



Thank you for entrusting the care and attention of your pets to The Animal House Ltd. This page details the terms and conditions of the business.

Fees

All fees, products, 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. The price of all medicines supplied by us incurs a dispensing fee. You will receive an itemised invoice for every consultation, surgical procedure or transaction. This is also recorded on your pets' case history records. Our fees are non –negotiable and are fixed by the directors.

Methods of Payment

Invoices are due for settlement at the end of each consultation, the discharge of your pet, or upon collection of product, drugs or diets. You may settle the invoice using cash or credit/debit card. American Express is not accepted. Cheques will only be accepted with a current banker's card up to the guaranteed limit. Home visits will have the invoice posted for remittance by return of post. We reserve the right to request a deposit in advance of treatment.

Estimates of treatment costs

We will happily provide a written estimate as to the probable costs of a course of treatment. However, any estimate can only be an approximation as a pet's illness will not often follow a conventional course. We will always try to keep you informed of costs as they arise. It is not possible to give quotations regarding treatment costs.

Settlement terms

Should an account not be settled within 14 days, the outstanding invoice will be dealt with by our financial controller who will send a reminder and establish any reason for non-payment. Should it be necessary for further reminders to be sent, further charges will be incurred. After due notice to you, the client, overdue accounts will be sent to court and further charges will be levied in respect of costs incurred in collecting the debt. This could include legal fees and affect any non-payer's credit rating.

Any cheque returned by our bank as unpaid, any credit card payment not honoured and any cash tendered that is found to be counterfeit will result in the account being restored to the original sum. Additional charges may be added in respect of the bank charges, administrative cost and interest on the principal sum.

Inability to pay

If, for any reason, you are unable to settle your account please inform our financial controller as soon as possible. We do not offer payment plans or payment terms.

Pet Health Insurance

The Animal House strongly supports the principle of insuring your pet against illness or accident. Please ask for details about insurance from any member or staff.

Please be aware that it is your responsibility to settle your account and then reclaim the fees from your insurance company. Any variation from this must be sanctioned by Theresa Duffin and is only available to Animal Plan clients. It remains your responsibility to settle your account if your insurance company does not settle the account for any reason.

We will always try to complete any insurance forms within one week of submission and will post them directly to the insurance company for you. Please be aware of the time it takes your insurer to process the claim. Postage and packaging fee needs to be settled before a claim is sent unless an adequately sized pre-paid envelope is provided.

Ownership of records

Case records including radiographs and similar documents are the property of, and shall be retained by The Animal House Ltd. Copies or a summary of the history will be passed directly upon request to another veterinary surgeon taking over the case and/or a referral practice only. This can only be done if the client has no outstanding invoices. The care given to your animal may involve making some specific investigations, for example taking of radiographs, or laboratory tests. Even though we make a charge for carrying out these investigations and interpreting their results, ownership of the resulting record remains with the practice.

Prescription Only Medicines (POMs)

Please be aware that clients of The Animal House Ltd may purchase prescription only medicines from us, your veterinary practice, or with a prescription at any pharmacist who stocks the appropriate veterinary licensed medication.

We are willing to provide you with a prescription in order that you may purchase your pet's POM from a pharmacist. We will only give/sign prescriptions generated by our computer system, under current UK law this must then be presented to a registered pharmacist. There will be a charge made for providing this prescription by us.

The registered pharmacist may not have the specified veterinary licensed medications to hand and may have to order them for you.

Substitution of non-licensed medications of human licensed medications for veterinary licensed ones is illegal, unless under prescription cascade, as is the import of any medications from abroad which do not bear a UK license. We do not accept any responsibility for any medicines not dispensed from our pharmacy.

If your pet requires regular medication for a long-standing condition, current law, The Royal College of Veterinary Surgeons (RCVS) and good practice requires us to examine him, or her at regular (usually no more than three monthly) intervals. A charge will be made for this consultation.

Returned medications/drugs

We can accept and safely dispose of any unused medications or drugs you have purchased from us.

We cannot return any unused drugs or medication to stock therefore we do not credit money back for any items that have left the premises.

Appointments and waiting times

We offer appointments for clients to attend the surgery and home visits can also be arranged. We prefer to see any animal at the surgery where we have access to all staff, equipment and medications. Clients attending late for an appointment may be asked to re-arrange their visit. As we see complex and emergency cases as they arise we may not be able to see clients at their allotted appointment time so do be prepared to wait or re-arrange your appointment if this occurs. We reserve the right to make a charge for appointments made but not attended.

Zero tolerance

We have a zero tolerance policy regarding violence, rudeness and aggression. On the rare occasion where a staff member finds a client offensive in any way they will be contacted by a director and de-registered as a client and not able to attend the practice at any time in the future.

Registered clients

Clients wishing to attend The Animal House Ltd must register by giving correct details. These include salutation, first name(s), surname, address including post code and contactable phone numbers. The registered client is the person responsible for paying any invoices raised and must be 18 years of age or older. Partner's names must also be included if you wish us to share information about your pet with this person. Any changes to personal details need to be disclosed to The Animal House Ltd for us to update your records. Anyone withholding correct contact details will be de-registered.

De-registration

If a client of The Animal House Ltd chooses to move their pet treatments to an alternative veterinary surgery their clinical histories must be forwarded to the new vet. The client will then be considered as de-registered from the Animal House Ltd. The exceptions are a case for a second opinion or referral where the client will still be remain registered at The Animal House Ltd. Clients de-registered by The Animal House Ltd for bad debt or unacceptable behaviour are not allowed to re-register or attend The Animal House Ltd for any reason at any time in the future.

Complaints and standards

We hope that you never have recourse to complain about the standards of service received from The Animal House Ltd. However, if you do feel that there is something you wish to complain about, please direct your comments in writing to Theresa Duffin at the practice address or by e.mail to:- Theresa@vetanimalhouse.net where your points will be investigated and you will receive a written response at the earliest opportunity.

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

A copy of these Terms and Conditions is available to any client registered with this practice upon request.