

# TERMS AND CONDITIONS

## 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.

## FEES

All fees are due for payment at the time of consultation or when your pet is discharged after an in-house procedure. All fees, diet and drug charges are subject to VAT at the current rate. Fee levels are determined by the time spent on a case 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. Estimates can also be provided on request and will be offered for non-routine procedures.

## OTHER FEES

Additional fees apply for indirect veterinary work; administration fees, for example the requirement to complete insurance forms on behalf of our patients, or referral management for the arrangement and management of a referral of our patient to a referrals practice, reporting and drug dispensing fees. These costs are nominal fees for the time taken for these tasks to be performed, as well as any additional time that may be needed for reporting.

## METHODS OF PAYMENT

We accept cash, credit or debit cards in practice, by phone, Pets app or secure online payment link. Card credibility may be checked in advance.

## 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.

## ESTIMATES OF TREATMENT COSTS

We will happily provide a written estimate as to the probable costs of a course of treatment. Please bear in mind that any estimate given can only be approximate – a pet's illness may not follow a conventional course. We will endeavour to keep you updated of ongoing treatment costs, for example, if your pet were to require hospitalisation at the practice.

## RIVERSIDE PET COMMUNITY

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.

## FEEDBACK

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

## **SETTLEMENT TERMS**

Should an account not be settled at the time of treatment, an invoice will be sent, requiring prompt payment. If it be necessary for further reminders to be sent, an accounting fee in respect of administration and interest charges will be incurred.

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.

Any alternative payment arrangements must be sanctioned with management prior to treatment.

## **PET HEALTH INSURANCE OR IF THE CLAIM IS REFUSED FOR SETTLEMENT**

Please be aware that it is your responsibility to settle your account with us, then reclaim the fees from your insurance company. We will endeavour to assist to reclaim monies from the insurance company by completing an insurance form or by online submission, as promptly as possible. A small administration fee is charged for this. Should you wish for the insurance company to settle with the practice directly for costs greater than £250.00, prior agreement with the practice must be sought. The administration fee and your insurance excess are made payable to Riverside Vets prior to your claim being completed. You remain responsible for all charges not covered by the insurance company if the claim is contested, or if settlement is delayed or refused.

## **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**

The care given to your pet may involve us making some specific investigations, for example taking radiographs or performing ultrasound scans. Even though 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 and will be retained by us. Case history records, radiographs and similar documents are the property of, and will be retained by us. Copies with a summary of the history will be passed, on request, to another veterinary surgeon taking over the case. We retain the right in certain circumstances to levy a charge for providing copies when additional expense is incurred.