

Evergreen Veterinary Ltd.

Terms of Business

STANDARD TERMS OF BUSINESS

Thank you for entrusting the care of your pet to Evergreen Vets Ltd. This document details our Practice Terms and Conditions. By registering your pet/s with us you agree that you have read and understood our conditions of business and agree to be bound by them, should you require any clarification of any aspect of the terms then please ask a member of staff.

FEES

All fees are available on request and include VAT at the current rate. Fee levels are determined by the time spent on a case, according to the drugs, materials, consumables and prescription diets used. Please ask for a written estimate which will remain valid for a period of one month. Estimates are a guide as often a pet's illness may not follow a conventional course, estimates can increase as treatment progresses.

Payment is due at the time of treatment, unless alternative arrangements have been made in advance. Should an account not be settled a reminder will be issued. Any unpaid accounts will be referred to debt collection and further charges will be levied. We do not operate an account system.

Evergreen Vets Ltd urge owners to take out pet insurance against accidents and illnesses. It is your responsibility to take out the correct level of cover and reclaim any fees you have paid the practice. For holders of policies with selected companies, we are sometimes able to offer a direct claim service. This will need to be agreed by the practice manager or a vet in advance. A £25 administration fee will be charged – which must be paid along with the insurance excess and any percentage at the time of treatment or discharge. If at any point the insurer refuses payment for a direct claim, the owner will still be fully liable for all costs incurred. The practice cannot be involved in disputes over non-payment of insurance claims. A member of staff will inform you if your policy meets this criteria. For holders of policies with other companies, we aim to process claim forms within 7 days of receipt, unless specifically requested not to do so.

PAYMENT

We accept payment by cash, credit card and debit card. Accepted cards are Maestro, Solo, Mastercard, Visa, and Visa Electron.

PRESCRIPTIONS

Legalisation requires that we must examine your pet routinely when they are on long term medication. This will normally be between 3 to 6 months depending on the drugs and the condition treated. This is a reduced price consultation and is to ensure your pet is responding well to the medication and is not developing any side effects or other conditions. We require 48 hours notice for repeat prescriptions. Unfortunately all drugs are non refundable once they have left the practice, however we can dispose of any unwanted medicines free of charge. You may request a written prescription from the practice and obtain the medicines from another Veterinary Surgery or Pharmacy, there is a fee for this service.

VACCINATION REMINDERS

Whilst we make every reasonable effort to send out reminders for annual vaccinations the responsibility to keep them up to date remains with you. Please be aware that rabies vaccinations are due every three years. Please keep a personal record of when vaccinations are due.

OUT OF HOURS SERVICE

In an emergency please call the practice on the normal telephone numbers 01625 859019 and you will be diverted to A&E Vets who provide our out of ours cover for our registered clients. A&E take our calls from 6pm every evening and from 6pm Friday evening until 8.30am Monday morning and all bank holidays.

A&E vets are located on Birdhall Lane, Cheadle, SK3 0UX please telephone first using our number or 0161 486 2355

HOME VISITS

In an emergency, it is usually in the best interest of your pet to be seen at the surgery where facilities and a full range of drugs are available. It is not normally possible to carry out home visits, we may be able to book these with notice

COMPLAINTS AND STANDARDS

We hope you never have to complain about the standards of service received from us. However, if you feel that there is something you wish to raise please contact the practice manager. Acknowledgement will be sent by return and a written reply will follow, usually within 28 days. This may be delayed if the practice manager or staff involved are temporarily unavailable or delayed.

We will not tolerate any aggressive, or abusive behaviour to any staff member, at any time. Any client behaving in such a way will be asked to leave the premises immediately and will be notified in writing that they must find alternative veterinary care.

OWNERSHIP OF RECORDS

The care given to your pet may involve specific investigations such as radiographs and laboratory tests. The ownership will remain at all times with the practice as part of a complete and comprehensive records. Radiographs, laboratory results and clinical history can be passed onto another veterinary surgeon should the need arise. You may view your pets clinical notes on request by appointment only.

PRIVACY POLICY

For information on how Evergreen Vets Ltd records stores and uses your information please see our privacy policy.

VARIATIONS IN TERMS AND CONDITIONS OR BUSINESS

No addition or variation of these conditions will bind Evergreen Vets Ltd unless specifically agreed in writing by the Director. Additionally, no agent or person employed by or under contract with the practice has the authority to alter these terms and conditions in any way.