

# Terms and conditions

Important document please read carefully



## Payment Terms

- **Fees:**

These are chargeable each time you see a vet or nurse and they must be paid for at the time of each consultation. A re-examination is a chargeable consultation.

- **Treatment fees:**

If your pet has diagnostic tests, medical, surgical or other treatments the bill must be settled in full prior to the collection of your pet.

- **In-patient interim payments:**

If your pet is not insured and requires hospitalisation for long-term diagnostic tests, medical treatments, surgery, or other procedures, we ask that you settle the account in instalments of £500, or the initial estimated cost. These interim payments will help manage the cost of care as treatment progresses. Full payment is required before your pet is collected. For certain procedures, such as a caesarean section, full payment is required in advance.

- **Insured pets:**

Please provide insurance policy details prior to, or on the day of your appointment. Please be aware it is your responsibility to settle our account in full and then reclaim the costs from the insurance company. We process the claim and may require you to fill in your details and sign a form or initiate the claim online. An administration charge will apply for each insurance claim submission.

- **Medication:**

If your pet requires medication it must be paid for in full at the time of collection.

- **Clients agents:**

Please ensure that the person collecting your pet is able to comply with the above payment requirements.

- **Out of hours work:**

Should your pet require emergency out of hours treatment all of the above categories apply.

- **Inability to pay and financial considerations:**

If you are unable to meet the estimated treatment costs, we will provide emergency first aid and pain relief to your pet. Thereafter, we will discuss options with you to find the best solution for their care. Our priority is your pet's well-being. If further treatment is not financially feasible –whether through personal funds, family, friends, charities, crowdfunding, or financing – humane euthanasia may be considered to prevent unnecessary suffering. Please note that all treatment provided will remain payable.



### **Our commitment to you**

We will provide a first opinion service to the best of our ability. We will provide you and your pet with our highest standard of care. Where appropriate we may advise referral of your pet to an appropriate centre for specialist opinion including more in-depth investigation and treatment.

### **Veterinary costs**

Our fees are determined by our professional and business costs, and according to the drugs, materials, consumables and diets used. Details of our fees are available on request and a detailed invoice is provided for every consultation, procedure or transaction. Most fees attract and include VAT.

Additional fees may apply for indirect veterinary services, such as administration fees for completing insurance forms on behalf of our patients. Other costs may include management of referrals to specialist practices, reporting, and drug dispensing fees. These charges cover the time spent by both support staff and the veterinary surgeon in performing these tasks.

### **Estimates of treatment costs**

We can provide a written estimate for non-routine procedures upon request, outlining the likely costs of treatment. Please note, any estimate is an approximation, as a pet's condition may not follow a conventional course. We will make every effort to keep you informed of any changes to the cost of ongoing treatment, such as if your pet requires hospitalisation.

### **Methods of payment**

We accept cash, credit or debit cards in practice, by phone, Pets app or secure online payment link. Card credibility maybe checked and payment taken in advance of treatment.

### **Settlement terms**

An invoice will be issued for any outstanding fees, which must be paid promptly. If additional reminders are necessary, an accounting fee for administration and interest charges will be applied.

We reserve the right to halt membership benefits of Riverside Pet Community/ Riverside Vet Plan if monies are owed and use any further direct debit payments against the outstanding debt.

Any payment not honoured, or any cash tendered that is found to be counterfeit will result in the account being restored to the original sum, plus administration costs and interest.

After due notice to you the client, overdue accounts will be referred to our debt collection agency and further charges will be levied in respect of costs incurred in the collection of the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits etc.



Statutory interest of 8% per annum will be calculated from the due date of the invoices. The legal and non-legal costs shall be reimbursed to us for enforcing the claim and collecting the debt including the fees of the debt collecting agency and solicitors, whether legal proceedings are instituted or not.

### **Pet Health Insurance: Prior agreement for direct claims and claim denial procedures**

Please note that it is your responsibility to settle your account with us directly and then reclaim the fees from your insurance company. We will make every effort to assist you with this process, including completing an insurance form or submitting a claim online, as promptly as possible. An insurance administration fee will apply for this service.

If you would like the insurance company to settle the invoice directly with the practice for amounts exceeding £250, prior approval from the practice is required for each claim. In accordance with our terms the insurance administration fee, along with any applicable excess, must be paid.

You remain responsible for any charges not covered by your insurance, including cases where a claim is contested, payment is delayed, or the insurance company denies settlement. Payment will be due in accordance with our settlement terms.

### **Riverside Pet Community (RPC)**

Riverside Pet Community is a monthly membership which will continue until the contract is terminated. All fees due to us will be calculated at our standard rates, should membership be cancelled within a 12-month rolling period from the contract commencement date. No fees will be refunded in the case of unused products or services. Unlimited veterinary consultations are by appointment, during normal working hours only. Insurance administration fee included for claims exceeding £250.

### **Variations in terms and conditions of business**

No addition or variation of these conditions will bind the practice unless it is specifically agreed in writing and signed by management. No agent or person employed by, or under contract with, the practice has the authority to alter or vary these conditions in any way.

### **Pharmaceuticals**

All pets receiving repeat prescription medications must undergo regular assessments and re-examinations by a veterinary surgeon to ensure they remain under professional care and meet regulatory requirements. A charge will apply for each re-examination to prescribe further treatment.



## Emergency Service

Riverside Vets provides 24-hour emergency service. There is a surcharge for services outside our normal working hours.

## Feedback

We value your feedback on our services. Please do let us know your thoughts so we can continue to improve.

## Complaints & standards

We hope you never have a reason to complain about the standards of service received from our practice. However, should you feel that there is something you wish to bring to our attention, please do so in writing to **[enquiries@riversidevets.co.uk](mailto:enquiries@riversidevets.co.uk)**. We will send you an acknowledgement of your complaint and give you a time frame to expect our reply, this is up to 30 days to allow us the opportunity to investigate the case. Regretfully we cannot investigate complaints made more than 3 months after the event. All client accounts must be settled in full before a complaint is brought to our attention.

## Ownership of records, radiographs and other documents

As part of the care we provide to your pet, we may conduct specific investigations, such as taking radiographs or performing ultrasound scans. While we charge for these services, including the interpretation of results, the ownership of the resulting records remains with the practice. Case history records, radiographs, and similar documents are the property of the practice and will be retained by us. Upon request, we will provide copies of these records, along with a summary of your pet's medical history, to another veterinary surgeon taking over the case. Please note that we reserve the right to charge for providing copies in certain situations where additional costs are incurred.