



## **Needham Market Veterinary Centre Terms and Conditions**

Thank you for entrusting the care of your pet(s) to Needham Market Veterinary Centre. Detailed below are our Terms & Conditions. Some aspects of the terms may not be relevant to you. Please ask for further explanation or clarification if required.

### **Registration.**

It is essential for us to maintain accurate records of our clients and patients. To do this, we will periodically ask you to confirm the details we hold. If your details change, please inform us so we can ensure our database is as up to date as possible.

### **Costs.**

All fees, food, reception sales and drugs are subject to VAT. Fee levels are determined by the time spent on a case and according to the drugs, materials, consumables, and diets used. You will receive a detailed invoice for every consultation, surgical procedure & transaction with us. All prices quoted, whether on our price list or in an estimate, are inclusive of the current rate of VAT.

### **Methods of Payment.**

Accounts are due for settlement at the end of the consultation, the discharge of your pet & upon collection of drugs, diets & reception sales. You may settle the account using cash or credit card/debit card, MasterCard, Visa, Delta, Switch or American Express. We are unable to accept cheques.

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.

### **Return of unused drugs.**

We are happy to accept unused medications back into the practice for disposal only. However, as drugs which have left the premises are no longer fit for resale, no refund can be given. Drugs purchased from any other supplier will not be accepted for disposal.



## Prescriptions

Written 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 for ongoing medications will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases to a maximum of 6 months. Please give us 48 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.

## Pet Health Insurance.

Needham Market Veterinary Centre strongly supports the principle of insuring your pet against unexpected illness or accident. For invoices over £300 we can claim directly with the insurer as long as a completed claim form, proof of current and valid insurance policy and your policy excess and any co-payments of exclusions are paid on or before the collection of your pet. If your insurance company does not pay the outstanding balance, then you will be responsible for paying this upon notification that this has occurred.

If you are concerned that your insurance company will not cover the costs, then with many companies we can submit a pre authorisation prior to the treatment being carried out (if treatment is not very time sensitive) which will give indication as to if the insurance company are likely to pay.

## Estimates of Treatment Costs

We endeavour to always provide you with an accurate estimate of the treatment your pet(s) requires. Please bear in mind that any estimate given can only be approximate. Often a pet's illness will not follow a conventional course and unforeseen expense may occur –we will endeavour to inform you of any additional costs at our earliest opportunity depending on your pet's safety.

## Out of Hours Service

Needham Market Veterinary Centre is open Monday to Friday Surgery opening times 8:00am to 7:00pm. Outside of these hours all emergencies will be answered by our Vet on call. If you require emergency treatment for your pet (s) call our usual number (01284 630650).

Needham Market Veterinary Centre is a small team, we provide our own out of hours service via our sister site Bury St Edmunds Veterinary Centre to provide continuity of care for our clients, enabling you to always see our own veterinary surgeons, where we will have your pet's clinical history. We do not have a team onsite 24/7, our on-call service means that should your pet require treatment outside of normal opening hours you will need to travel to Bury St Edmunds Veterinary Centre (IP33 1YQ) and our on call vet will meet you there.



Animals, which are hospitalised outside our normal working hours, will be checked, and treated according to their clinical needs, if the Veterinary Surgeon is sure your pet is stable then they may be left for periods of time between checks.

There is a surcharge made for this service over and above the normal consultation fee. The cost varies depending on the time of the day or night. This reflects the unsociability of the hours and the costs of providing 24-hour cover.

## Home visits

Home visits are available at an extra charge and if booked in advance. In an emergency it is usually in the best interests of your pet to be seen at a surgery where facilities and a full range of drugs are available. It is not normally possible to carry out home visits outside normal working hours though this is at the discretion of the Emergency Veterinary Surgeon.

## Consent.

Written signed consent for procedures is required in all cases of admission to the hospital and any alterations will be agreed prior to action being taken. Consent is also required for the use of medications in species for which they were not licensed e.g., Rabbits and rodents. In this case a consent form will be provided to allow this to be done without asking for specific permission in each separate case. These drugs are used under the “cascade” where there is no licensed appropriate drug for the species being treated. We must then use drugs, which have a proven activity and efficiency despite this lack of licence. Consent is also required if your pet is hospitalised in our care out of hours. If a situation changes and further or different procedures are required while your pet is in our care we may obtain verbal consent over the phone which will then be documented on your pets clinical record rather than asking you to return to sign an updated form.

## Complaints.

We aim to always provide the highest standard of patient and client care and hope that our service does not give you cause for complaint. However, if you do wish to complain, please contact a member of our reception staff in the first instance. Our client care manager will assist with any issues that remain unresolved and where appropriate they will escalate the matter to the Directors. If you wish to put your complaint in writing then you can either send it to us via ([hello@nmvets.co.uk](mailto:hello@nmvets.co.uk)) or post it to our centres address for the attention of the client care manager. We aim to acknowledge all complaints within 48h and issue a full response with 14 days to allow us adequate time to fully investigate the matter.



## Cancellations

If you need to cancel or rearrange your appointment, then please give as much notice as possible. We understand sometimes it is unavoidable.

If you consistently cancel or fail to attend appointments at short notice (less than 24h) then we reserve the right to ask for payment of any future booked appointments at the time of booking, which will be non-refundable if the appointment is then cancelled again.

## Monitoring Telephone Calls and Emails

Telephone calls, emails and messages via Whatsapp or social media to and from the practice may be recorded or monitored. By using such communication methods, you are consenting to the recording or monitoring of the same. When taking payment over the phone we will pause the recording to not capture any of your payment details.

## Undertaking of procedures and use of medications

Veterinary staff will use medications, procedures and safety devices as required during the treatment of your pet. This includes but is not limited to the use of muzzles and appropriate restraint as may be required to ensure the safety of our team members during treatment of your pets.

## Client Conduct and Zero Tolerance Policy

Our veterinary practice is committed to providing a safe, respectful and professional environment for our clients, patients, visitors and team members.

We expect all clients and visitors to treat our staff with courtesy, dignity and respect at all times. We operate a zero-tolerance policy towards any form of unacceptable behaviour, including but not limited to:

- Verbal abuse, intimidation, threats or aggressive behaviour.
- Harassment, bullying or discriminatory behaviour.
- Sexual harassment, including unwanted comments, gestures, advances, physical contact or any conduct of a sexual nature that causes offence, distress or discomfort.
- Abusive, offensive or inappropriate language, whether in person, by telephone, in writing, via email or through social media.
- Violence, threatening behaviour or damage to property.



- Any behaviour that compromises the safety, wellbeing or dignity of our staff, clients or visitors will not be tolerated.

Where unacceptable behaviour occurs the practice reserves the right to terminate all services.