

GLENTHORNE FARM VETS
Terms and Conditions of Business - General terms (applying to the provision of all goods and services)

Fees

All fees for services and prices for goods and services (including drugs) are subject to VAT at the applicable rate (currently 20% for standard-rated items). A full fee breakdown will appear on your invoice. Fees for services include our professional fees in respect of the veterinary services provided along with the cost of any drugs, materials or consumables used in the provision of the services. Professional fees vary according to the time spent on a case.

Credit Account

At the discretion of the Directors we will allow clients of Glenthorne Vets to use a 30-day credit account. For new clients we will require proof of identity to create a credit account, Driving licence or passport for example. The Directors also reserve the right to suspend any discounts normally applied to the client's account for drugs or professional fees, without notice.

Payments

Please refer to the standard terms regarding payment for large animal and commercial work below. The following standard payment terms apply in all cases:

- If you become unable to pay your account according to the standard terms, this must be discussed with the veterinary practice as soon as possible.
- In the absence of any other arrangement agreed with the veterinary surgeon, accounts not settled within our standard terms will be subject to a late payment interest charge of 8% above the Bank of England base rate accruing from the date payment should have been received until final settlement. In the case of commercial work, interest and charges shall be calculated in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- 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 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.
- Any amounts due after 60 days will be subject to interest being applied on the basis outlined above. Any amounts over 90 days will result in medicines being charged for on collection. Emergency visits only will be attended.
- 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 original account being restored fully and further charges added in respect of bank charges and administrative costs with interest on the principal sum.
- 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.

If, for any reason you are unable to settle your account as specified, we request that you discuss that matter as soon as possible with a member of staff. Please note the instalments or part payments of any account may only be sanctioned with the express permission of the Directors. Please note that all products (including drugs) remain the property of the Glenthorne Veterinary Centre until paid for in full.

Prescriptions

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 will need to be re-assessed periodically by the veterinary surgeon dealing with the case. The re-examination interval will vary between clinical cases. 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. Please note that we cannot accept the return of any prescription drugs as such items cannot be resold. If you wish us to safely dispose of any unwanted medication we can do so.

Special Orders and Non-Returnable Items

Any item(s) not normally stocked by the Practice that have to be ordered specially from a wholesaler or other third party, which are subsequently not required, will be charged to your account unless we are able to find another purchaser. Because of rules laid down by the National Office of Animal Health and the Veterinary Medical Directive (VMD), wholesalers will not accept returned vaccine. Therefore, we are unable to make refunds for these products if not collected or returned, even when unused.

Client records

Client and clinical records, and other such similar documents (including, but not limited to, digital imaging results), are and shall remain the property of Glenthorne Veterinary Centre. Copies of clinical records may be passed to another veterinary surgeon on request should you move surgeries. We never discuss or sell confidential records to any third party other than if you move surgeries or are referred to another veterinary surgeon.

Liability

Our liability in respect of all and any claims, damages or losses arising in respect of the goods and/or services provided by us or arising in connection with any attendance at our practice or attendance at any property by one of our vets shall be limited in accordance with our insurance cover. In the event of any uninsured claims, damages or losses our liability shall be limited to the value of the goods and/or services to which the claim, damages or loss relates.

Data Protection

When you register your animal with our practice or request that we provide veterinary services we will collect personal data about you and, where relevant, your employees and/or agents. We will only collect data that we need to perform the services, take payment or contact you such as names, contact details and possibly some financial details. Please note that we may pass your details to debt collection agencies or our legal advisers for the purpose of recovering unpaid fees if you do not pay invoices when they fall due.

Complaints

We pride ourselves on offering a quality service, and take customer complaints seriously. Should we not meet your expectations on any aspect of our service, you should contact the Farm Office Manager, Sarah Weston, to discuss your concerns and they shall endeavour to address any issues arising.

Data Protection

We will use the personal information you provide to us to:

- Provide the veterinary services and products
- Process your payments for the veterinary services and products
- Inform you about the products and services that we or selected third parties provide, but you may stop receiving these at any time by contacting us

In order to provide the services above, selected third parties are used to process your data. For further information please contact the practice.

Miscellaneous

No alteration may be made to these terms and conditions without express written consent. The terms and conditions may be updated or amended at any time by placing a notice to that effect on our premises.

These terms and conditions shall be governed by English Law and we and you submit to the exclusive jurisdiction of the English courts, without prejudice to our right to seek recovery of any sum due by you before any complaint court.