

Terms and Conditions of Business



Thank you for entrusting the care and attention of your pet to Emerson Green Veterinary Surgery. This letter details our Practice Terms and Conditions. Some aspects of the Terms may not be relevant to you and we request that you ask for further explanation or clarification if required.

FEES - All fees, diets, 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. All fees are available on request. You will receive a detailed fee note for every consultation, surgical procedure or transaction with us.

METHOD OF PAYMENT - Accounts are due for settlement at the end of the consultation, the discharge of your pet or upon collection of drugs/diets. You may settle the account using:

- Cash
- Credit/Debit card – MasterCard, Visa

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 – often a pet's illness will not follow a conventional course.

SETTLEMENT TERMS - Should an account not be settled within 14 days, then a reminder will be sent with an additional accounting fee of £19.50 in respect of administrative costs incurred. Should it be necessary for further reminders to be sent, further charges will be incurred. These, however, may be deducted if payment is made promptly. 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 collecting the debt, such as production of reports, correspondence, court fees, attendance at court, phone calls, home visits, etc. Any cheques returned by our bank as unpaid, any credit card payments not honoured and cash tendered that is found to be counterfeit will result in the original account being restored to the original sum with further charges added in respect of bank charges and administrative costs together with on the principal sum.

INABILITY TO PAY - If, for any reason, you are unable to settle your account as specified, we ask you to discuss the matter as soon as possible with a member of staff. Please note that instalments or part payments of any account may ONLY be sanctioned with the express permission of Dr Brice.

PET HEALTH INSURANCE - Emerson Green Veterinary Surgery strongly supports the principle of insuring your pet against unexpected illness or accidents. Please ask for details about insurance from any member of staff. Please note that we shall send in your claims and charge you your excess at time of consultation, admission or discharge (A charge may be made of £10 to process your claim.) Please be aware that if your insurance company deducts payment or does not settle your account with us – you are liable for all expenses. In order for claims to be processed efficiently and to avoid confusion a cover note must be produced at the time of treatment. If possible, a claim form should be signed and submitted at the same time, if this is not possible then a claim form must be submitted within 14 days of treatment. If a claim form is not received within this time period you will be required to settle the outstanding balance. We reserve the right not to deal with insurance companies directly – in this instance the full balance on your account will be due at time of consultation, admission or discharge by yourself.

2ND OPINION AND REFERRALS - If you require or would like a 2nd opinion please let our admin team know and they can gather the required information. Once you have decided which veterinary practice you would like to take your pet to for a second opinion, we will email all the relevant history to them for review. If it is decided that your pet requires specialist treatment at a referral establishment, we will liaise with the referral clinician and make arrangements for your pet to visit the referral centre. The referral centre may contact you to arrange an appropriate date/time. We will send all relevant medical history, radiographs and blood results to the referral practice along with a letter from the referring vet. It is the owners responsibility to transport pets to referral centers. We offer some referral services here at the practice, the referral clinician will come to Emersons Green Veterinary surgery to see the patient. These services include specialist diagnostic imaging, Orthopaedic surgery and Physiotherapy.

COMPLAINTS AND STANDARDS - We hope that you never have recourse to complain about the standards of service received from Emerson Green veterinary Surgery. However, if you feel that there is something you wish to complain about, please direct your comments in the first instance to Martin Brice.

OWNERSHIP OF RECORDS - Case records including radiographs and similar documents are the property of, and will be retained by, Emerson Green Veterinary Surgery. Copies with a summary of the case history will be passed on request to another veterinary surgeon taking over the case.

OWNERSHIP OF RADIOGRAPHS AND SIMILAR RECORDS - The care given to your animal may involve 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.

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