined as the transfer or sale of goods, services, treatments and fees from the practice to the client) incurred during normal working hours are to be paid for at the time. The practice accepts cash, most credit and debit cards, cheques with valid guarantee cards and payment in advance. In cases where a patient is admitted to the practice for a period for disease investigation, surgery and/or treatment, payment is due at the end of the period. Transactions incurred outside of normal working hours should be settled during the next working day and payment can be made over the phone.

**5) Payment terms.** The practice welcomes forewarning of genuine inability to pay as specified in clause 4. Terms of payment to pay in regular instalments, or in full at an agreed date, must be arranged at the time of the transaction. Fees for vaccinations (and other routine procedures) do not attract payment terms in any circumstances. If payment terms are not met, the outstanding amount will attract interest from the payment due date and will be subject to an accountancy fee each time a statement or invoice is issued for the outstanding amount. If no payment terms have been agreed, or if no forewarning of inability to pay is received, interest and accountancy fees may be applied from the day the debt is incurred. Goods and services, which have not been paid for, will remain the property of the practice until payment is received in full. If payment terms are not met, the practice may withhold routine treatments, goods and services until full payment is completed. If patient records are requested to be released to another practice where the client owes money to the New Era Veterinary Hospital, then the request will be met when payment is made in full, although due consideration will be given to the health of the patient.

**6) Payment terms – insured pets.** Clients with insured pets which have incurred fees are required to pay the New Era Veterinary Hospital in full in accordance with clause 4 above. Clients will be requested to make a claim to their insurers for direct payment to the client. However, in exceptional circumstances, where the full amount cannot be paid, then an agreement for payment arrangements must be made with the practice and processing administration fee will apply. In such circumstances the client must provide evidence of a valid and appropriate policy. Payment of the policy excess(es) and payment for all goods not covered by the policy are due at the time of the transaction. The policy is a contract between the client and the insurer – the practice cannot complete claim forms with client details, advise clients or liaise between clients and the insurers.

**7) Payment terms – accounts.** New Era Veterinary Hospital operates an account service to a small group of clients. Accounts are payable monthly in arrears and a 2% fee is levied on any balances older than 30 days. Where payments are made that are less than the closing balance, the most recent items will be credited first.

**8) Payment terms – Payment Regimes.** The issuing of invoices and statements is a service provision for clients who have agreed a payment regime as all payments are due at the time of the transaction in accordance with clause 4. Payment, within the terms of a payment agreement, as set out in clause 4, is due immediately on receipt of a statement or invoice. Fees will be applied in accordance with clause 4 in cases of non-payment and late payment. Charges for non-payment and late payment will be shown on subsequent statements, but will be applied to the account on the payment-due date. Statements are issued every month.

**9) Payment terms - defaults.** When a client of the New Era Veterinary Hospital has defaulted on a payment, either at the time of a transaction or on a payment agreement, for any reason, veterinary surgeons and staff employed by the company may not attend to any animal owned by that client, or attend to any animal registered at that client's home address, until full payment is received except in an emergency to render first aid or where an animal's welfare is at risk. The practice may request, in writing, that the defaulting client seek the services of another Veterinary surgery. If the practice agrees to retain a client with a payment default record, all future transactions will be on a strictly cash only, payment at the time basis.

**10) Payment – unsupported.** Any cheques returned by the bank as not honoured, any credit card payments not honoured and any cash tendered found to be counterfeit will result in the client record being restored to the original sum. Further charges added in respect of bank charges, administrative charges and interest charged on the original sum from the date of the transaction will be applied to the account. Full payment will then be due immediately. Fraudulent transactions will be reported to the police.

**11) Goods ordered.** A re-stocking fee (£10.00) may be charged if goods ordered by a client, for example repeat prescriptions, are not collected within a reasonable time. A higher re-stocking (£15.00) fee may be applied for special orders which are not collected. The full retail price will be charged for uncollected special order goods in addition to a re-stocking fee.

**12) Medicine returns.** The practice does not accept the return of correctly dispensed POM-V (prescription) medicines for credit, refund or swap. There may be a charge for disposal of returned medicines. The return of non-medical (non POM-V) products may be accepted in the original, undamaged package within 14 days along with the presentation of the original receipt.

**13) Second opinions and referrals.** When another veterinary practice requires the details of a patient's history for the purposes of a second opinion, a patient referral or if a client has changed practice, then the records will be passed directly to the second practice or to the client, but not both.

**14) Referral practice costs.** When a referral practice charges the New Era Veterinary Hospital directly for the examination

of radiographs (for example) to provide an opinion, the New Era Veterinary Hospital will pass the fee from the referral practice to the client, as well as fees to cover arrangement, GST and postage and packing. All fees incurred by a client at a referral practice are to be paid directly to the referral practice by the client.

**15) External laboratory fees.** All external laboratory fees are charged to the client at cost plus GST. The New Era Veterinary Hospital will charge professional handling and reporting fees as well as charges for consumables in relation to external laboratory work.

**16) Investigative care.** The care given to pets may require making specific investigations. The practice makes a charge for carrying out these investigations and interpreting their results. Ownership of the resulting record, for example a radiographic film, remains with the practice. If a client requests that a second practice has access to this record, then the New Era Veterinary Hospital may charge the client a fee for the transfer of the record. The New Era Veterinary Hospital reserves the right to give an opinion on radiographs, to pass them to the client without giving an opinion or to refer them to a practice for a specialist opinion. The latter will incur additional fees for the client (see clause 14).

**17) Prescriptions.** Repeat prescriptions should be ordered a minimum of one working day in advance. Drugs, and all other goods, are to be paid for at the time of collection or in advance (see also clause 11). The New Era Veterinary Hospital will provide written prescriptions for treatments prescribed by the veterinary surgeons at the practice, if requested.

Prescriptions are charged out at £8.27 per item. Clients may then present the prescription to a high street pharmacy, internet pharmacy or another veterinary practice to obtain the goods. All pets requiring on-going treatment with a POM-V (Veterinary Prescription Only Medicine) or POM (Prescription Only Medicine) are required to be examined by a veterinary surgeon regularly. The most common frequency is every six months. This examination applies to those clients who request a written prescription for their pet's treatment and to those who purchase their drugs from the New Era Veterinary Hospital. All patients prescribed POM-V flea treatments are required to be examined at least once a year.

**18) Reminders.** The provision of reminders for vaccinations and other services and products by the New Era Veterinary Hospital is a courtesy - there is no obligation on the practice or the staff regarding the consequences of failure to provide such reminders.

**19) Hospitalised pets – non collection.** If a pet which has been hospitalised for treatment or surgery is not collected by the owner, or the owner's representative, within a period of one calendar month after the agreed collection date, then the staff, having used all possible means to contact the owner, will take measures to re-home the pet. Money owed to the practice will remain outstanding. Additional boarding fees will be added daily and, in the event of the pet being collected at a later than agreed date, these fees will be, along with all other outstanding fees, payable before collection of the pet.

**20) Data protection.** The New Era Veterinary Hospital adheres to the Data Protection Law (Jersey).

**21) Complaints.** We hope that you never have recourse to complain about the standards of service you receive from the New Era Veterinary Hospital. However, if you feel that there is something you wish to record, please direct your comments in writing to the Practice Manager.

**22)** New Era Veterinary Hospital reserves the right to alter these terms and conditions.

Note 1 Normal Consulting times

Note 2 Sunday and Bank Holiday Consulting times

Out Of hours emergency protocols.